



NH Granite State Ambassadors

Volunteer Policy Manual

www.NHGSA.com • 240-621-0638

Revised February 2018

NH Granite State Ambassadors

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WELCOME

Whether you are already a Granite State Ambassador (GSA) or you are newly certified, we welcome you to our organization. NH Granite State Ambassadors (NHGSA) is a non-profit, charitable, 501(C)(3) organization that trains and manages volunteers and employees who serve at visitor information centers throughout the state of New Hampshire.

GSAs are volunteers, industry professionals, and residents of New Hampshire who have been trained and certified as “*New Hampshire Information Specialists*.” GSAs volunteer at our member visitor and information centers, and special events. They may also work at hotels, chambers of commerce, restaurants, real estate offices, and more! Each GSA is an important part of our success. Without supporters like you, there would not be an NHGSA program. THANK YOU!

This manual was designed to help both NHGSA management and GSAs alike. We hope you will feel free to help us develop and update this manual as necessary.

Each of our member centers has its own specific interpretations of the “general” NHGSA systems. **Let this manual offer flexibility by providing a floor, rather than a ceiling, to allow for outstanding service.** On our websites “For Current GSAs” section, www.nhgsa.com/gsa (direct link) you will find more detailed information on each individual center and event. Each Center has its own policies and safety procedures. Please review the information and Desk Books provided at EACH location at which you choose to volunteer. The Center Manager will help you interpret the systems if you have any questions.

NOTE: *Center Managers, GSAs who are designated employees of a visitor information center, may have additional policies and procedures that supersede this manual.*

Granite State Ambassadors are held to the highest standards. We not only represent our company, partners, and sponsors, we represent NH and the entire hospitality industry. That is a heavy burden to carry. With that in mind, we have developed these guidelines to help you succeed.

Again, thank you for your service at welcome and information centers throughout our state!



IMAGE AND TEAMWORK

GSA DRESS CODE

You are officially “on-duty” as a Granite State Ambassador at any customer contact points, including visitor information centers, tours, special events, and some meetings.

You must be in FULL uniform to receive credit for your volunteer time.

The information sheet for each tour and event will detail any changes/exceptions to the GSA Uniform. Please read them carefully.

GSA Name Tag - Required when volunteering at all locations and while attending all GSA functions.

GSA Logo Staff Shirt – If you have an official GSA logo’d shirt you must wear it. If you have not earned your 50-hour free shirt, you must wear a hunter green shirt with no logo. All shirts must be clean, unwrinkled, and sensible. NHGSA merchandise can be found on our website.

Pants/Shorts/Capris/Skirts - Must be khaki in color, clean, unwrinkled, and sensible. (Note: Some centers & special events do not allow shorts).

Comfortable Shoes/Sneakers/Sandals

- No high heels
- Be aware of footwear policies at your center/event. (i.e.: no open toed shoes)

Hats

- A GSA hat is preferable. Other NH, or non-logo’d hats are acceptable where appropriate
- Hats with other state/team logos are not acceptable (note Boston Red Sox is not NH)

Pocketbooks

- No pocketbooks / purses are allowed on tours or at special events
- Fanny-packs or small, *no-hands* wallets and wallet-style bags are allowed (approximately 6” X 4” in size)
- Small cinch back packs may be allowed on some designated tours/events (this will be specified on info sheet)

Other

- Please avoid accessorizing. No scarves or other garments/accessories that may cover your GSA shirt (i.e.: jumpers, overalls). GSA logo’d vests are an exception.
- Long-sleeve plain shirts may be worn underneath GSA Shirts. Acceptable colors are: hunter green, burgundy, navy blue, or white. The official State House Tour Sweater is approved apparel.

“There is power in numbers. If you have ever attended an event or a GSA tour in which the entire team is ‘in uniform’ you will understand that power. While ‘in uniform’ we are representing our state, our industry, and our company.” – Judi Window, Founder

NHGSA ETHICS

We encourage a strong feeling of camaraderie and support among our GSAs while serving our communities and state. Working together is essential to the seamless transitions between shifts and locations. Guests to our state should NOTICE our professionalism, training, and cooperation among ourselves and with State employees and throughout the entire hospitality industry.

1. GSA to GSA, simply... Do unto others, as you would have them do unto you....
2. Communicate pleasantly and respectfully with other volunteers at all times.
3. Do not gossip about others. If you have a problem with another GSA, speak to your Center Manager or our staff about the situation. If you have a problem with your Center Manager, speak to our staff or Board Chair.
4. Support your GSA partner while on duty. Each GSA has their own way to do things. We all bring our own special gifts to the position... that is what makes us great! Even if it is not how “you” would do it, it doesn’t mean it isn’t correct. After you have taken care of all the guests and they have left the area, discuss the differences with your partner. Be open to new ideas.
5. Smoking, alcohol and illegal drugs are not permitted while on duty. Prescription drugs are to be used responsibly and are allowed as long as they do not affect your behavior, our guests or your GSA partner. Alcohol may be allowed at occasional GSA tours and/or social events but is not to be consumed while you are “on duty” at a center. Smoking is only allowed during breaks and in designated smoking areas.
6. POSITIVE ATTITUDES prevail. Do not speak badly of any property, location, attraction, or other state, especially while on the premises for a tour, training or gathering. Your personal opinions are important ONLY when you have something nice to say. Please remember that you are being hosted, and we ask that you don’t demand things be as you would like them if you were there on your own.
7. Do not discuss POLITICS, RELIGION, SEXUAL ORIENTATION or SEX with guests, other GSAs or staff while on duty. Someone is always listening and disagreeing with your point of view!
8. Specific visitor centers have policies regarding referring “members” or “paid participants” first. This means you should offer the stated options first before offering other information. Be courteous of the organizations that support our GSA efforts and the financial needs to keep their centers open.
9. Be respectful of your center and center manager’s space. Please do not rearrange their things, or ‘move in’. Even if you are a regular, remember that it is their workspace and their equipment. If you are invited to share the staff’s snack or water supply, it is for when you are on-duty only.

“I believe in setting an example for our industry. I encourage each GSA to set their own example by encouraging and helping others in our industry to meet and exceed the expectations of our guests to New Hampshire. Our goal is to always leave others, whether guests, hosts, or fellow GSAs better than when we found them.” – Judi Window, Founder

OUR MISSION & CORE VALUES:

Incorporators of NHGSA developed our mission in 1996. It has not changed since. Our Core Values were added in 1998 after the presentation of the “Governor’s Task Force on Tourism Report.”

“At the Governor’s Conference on Tourism in November 1998, participants identified 7 issues critical to the future of travel and tourism in NH. One of these issues was the development of the “Essence of New Hampshire” impact statement. The committee asked that all participants in NH’s Hospitality Industry use this statement as a ‘veil’ over their own missions... NHGSA did just that, adding the impact statement along with our own additions as our Core Values statement for our company.” – Judi Window, Founder

Our Mission

The Granite State Ambassadors program is dedicated to meeting and exceeding the informational needs of guests and residents of the State of New Hampshire through in-depth training and active participation of our certified Ambassadors.

Our Core Values

We believe in volunteerism, participation, and cooperation.

We believe in training and demonstrating the essence of NH Hospitality.

We believe that the following two themes define this “essence”:

Citizen Responsibility

A belief that individual citizens can and will take responsibility for our future.

Living Landscape

A strong attachment to the environment of the state, including both its natural resources and its built environments.

In short, we believe that New Hampshire will only be a good place to visit if it continues to be a good place to live. Visitors will come only if we work proactively to retain our scenic open spaces, rich historic and cultural attractions, and livable communities, as well as the social structure that values individuals and permits them regular opportunities to pitch in and make a difference.

VOLUNTEERING

Please note that NHGSA does not “OWN” any Visitor Center. We partner with many organizations who do own visitor information centers, and all, except the Manchester-Boston Regional Airport Information Booth, are managed by the organization who owns the center.

You were given your login/password for the Online Calendar and Communication System (OCS) at your certification class. If you have ANY questions, or apprehensions, we are here to help! NHGSA staff can find you a mentor and sign you up for your first shifts.

Before you can begin volunteering you must complete the following:

- Log into the OCS, and go to the profile tab. Here you must update your information. **Emergency contacts are required.** *BE SURE TO CLICK SAVE AT THE BOTTOM OF EACH SECTION THAT YOU UPDATE.*
- Select the centers you wish to volunteer at. Please NOTE: You will only be able to volunteer at centers that are checked off in your profile. *BE SURE TO CLICK SAVE AT THE BOTTOM!* Note – you WILL be able to see ALL events, tours, meetings and activities on the calendar without checking them off in the list.
- You are required to volunteer with a *seasoned* GSA mentor and/or your Center Manager THREE (3) times at each specific center before you can volunteer there on your own.

Each volunteer or tour opportunity has its own information section/page on our website. You MUST read this information BEFORE signing up for anything.

SIGNING UP TO VOLUNTEER YOUR TIME:

You can sign up to volunteer at Member Centers and events and to attend tours through our Online Communication System (OCS). It is available through the “Current Volunteers” section of our website at www.nhgsa.com.

To give everyone an equal opportunity to choose shifts, on the 1st of each month, we open the visitor center sign-up calendars for 3 months ahead – at 6:00 am if on a weekday, at 8:00 am if on a weekend or holiday. For example, on March 1st, we make the June visitor center shifts available to sign-up. You cannot “own” a specific time or shift. If you have ANY difficulty finding a shift when you are available, contact our staff. We have a birds-eye view of the calendar and are happy to help!

Remember, you are required to volunteer with a GSA mentor and /or your Center Manager three (3) times at each specific center before you can volunteer on your own. Our staff or the Center Manager can help you find a mentor and sign you up to get you started.

TO SIGN UP:

- Log into the OCS. Go to the CALENDAR tab and click a date.
- Choose a shift, tour, activity, meeting and click “Schedule Me”.
- If you need to cancel a shift, follow the steps above but click “Remove Me” to cancel your shift.

- If you arrive at a center for an open shift that you are not signed up for, please use the computer at the center to sign-up for that shift. In case of an emergency, we need to know who is where.

VOLUNTEER SCHEDULING ETIQUETTE – Please pay attention to the following:

- Remember – No one “owns” a specific time or shift – please share!
- Please do not arrive early for your shift – or stay later – if others are already signed up. GSAs have committed their time to volunteer and want to fill their commitment and remain useful for the entire shift. It’s not fair if you come in early / stay late and displace them. **Please Note** that if you do show up early / stay late over someone else’s shift, and they are there, you will not receive credit for that time. If there is a mutually agreed upon circumstance, please note it on the tick sheet when you sign in/out.
- The shift schedules are strict. Please do not make up your own hours. Your Center Manager and other GSAs are counting on you being there for the times you are scheduled.
- Please remove yourself promptly from the calendars if you can’t make your shift. In case of an emergency at a center we want every GSA accounted for. If you can’t access the calendars, let the staff know and we’ll do it for you. There are people who watch the calendar for last-minute cancellations (even in snowstorms). Others want to be aware if they are going to be alone during a shift.
- We do not want you to feel that you cannot cancel a shift. However, when GSAs are scheduled, the center managers generally plan to do other things and are counting on your presence.
- Please avoid the following:
 - Changing shift times at the last minute on a regular basis
 - Using a visitor center as a ‘hang out’ spot
- As mentioned before, our sign-up system is designed purposely to give everyone an equal opportunity for each shift. We ask that you keep in mind that there are many GSAs who want an opportunity to volunteer at different centers and different shifts – again... sharing!

ACCUMULATING SERVICE HOURS:

- Volunteer Service hours are those hours spent available to **ACTIVELY SERVE GUESTS AND TRAVELERS** at Visitor Centers and at Special Events. **EVENT** orientations earn 1 volunteer service hour.
- Trainings, educational tours and meetings **DO NOT** count as Service Hours.

TRACKING YOUR HOURS/ATTENDANCE:

Your volunteer service hours are tracked from the tick sheets (Visitor Count Sheets) that you sign-in on at the Visitor Centers – **not by the online calendar system**. Signing in on the tick sheet confirms that you arrived for your shift.

Please be sure to:

- Use one tick sheet for each day.
- Fill in the tick sheet completely and SIGN IN for your shift. Please use your first name

AND last initial to help us distinguish among volunteers.

- Please be neat and legible!
- Be sure to record all of your time. If you arrived 15 minutes early (because there was an open shift!) or stayed 15 minutes late to finish assisting a guest – record that too.

The manager on duty will submit your hours/ attendance for special events, meetings, tours and activities.

VOLUNTEERS IN GOOD STANDING:

Volunteers who have 3 or more active volunteer service hours per year will remain “in good standing” (will remain active in our system). If you lapse, you can reactivate your membership at any time by contacting our staff

TOUR ELIGIBILITY:

- Volunteers who have accumulated 50 hours, with 12 of those hours in the past 6 months, can attend most educational tours. Some educational tours will require 250 or 500 accumulated service hours. Some require only 1 shift.
- Hours & eligibility guidelines will differ for each tour. You must read the Tour information sheet for specific guidelines.
- You can sign up for as many tours as you would like annually (new policy)
- If there are seats available on any tour 2 weeks prior to the tour date, any GSA can sign up to attend with no restrictions.
- Tour sign-ups typically close 1 week before the tour date.
- If you have a question, ask.

PERKS AND INCENTIVES

OFFICIAL PERKS:

Perks are offered to active GSAs in gratitude for your service and to generate referrals. Some perks require a specific number of volunteer hours and some will only require that you are an active, certified GSA working in New Hampshire’s tourism industry. A complete list of current GSA Perks is available on our website under “For Current GSAs.” Perks are subject to change at any time and may depend on availability. Please be prepared to show your GSA Membership Card.

Please keep in mind that all perks are generous gifts and are usually a part of each company's marketing budget. Host companies may restrict earned perks. For example, as more GSAs reach their 500 hours, the amount of White Mountain Attractions passbooks we request each year also increases. When this number gets too high, the donation becomes too expensive for the organization to incur, and we become in danger of losing the perk all together. We appreciate your understanding that restrictions (one-per-household or one-time-only) are for everyone’s benefit.

Please do not use perks offered by/at specific centers when off duty like free parking, restrooms, drinks, or discounts.

Perks are NOT transferable. For example, you cannot use the MHT parking permit for your friend’s car.

INFORMATION AND ENLIGHTENMENT CREDITS (IECs):

GSA's are often given the opportunity to voluntarily participate in extra trainings, round tables and tours that will enhance your knowledge and skills as a GSA. In order to recognize those GSA's that take advantage of these opportunities, we will award extra credit in the form "Information and Enlightenment Credits" – IECs. The IECs can be accumulated towards rewards /recognition to be presented at the Annual AMBIES Awards. These will be added directly to your files.

PREPARING FOR DUTY

BEFORE YOU ARRIVE:

Guests depend on our knowledge of the immediate area and State to guide them through their visit. Therefore, all GSA's must be knowledgeable in many different details. If you are a skier, you might know about the events and activities at ski areas. Other GSA's may know how to give directions to the ski area, ski conditions and general activities (via our Daily Ski Reports, websites, and tours). All GSA's should be aware of major events taking place at the community level and at the State level.

Here are some helpful hints to help prepare you for duty as a GSA:

- ✓ Read the entertainment section of local and statewide newspaper (you might bring it to your shift).
- ✓ Review NH websites and our GSA Blogs for interesting ideas and information
- ✓ What is the weather (today, this week)? You will be asked this question so remember our mantra: **"It's Always Sunny in NH"**. Think positively and bring ideas to help guests plan for rainy days in NH!
- ✓ Special events in the State are always of interest. Again, know what is happening in the state and your area. Be prepared for questions on hotel vacancies (www.visitnh.gov) and other big event issues including traffic and road conditions – you can find info on traffic and road conditions (www.511nh.com) or by dialing 511 on your telephone. Each Center will have its own resources available for you.

ON-DUTY

OPENING/CLOSING PROCEDURES

Each center will have specific tasks to complete when you arrive for duty. Sometimes your volunteer duty will require more than walking into the center, which is why you are required to volunteer with a GSA mentor and/or your Center Manager 3 times at each specific center before you can volunteer on your own. Refer to the Center's Desk Book for specific opening and closing procedures.

SIGN-IN & TICK SHEETS

First Person on Duty for the Day:

If you are the first person on duty, prepare the "Visitor Count Sheet" / "Tick Sheet" for the day with the Date, Day, Special Events, Weather, or Situations for the Day/Week. The tick sheets

remain in the Desk Book. At the end of each month, the Center Manager will mail them our GSA main office to be entered into our system.

SIGN IN PLEASE:

Whether you are the first person of the day, or the last. SIGN IN AT YOUR APPROPRIATE TIME SLOT! Your Center Manager will keep records of when you are on duty by comparing the calendar to the tick sheet. The tick sheet confirms that you did arrive for your shift. **Your hours are tracked by what is on the tick sheet - not the online calendar.**

If you arrive for a shift at the last minute and you did not sign up via the on-line system - please use the computer at the center to put yourself into the calendar for that shift. This is important in helping us to track who is actually on duty in a center in case of an emergency. It also saves us time when we record your hours.

TICKS:

We track our guests to provide information for NHGSA's main office, center management, and for the state. Add a manual "tick or hash-mark" for each guest you personally serve. Total the ticks (visitor counts) at the end of your shift. Ticks are not attributed to any individuals, only the shift time itself. Ticks are monitored for trends in guest traffic and show the GSAs impact on a center when compared to the total center traffic.

COUNTING GUESTS (ticks)

For consistency in tracking how many guests we serve, the following is what counts as a "tick." ***Only count contacts where you actually engage with a person beyond a smile and hello.*** Each of those is one tick. Engagement may start with "Good morning, is there anything I can help you with?" Saying hello to all guests who pass you at the top of the escalator at the airport does not constitute a tick.

Remember this isn't a competition. We don't track how many ticks each GSA is getting. We track a monthly total for each location and those totals are compared month-to-month and year-to-year. That is why having all GSAs on the same page with what constitutes a "tick" is important.

Tick sheets are also used to convey information to and from other GSAs and your Center Manager. The sections provided at the bottom of the tick sheets really helps others know what is happening, who stopped by (Governor, Mayor, Legislator, etc.). If something is needed, damaged, or missing from the center, contact your center manager directly.

DESK BOOK:

Review the Desk Book when you arrive on duty at **each** center. It is important to review them at each center as they will each have their own set of policies/procedures and available resources. The books are designed to help you with any quick information you may need at your fingertips. It also contains your "tick sheets." The Center Manager, or a designated volunteer will maintain the book to suit the needs of their center. If you have any suggestions, please speak with your Center Manager.

LITERATURE:

Each center has its own set of rules and regulations regarding the types of literature that can be displayed at each center. Some centers operate on a “pay to play” system where only members are allowed to display literature, while others welcome all information.

It is important for you to be familiar with the policies of the center where you are volunteering. Refer to the information provided by your specific Center Manager and/or your GSA mentor. Remember that you are only a volunteer! If you cannot help the guest/company, have them call your Center Manager.

Please Note:

- ***Please do NOT*** accept deliveries of cases of material at the airport.
- Volunteers are NOT to be delivering brochures to other centers and are NOT required to lift boxes or help unload trucks. No matter what anyone might tell you!
- Volunteers are not allowed to bring in their own materials for distribution.
- Do not overstep – remember the center manager controls the literature and its placement.

TELEPHONES:

Some centers have them; others do not. If your center has a telephone, you may or may not be asked to answer it. You or your guests may or may not be able to use it. Refer to the Center Manager, or the DESK BOOK for the telephone rules and protocol for your center.

COMPUTERS:

Again, some centers have computers, others do not. If your center requires you to use the computer be sure you are trained and feel confident in its use.

Computers are a great way to give your guests up-to-the-minute, detailed information. I suggest all GSAs become familiar with the Internet and e-mail.

****Center computers and office equipment are not for personal use by GSA volunteers.***

ON-DUTY PARKING:

Typically all GSAs while on duty at ***Member Centers***, will have free parking.

Each center will have different rules and regulations regarding parking. Ask your Center Manager and/or refer to the Desk Book for your center’s rules and protocols.

GSAs may have to pay for parking while serving at special events, meetings, non-member visitor centers and other activities. Place the window cling you received during training in your car window to identify yourself as a GSA.

EMERGENCY PROCEDURES

SECURITY & LAW ENFORCEMENT:

Visitor center security can be interpreted in many ways. Some centers have on-site law enforcement (such as the Manchester-Boston Regional Airport). Other centers have a working relationship with law enforcement (Downtown centers & State facilities).

Refer to the DESK BOOK for details on your center's security and law enforcement.

MEDICAL & OTHER EMERGENCIES:

Regardless of what is happening – **KEEP A CALM HEAD**. Do NOT take 'action' unless you are duly qualified or registered to do so. Your responsibilities as a GSA are to:

1. **Call for help**
2. Stay calm
3. Keep the center safe and the area secure

Refer to the Desk Book for your centers procedures. There may be additional information on protocols required by your center such as incident reports.

** You should report ALL unusual happenings to your Center Manager (emergency or otherwise). There may be other procedures listed in your Desk Book.*

MEDIA

ALL MEDIA INQUIRIES ARE TO BE DIRECTED TO YOUR CENTER MANAGER OR TO GSA STAFF!!! We cannot stress this enough.

If you see an article about NHGSA in the paper, please let us know. We don't always know what is being published.

If you have ANY questions about the media and the press, please call the office at 240-621-0638 or Kelly Bryer's (Executive Director) cell at 603-960-0272. Please give the press Kelly's business card. Yes, you can give out Kelly's cell phone number if you feel it's necessary.

VOLUNTEER INSURANCE SERVICE

NHGSA provides all our active GSAs CIMA Volunteer Insurance Service.

- Up to \$50,000 in medical expense reimbursement as a result of a covered accident;
- Up to \$1,000,000 in volunteer liability insurance.

Benefits are payable for eligible expenses that are in excess of benefits paid to the volunteer by any other health care plan. In the event no other health insurance exists, benefits will be payable on a primary basis.

For more information visit: <http://www.cimaworld.com/~cima/wp-content/uploads/2012/07/TermsAndConditions.pdf>

RECRUITMENT/HOW TO BECOME A GSA

As you already know, the NHGSA program couldn't work without you. This includes the continued recruitment of friends and family into the training classes. The easiest way to sign up is on-line. Anyone can sign up on our website (www.nhgsa.com). There is a link on our homepage to information for each training session held throughout the year.

You can give anyone a NHGSA Business-Recommendations Card or other materials to help them find the information they need. You can personalize the business card with your own information by simply using mailing labels or by writing your information on the card as indicated.

Remember, all NHGSA Certification Trainings are virtually the same. It doesn't matter which class you attend. Once you are certified you can volunteer at any Official NHGSA Center throughout the state.

TERMINATION OF VOLUNTEER SERVICES

Volunteering privileges with New Hampshire Granite State Ambassadors are not a permanent arrangement; the right to volunteer with the organization is not of any specific duration. Based on our commitment to providing the highest quality service to guests and residents of New Hampshire, and to our member centers, sponsors and partners, New Hampshire Granite State Ambassadors reserves the right to terminate a volunteer's involvement within our programs.

NHGSA has the right to ask a volunteer to leave an assignment immediately. In general, failure to adhere to policies of New Hampshire Granite State Ambassadors is cause for immediate release.

Grounds for volunteer dismissal may include, but are not limited to the following:

- Illegal, violent, or unsafe acts
- Failure to abide by organization policies and procedures
- Unsatisfactory performance or misconduct
- Lack of cooperation, or other disrespectful conduct
- Theft of property or misuse of program equipment or materials
- Volunteering under the influence of alcohol or illegal drugs and/or illegal or unauthorized possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the volunteer environment.
- Failing to perform volunteer duties as agreed
- Misusing your NHGSA identification card
- Mistreatment or inappropriate conduct toward guests, residents, co-workers, personnel of cooperating organizations, or staff

HELP / CONTACT INFO

Our NHGSA staff is always at your service! Contact us at any time. We all work part-time and overlap our schedules to give you maximum support.

TELEPHONE NUMBERS & E-MAIL ADDRESSES

Important numbers and emails for your center are posted on the Quick Reference Sheets for your center and are listed under the Contact and Visitor Center tabs on the website (www.nhgsa.com). Our voicemail (240-621-0638) is just that – we can't answer it, so please leave a message.

Please note our staff are all very part-time. We stagger our schedules to maximize our availability to you.

Should you need immediate assistance, never hesitate to contact Kelly's cell phone (yes, you can give it out) anytime for any NHGSA need.

NHGSA:

Kelly Bryer, Executive Director

Organization Leadership, MHT Center Manager, Education and Tour Coordinator, Volunteer and Organization Communications & Website, Staff Support

603-960-0272 cell, Kelly@nhgsa.com

General schedule (Mon-Fri 9am-3pm varies as needed)

Naomi Halter, Director of Volunteer Operations

Manages our partnerships with Centers, Volunteer Relations, Events Management

603-566-3030 cell, Naomi@nhgsa.com

General schedule (Monday, Thursday, & Friday 3-4 hours each day, generally around 10-noon)

Event schedule (as needed leading up to and through events)

Lorinda Franklin, Data Manager

Tracks volunteer hours and generates volunteer reports

Contact through Naomi or Kelly

General schedule (10 hours month as needed)

Matt Lavoie, Brochure Manager at MHT

Stocks brochures weekly at the airport booth

matt@nhgsa.com

General schedule (2 hours weekly as needed)

Contractor:

Michelle Demirjian, Chief Financial Officer (Innovision Realty)

GSAs General Voicemail: 240-621-0638, Michelle@nhgsa.com

NHGSA Office (by appointment) & Mailing Address:
470 Mast Road, Goffstown NH 03045