

3 TIPS FOR GREETERS

Here's how you can help create the best experience for the audience with spf.io.

Imagine you're the guest.

It's easy to forget what it's like to be the guest. Imagine you're the one who needs translation and you'll notice all the little details that get in the way of really connecting. Your guests took a lot of courage to show up and they're probably uncomfortable and expecting very little. **This is your chance to wow them** with a warm smile and empathy. Learn a greeting in their language. Set up visible signs in their language so they know to go to you for assistance. Actively reach out to people who may need captions or translation and offer to help them get set up. **Every kind gesture counts.**

Take your time.

Your guests may not only face language barriers, but also technology barriers. They may feel uncomfortable using their devices or devices provided by your event. **Taking your time helps put them at ease.** Walk them through the steps to get captions or translation. Show them how easy it is to use and if they need it, take the time to demonstrate even the basic steps like turning the device on or off, enabling/disabling the sound and how to pick their language. Patiently teaching your guests will not only make them feel welcome, it will pay dividends in the long term--they'll have a great experience and not have to trouble you with problems later on.

Train yourself.

Practice using spf.io on different devices and try using it yourself during an event so you can get a feel for what your guests are experiencing. **Practice intercultural hospitality** outside of the event so you gain an intuition for communicating with people in situations where the language barrier is a challenge. Visit an event held in a language you do not understand to get a feel for the challenges your guests feel when they visit your events and discover new ways to welcome them.