

Guest Check-In — Volunteer Script

Keep at the check-in table

1 Standard Check-In (One Guest)

1. Greet & get their name.
"Welcome, we're so glad to see you! Can I get your name?"
2. Confirm table & phone number.
"Fred, you'll be sitting at table number seven. Does your phone number end in 7-8-9-0?"
3. Send the welcome text.
"Great — I just texted you your table number and a link to bid in tonight's silent auction."
4. Offer to authorize a card.
"Can I authorize a card for you?"
5. Ask about covering fees.
"Would you like to help the organization by covering the transaction fees tonight if you win something?"
6. Give the bidder number & check in.
"Thank you so much — your bidder number tonight is 5-2-8, and you are checked in!"

2 Checking In a Couple or Group

Run the first guest through Scenario 1 above, then continue:

1. Ask how they want to bid.
"Would you two like to bid together, or separately?"
2. If together, combine their experience.
"Great — I'll link you both together, so you'll share one card and one receipt."
Tap Combine Guest Experience. The app suggests names from the same purchase group — use Search Other if the second guest isn't listed.
3. If separate, check in individually.
"No problem — let's get you set up on your own ticket."
Open each guest's own check-in screen and repeat Scenario 1 for each person.

3 Guest Not Found in Search

1. Don't panic — ask who they're with.
"I'm not finding that name — who are you attending with tonight?"
Search using anything you have: the purchaser's last name, a company name, or the group name. This almost always means the purchaser bought tickets but never entered every guest's name.
2. Use the open guest slot.
"Found it! Let me just get a few details from you."
Tap the open guest slot, then Search or Add Guest. Check the donor database first, or add them from scratch — then check in as usual.

★ Quick Tips

- ✓ Avoid **Change Contact** once someone is checked in — it clears their ticket.
- ✓ **Tap to Pay** (iPhone) needs Location Services turned on.
- ✓ CVC is 4 digits on the front for Amex, 3 on the back for most other cards.
- ✓ Marking a guest **Not Attending** removes future emails/texts but keeps their ticket — and they can still bid
- ✓ Need to add more guests to a full party? **Three-dot menu** → **Edit Registration** → **Add Guest**.
- ✓ Stuck? Ask your event lead, or email support@betterunite.com.