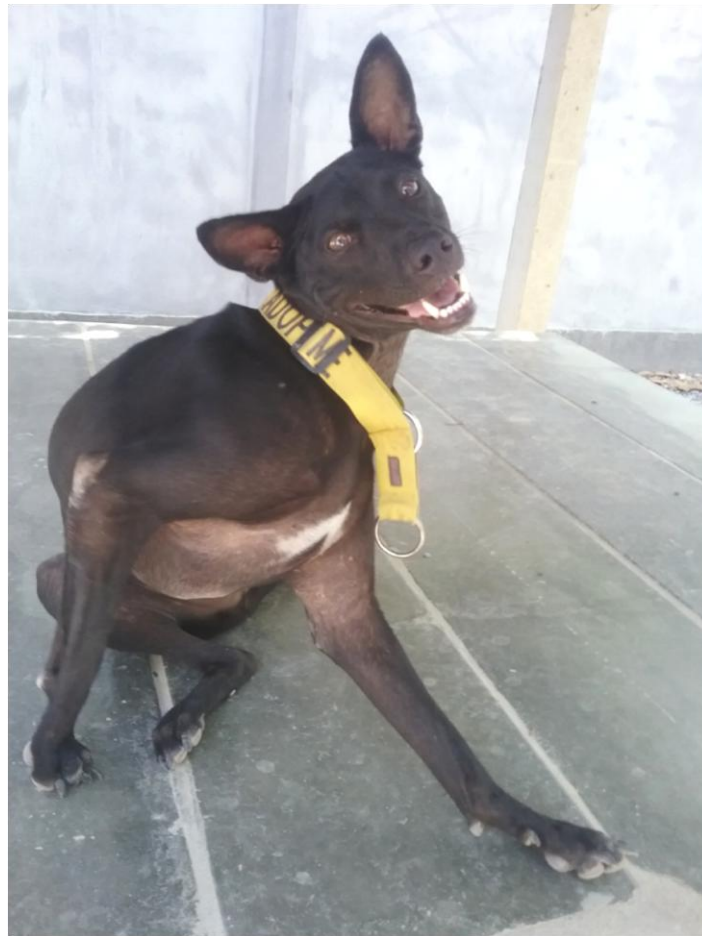




HOST VOLUNTEER INFORMATION PACK



Thanks for your interest in becoming a host at Lanta Animal Welfare !

Hosts at LAW work in the reception area at the front of our centre, they greet visitors, perform tours and are in charge of our small shop.

Hosts have an essential role. We are a small charity and we rely heavily on the generosity of our visitors for donations to keep the centre going.

By giving them a warm welcome and a fun, knowledgeable tour of our premises, you would be directly involved into the continuation of our shelter and help hundreds of animals!



One of our volunteer hosts, Veronica, having a rough time. ;)

- **Host schedule:**

As a host you will be working from 9am to 5pm, which are the opening hours of our centre. You will get two days off a week.

Like our general volunteers, we ask for a minimum commitment of one month. The reason being is that training takes time and resources, and we can't offer a too frequent turn over. And by experience we can assure you that 90% of the people signing for a month declare at the end that it was too short a stay!

Don't worry, you will not get launched hosting on your own at the front on day one, and you will have a proper training by another host volunteer or a member of the staff to get you ready. 😊

- **Main points of the host role :**

The host role is a key one. Since we have started hosting, the numbers of visitors, donations and adoptions have increased greatly, meaning we have been able to help more animals, and that is thanks to our great hosts volunteers.

LAW is the first thing to do on Trip Advisor on Koh Lanta! We have a lot of visitors coming, and they are always very excited to see the good work we are doing, and they want to know more about us.

The host is here to answer all their questions, and provide them with stories about us and our animals, keeping them happy and entertained while they wait for the next tour, encourage donations, adoptions or flight volunteering... If you have a chatty, friendly and outgoing personality, you will have a blast hosting!

First point of contact, the host is also here to greet our customers and their pets coming to see our vet, and assure the link in between them and the vet staff.

Responsible of our small shop, you will be in charge of promoting our merchandise and be in charge of the cash flow, as well as collecting donations. If you have any experience or skills in sales, please don't be shy to use them, it's all for the animals!! 😊

The shop will be under your responsibility; so you need to keep it neat and tidy and make sure it is stocked up, merchandise wise or drinks in the fridge, and also keep track of the numbers of visitors / sales every day.

Professionalism is asked from you, you will be the face of Lanta Animal Welfare, so your appearance is important: smiling, neat and tidy! (and we will provide you with a nice LAW dress/ top to make you look even more amazing!).

- **Tours:**

Many tourists come to us all year long. Tourists are absolutely essential for LAW; they spread the word about our charity, they give donations, buy items, sponsor animals and, of course, they are our mainly source of adoption for our doggies and kitties!

We provide tours of the shelter on the hour from 10am to 4pm. A tour should last about 40 minutes, but it is not set in stone, and sometimes they might run longer if you have a group of very interested people and if they ask a lot of questions for example.

The responsibility of the host concerning tours depends on the season.

High season (October/November to April):

This is our busiest time of the year, and we have a lot of people coming to visit. Tours really go off every single hour, with groups fluctuating from a couple of people up to 25 sometimes.

Because the front of the centre is so busy, hosts during high season will just do the opening of the tour and its closing, and a designated general volunteer will show the “behind the scene” in between. That’s because the host has to be in the reception at all time, to greet the new comers and to deal with the sales / donations, etc..

The “opening of the tour” consists in providing the main informations about LAW. What we are (a sterilization centre first and foremost, but also the only vet clinic on Koh Lanta and a happy place where you can find your new forever 4 legged best friend), what we do (sterilizations, releases, vaccinations, education mission), and also a brief history of how it all started (our founder, Junie Kovacs, made it all happen on her own). You would then take them to the “cat house” and tell them a few stories about our kitties. After that, a general volunteer will take over.

The “closing” is when the tour comes back from having seen the kennel area at the back. The general volunteer in charge will hand you back over the visitors.

The closing is really important. Welcome them back with a big smile, asking questions, for instance if they liked what they saw, why, etc... That’s also when you raise awareness about LAW being a private non-profit organization with no funding from the government and explain how our visitors can support us.

Show the donation box, encourage them to buy a souvenir for their friends/ families. Explain for example that for some of our older dogs we have ongoing treatments that cost us about \$60 dollars a month, etc.. Don’t be shy, any little donation is always very welcome! Talk about flight volunteering, how they can help an adopted animal to go to its forever home.

And of course they can take a dog for a walk, or spend some time with the cats!..

Most importantly, make sure they had a great time, and thanks them for their visit really warmly. ;)

During low season (May to September/October):

Everything slows down on Koh Lanta for low season. The number of visitors drops down quite a lot, and the hosts don't get as busy: official tour times are 10am, 12am, 2pm and 4pm.

You need to be more flexible during that time, and get the visitors engaged while they are waiting for the next tour. Invite them to take a dog for a walk, cuddle the cats, etc.. You can tell a few stories that you know about our animals, how they ended up here, how long, and so on! Make them happy, make them sad, play with their emotions, we want them to remember their visit at LAW! ;)

Because you won't be as busy, we really need you to help the general volunteers with getting the dogs ready for their walks, or bringing them inside when they are coming back.

Also, hosts will help with extra tasks, such as keeping the car park area tidy (sweeping leaves, changing water bowls,..), or random stuff (manual activities: putting stickers on donation boxes, gluing leads together to make safety clips, the list is endless!!).



Our lovely Poohie chilling at the front!

- **Welcoming furry patients for the vet clinic:**

As we are the only vet clinic on the island, we have locals bringing their animals for treatments, consultations, etc..

The host is the link between the owners and the vet staff; you need to notify the vet team of new comers, ask the patients to wait if they are busy, etc..

You can ask them a few questions of the reason they are bringing their animal so we can deal with the situation in the best possible way (Is it a vaccine? Sterilisation? Emergency?). Sometimes you may have to help them with filling in the admission form (some Thai people cannot write for example), or make sure we have all the contact details we need.

- **But?.. Will I spend time with the animals?!..:**

Yes of course you will!!

The reception at the front of the centre is where our cats hang out all day long, so get ready for a lot of kitty cuddles during your shift. They will be everywhere; on your desk, on your lap, in between your legs, asking for attention!

More often than not there is also a “reception dog” chosen to be at the front to keep you company and help you welcome our visitors.

And last but not least, it is important for the host to be ready and willing to help the other volunteers (when you are not too busy) with getting the dogs ready for walks with tourists and / or bringing them back in the shelter when they are coming back.

And of course, on your time off, you can spend as much time as you want with our animals!

You are in for hosting?!! Great!!

Please fill in a host volunteer application form from the website and send it back to volunteer@lantaanimalwelfare.com

Please also read **the general volunteer information pack** as it contains important general information on the centre.

We ask every volunteer to organize an adequate **travelling insurance** to cover any potential loss of belongings or health issues.

The whole LAW team is looking forward to having you joining us!