



RAH | GENERAL MANAGER & GENERAL MANAGER ASSISTANT

ROLE: RAH | General Manager

HOURS:

4/14/20 | Tuesday | 7am - 7:30pm

4/15/20 | Wednesday | 7am - 6:30pm

OVERVIEW:

The Rent-A-Human program has many moving parts. It is your job to ensure each RAH station is running according to program rules and regulations, handling escalated situations, answering questions from RAH volunteers/models, making sure lunch is there on time, and replenishing model refreshments. You are also responsible for addressing any necessary procedure changes. The Rent-A-Human General Manager should also keep notes throughout the event of any way to have the RAH program run smoother in the following year.

RESPONSIBILITIES:

- Rent A Human General Manager responsibility is to oversee the entire program. You will go from station to station making sure the process is running smoothly. Putting out fires and handling escalated situations. You will need to make sure lunch is set up and ready and refreshments are stocked.

PROCESS:

- Flow between all 6 stations
- Make sure each station is following protocol
- Help with questions from staff and models
- Make sure lunch is setup in RAH area by 1:00pm
- Replenish model refreshments

STATION-SPECIFIC NOTES:

- ***What if Group Leader's ID doesn't match?*** Tell them that they can not participate in the program without a valid photo ID that matches their RAH request form. This is to help protect our models.
- ***What if I have 6 people in my group?*** You can only have a total of 5 people in your group. Split your group.
- ***What if I'm the only member in my group?*** You need a minimum of 2 people in your group to rent a human. Make a friend.
- ***Can I get a specific model?*** No. You can only specify gender and category.
- ***Can I get a different model?*** No, there are no exchanges.
- ***Can I take out more than 1 model?*** No, you will only get more than one model if you are requesting bride and groom, engagement or same-sex.
- ***Where do I get my model?*** Direct the attendee to the station #2 to hand in their form and receive their model.
- ***Where do I return my model?*** You will return your model to station #3.



RAH | GENERAL MANAGER & GENERAL MANAGER ASSISTANT

- ***When is the last time that I can rent a model?*** The last time that you can submit your RAH request form is 5:30pm.
- ***What happens if a model is returned late?*** The entire group will not be allowed to participate in the Rent-A-Human program for the remainder of the event.
- ***Is there a limit to how many times I can rent?*** You can rent as many times as you want between the hours of 10am-1pm and 1pm-6:30pm. RAH stops accepting forms at 5:30pm.
- ***What if I brought my own outfit?*** After you get your model, you can decide if you want a wardrobe change. We are not responsible for getting your clothes on models. Whatever clothing your model leaves in- your model must be returned in.
- ***What if I want to rent the same model again after my 1.5 hrs?*** No. You must fill out a new form, and submit again.
- ***What if the categories that I want are not available at the time that I submit my form?*** Communicate to attendee that they can choose from another category,, or wait for the next available model in your category.
- ***How many categories of models are there?*** The program is split into 14 categories - Wedding, Engagement, General Portrait, Bride Alone, Groom Alone, High School Senior, Babies, Children, Family, Fashion (15 & up), Kid's Fashion Fitness, Glamour/Boudoir, Same-sex - this allows photographers and models to work in their perspective fields.
- ***What do I do if they refuse to sign the RAH Rental form?*** Tell them they are not allowed to participate in the program. Per the rules and regulations of the program all participants must sign or initial the form.
- ***What if a speaker model needs hair & makeup, but there are no chairs?*** Speaker models take priority. They will go to the top of the list and get the next available chair.
- ***What do I do if a model is not happy with their hair/makeup?*** Once they leave the hair and makeup station, they must sign up on the list for the next available chair.
- ***What do I do if a model is disrespectful to the Paul Mitchell staff?*** Let them know according to the RAH rules and regulations, they are no longer permitted to have their hair and makeup done by the event.
- ***What if a model's hair or hair accessory is damaged?*** According to the rules and regulations, you are responsible for your own property. The event is not responsible for any damage to personal property.
- ***What if the model does not respond when you call their name?*** Try calling their name again. If they do not respond, write "NR" next to their name and move on to the next name on the list. You will add anyone who doesn't respond to the name to the bottom of the list.
- ***What if there are no models on the list for that category?*** Move on to their 2nd choice
- ***What if their 2nd choice is unavailable?***
 - Let the Model Runner know, and the Model Runner will communicate to the attendee that they have the choice of selecting another category, or to come back.
 - If the attendee selects from another category you will follow the normal process.



RAH | GENERAL MANAGER & GENERAL MANAGER ASSISTANT

- ***What if an underage model does not have their guardian with them?*** They can not be rented.
- ***When is a category "full"?*** This is subjective, but generally if there are more than 15 models waiting in one category.
- ***What if a model wants to be in a "full" category?*** Use your best judgement, being mindful of which categories are being rented out the most.
- ***In the event a parent or guardian is upset because they cannot attend the event with their child, or the child is upset that their parent or guardian cannot accompany them:*** Per the rules of the event that was communicated in the original e-mails, for models 19 and over we cannot permit any guests because of limited space in the model prep area and at the event.
 - They can accompany their child/friend outdoors on shoots, they cannot access the event or the tradeshow floor.
 - If they would like access to the event and tradeshow floor, they would need to buy a ticket for Shutterfest. The price of a Shutterfest ticket is \$199 - direct them to Registration to purchase their ticket.
 - If they become difficult, direct them to Krystal.
- ***What are the RAH gown rules and regulations?***
 - You are required to provide your personal information to check out a gown.
 - You must check out a gown through an attendant. You are required to return each gown within 2 hours.
 - If you have not been able to shoot in the gown, please check back in with the RAH Gown Rental Station.
 - You can only check out one gown at a time.
 - You are responsible for returning the gown in the same condition as it was rented. If damage occurs to the gown, you will be banned from renting gowns in the future.
 - Any dress clamps/accessories must be checked out.
 - Any dress clamps/accessories must be checked back in – they are not to be discarded or left unattended.
- ***What do I do if a gown is damaged?*** Document the damage on the check in form. Note the model's name. She will not be allowed to check out another gown
- ***What do I do if a gown is missing?*** Call the model that checked it out last. Try to track it down and get it back. If not returned - Note model's name, and they can't check out again.
- ***What if the tag is missing?*** Figure out the number by looking up the model's name that is returning it. Do not check out a dress without a tag.
- ***What if the clamps are not returned?*** Model cannot use the gown rental program again.
- ***What if it is not brought back in 1.5 hrs?*** Use your discretion- Model can not use the program.