

Q. Can I sign up more than one volunteer at a time?

A. No. Each volunteer must be individually signed up. Unfortunately, the Sign Up Genius software we are using does not allow us to capture the necessary information from group sign ups. Note that one person can sign up multiple volunteers, but they must go through the entire process for each person they are registering. Please also be aware that each volunteer must have a unique email address in order to register. If you do not have access to email, please contact the Open House Volunteer Coordinator at: TempleOpenHouseSignUp@gmail.com.

We apologize for the extra work this process creates, but it is necessary for us to know exactly who is volunteering to work on each temple shift.

Q. What if I want to sign up my entire family? Is there no way to sign all of us up at once?

A. Please add each member of your family individually, as described above. You will need unique email addresses for each person you register. If you have trouble registering, please contact the Open House Volunteer Coordinator at: TempleOpenHouseSignUp@gmail.com.

Q. Do I need to hold a current temple recommend to be a volunteer?

A. No. You do *not* need to be endowed, or hold a current recommend to serve as an open house volunteer.

Q. What is the dress code for ushers?

A. Volunteers should dress in Sunday attire. Please give special consideration to your footwear—comfortable shoes are a must (i.e., women should not wear high heels, etc.)

Q. Where can I park?

A. Please consider using public transportation or car pooling with other volunteers. Volunteers will park in a Church owned parking lot on Broad Street between Noble and Hamilton or other facilities paid for by the Church. More information on parking will be available as we get closer to the open house start. If carpooling, volunteers could be dropped off at the Meetinghouse and only the driver would need to walk from the parking lot.

Q. Will I be able to park in the temple's parking garage?

A: In order to provide guests coming to the temple with the best experience possible, the temple parking garage will be reserved for those holding timed temple open house tour tickets. Volunteers are asked to use the designated parking areas (see previous question).

Q. How old do you have to be to volunteer in the temple?

A. You must be 18 or older to be an open house usher in the temple, however, youth 14+ are needed to help with covering the shoes of open house guests and assisting with guests in wheelchairs.

Q. Can people from outside the temple district work as ushers?

A. Only members of the 11 stakes in our temple district are allowed to participate as open house volunteers.

Q. What is the address of the Philadelphia Temple and Meetinghouse?

A: Temple address is 1739 Vine St, Philadelphia PA (between 17th and 18th Streets on Vine St.). Meetinghouse address is 1682 Wood Street, Philadelphia PA.

Q. Can I have my phone with me during my shift?

A. Volunteers should leave cell phones turned off during their shift. Everything guests experience during their tour should reinforce its status as the House of the Lord.

Q. Will I need to answer questions about the temple during my shift?

A. All questions will be referred to sister missionaries who will be available in the reception area at the end of the tour. You should not need to answer any questions during the tour.

Q. Do I need to memorize information about certain areas of the temple?

A. Selected volunteers will be asked to share a very brief explanation concerning the temple to guests as they pass through. These few selected "speaking" ushers will be given a card with exactly what to say. The majority of volunteers will not need to say anything. We want the temple to speak for itself.

Q. Can I leave early if it's not very busy?

A. Volunteers should plan to stay for the entire length of their shift. We cannot anticipate when visitors may arrive so full staffing will be needed throughout the day.

Q. Will we be able to take bathroom breaks?

A. Yes, bathrooms will be available to volunteers as needed.

Q. Do ushers need to be able to stand for the entire period?

A. Aside from the training period at the start of each shift, ushers will stand throughout the entire shift, which can be up to 5 hours long. Ushers should, therefore, be in good health and capable of standing for long periods of time.

Q. Is the temple accessible via public transportation?

A: The temple is located three blocks north and one block west of Philadelphia Suburban Station, which is accessible by all regional rail lines as well as the Broad and Market Subway lines. There is also Subway station located at Broad & Vine Streets, three blocks east of the temple. A Temple Travel Guide is being produced and will be distributed at a future date.

Q. What time do I need to arrive? Should I arrive early for my shift?

A: Please plan to arrive at the Meetinghouse (next to the temple) by the start time listed for your shift to receive your assignment, participate in the short training and allow time to be directed to your post. While you do not need to arrive early, you *do* need to be on time. Please be sure you allow sufficient time to find parking and make your way to the temple site. Volunteers should enter the Meetinghouse on the north side from Woods Street and there will be signage directing you to the appropriate door to enter. An orientation meeting will be held in a room on the second floor of the Meetinghouse, which will be clearly marked for volunteer orientation.

Q. Will I be trained what to do?

A: Yes, each shift begins with a brief training session so that all volunteers will be comfortable with their assignment.

Q. Can I bring a water bottle, snacks, lunch, etc.?

A: No food is permitted in the temple, and you will likely not have opportunity to eat during your shift. Please be sure to eat prior to the start of your shift so that you can work for the assignment without needing a meal. Water fountains will be available in the temple and in the meetinghouse. Food will not be provided for volunteers.

Q. Is there a place for me to leave valuables during my shift?

A: Yes, there will be a locked and monitored area in the stake center where handbags, etc. may be left and then retrieved at the end of your shift. While this is available, we encourage you to leave laptop computers, tablets, expensive cameras, etc. at home, or lock them in your car.

Q. What about inclement weather? Do I need to plan to bring an umbrella or rain gear in case of rain?

A: Please check the weather before you leave for your shift and come prepared for all eventualities. Remember, you may be assigned to work in the temple, at the chapel, or on the temple grounds (outdoors). We will have limited numbers of umbrellas available in the case of inclement weather.

Q: What will happen after I sign up?

A: You will receive confirmation via email of your commitment to serve.

Please update your personal calendar. You should keep this email as a reminder of your appointment details, but also because you will need this link in case you wish to change or cancel your assignment. You will also receive an email reminder approximately 24 hours prior to your shift's start. You will not receive your final assignment until you arrive on site at the open house. *Please note: In the event that your plans change and you can no longer fulfill your assignment, it is your responsibility to go back into Sign Up Genius and cancel your commitment.*

Q: What should I do if I cannot fulfill an assignment?

A: If your plans change and you can no longer fulfill your assignment, it is your responsibility to go back into Sign Up Genius and cancel your commitment. This will enable someone else to sign up for your vacant spot. Use the link included in the confirmation email you will receive immediately upon signing up. Please do not cancel at the last minute, as this will result in unfilled positions during the open house.

Q. Is there a limit to the shifts that I may sign up for?

A. No, please sign up for as many you feel comfortable with. However, please only sign up for one shift per day and do not sign up for more than one role during the same shift.

Q. Can a nonmember volunteer with me?

A. Nonmembers can serve as volunteers but they will not be assigned in the temple. Nonmembers should be well known by a member of the Church who is volunteering with them.

Q. Why are some days not assigned to a stake?

A. These days are reserved as special guests tours, and require fewer volunteers to staff them. They have not been assigned to specific stakes, but all members in the temple district are encouraged to sign up for these shifts as they can.