

# 2019 Commerce Energy Exhibit Training

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## Climate Jeopardy display

1. As people approach the display greet with something like:
  - a. “Welcome to the Climate Jeopardy display. Pick a category and a level and I’ll ask you a question.”
2. After they select a panel, reach under the panel and grab the metal knob, pulling it toward you until the question appears. Hold the knob and read the question out loud so everyone nearby can hear it.
3. After they answer, keep pulling the knob until the answer appears. Hold the knob and read the answer out loud.
4. Let go of the panel and it will return to its home position.
5. If they seem interested, you can refer to the “Talking Points” to provide further information.
  - a. If they question sources or want further information, show them the “Talking Points” document and suggest they can take a picture with their phone for further research.
6. If they are playing the building-wide Climate Bingo game, stamp their card with the dauber (our location is the “electric bolt”) **regardless of whether they answer correctly or not.**
7. Some may want to try another question; if it isn’t busy, go ahead. If there is a line, tell them you need to let others have a chance.
8. If young children approach, offer that they can play the adjacent Climate Jeopardy Junior display.
9. **NOTE: This display is intended to be operated only by staff. If someone reaches to do it themselves, reach in front and say, “Let me get that for you.”**

## Climate Jeopardy Junior display

1. As youngsters approach the display greet them with something like:
  - a. “Welcome to the Climate Jeopardy Junior display. Choose a picture and I’ll ask you a question.”
2. Lift and hold the panel and read the question out loud so everyone nearby can hear it.
3. Any answer will suffice, but you can encourage responses if they are struggling.
4. If they are playing the building-wide Climate Bingo game, stamp their card with the dauber (our location is the “electric bolt”) **regardless of whether they answer correctly or not.**
5. Some may want to try another question; if it isn’t busy, go ahead. If there is a line, tell them you need to let others have a chance.
6. **NOTE: The panels are intended to be lifted only by staff.**

## Climate Cinema Ticket Booth display

1. As people approach the ticket booth greet them with something like:
  - a. “Welcome to the Climate Cinema, presented by the Minnesota Department of Commerce and 11 communities from around the state.”
2. Hand them a printed “ticket” which describes more about the Clean Energy Communities program. Then say something like:
  - a. “Today’s featured community is XXX and representatives are over there (point to location) to tell you about their community’s clean energy efforts. Feel free to visit any of the other community displays, as well. Finally, if you have a couple minutes, we have a little theater (point to doorway to theater) showing very short videos of Minnesota clean energy communities. There are benches and a fan!”

## SEO Lead Worker duties

### Morning Shift

1. **Arrive no later than 8:30!** We have different duties than in past years and it is important that you are on time and ready!
2. **Power up displays/lighting.**
  - a. Open the door at the north end of the wall behind the movie monitor and flip the switch on the power strip to 'ON'.



- b. Go to the pole in front of the rope/stanchions and plug in the white cord.





- c. Go to the pole near the Ticket Booth display and plug in the white cords.



3. **Check literature racks on fence wall** and fill if needed from stock in storage room.
4. **Check literature racks on walls by each Clean Energy Community's poster/display** and fill if needed from stock in storage room.
  - a. Make sure you have the right cards for each community.
  - b. Make sure they are separated into each individual project card.



5. **Check schedule on wall inside of storage area, to determine which community** will be featured today.
  - a. Find the poster boards for that community and attach them to both sides of the sandwich board by the ticket booth, removing the old ones to the storage area.
  - b. Move the café table and chairs near to where the featured community is located in the exhibit; don't block access to their poster/cards.
  - c. Watch for community staff and greet them as they arrive, showing them the storage area and anything else they need.
6. **Check schedule on wall inside of storage area, to determine else is working** today. When SEO staff arrive, decide who will work in which of the 3 locations (Climate Jeopardy, Climate Jeopardy Junior, Ticket booth).
  - a. People can rotate and trade anytime between these locations.
  - b. On some days, staff from outside SEO will be working 12-6 shifts; they are intended to primarily work in the Jeopardy areas, but you may ask them to assist elsewhere, if needed.
7. **All day duties:**
  - a. Clean/pick-up as needed.
  - b. Make sure literature racks are full.
  - c. Be aware of traffic at the displays, and assist where needed.
  - d. The ticket booth staff can assist community staff for breaks, etc. as needed.
  - e. Adjust fans as needed.
  - f. Adjust volume on speakers for the movie theater, as needed.

**Evening Shift** *(see above for close-down images)*

1. **Check schedule on wall inside of storage area, to determine who is working** today. When SEO staff arrive, decide who will work in which of the 3 locations (Climate Jeopardy, Climate Jeopardy Junior, Ticket booth).
  - a. People can rotate and trade anytime between these locations.
  - b. On some days, staff from outside SEO will be working 12-6 shifts; they are intended to primarily work in the Jeopardy areas, but you may ask them to assist elsewhere, if needed.
2. **Check literature racks on fence wall** and fill if needed from stock in storage room.
3. **Check literature racks on walls by each Clean Energy Community's** poster/display.
  - a. Put only a dozen or so cards in each holder.
  - b. Make sure you have the right cards for each community.
  - c. Make sure they are separated into each individual project card.
4. **Introduce yourself to the Community staff.**
5. **All day duties:**
  - a. Clean/pick-up as needed.
  - b. Make sure literature racks are full.
  - c. Be aware of traffic at the displays, and assist where needed.
  - d. The ticket booth staff can assist community staff for breaks, etc. as needed.
  - e. Adjust fans as needed.
  - f. Adjust volume on speakers for the movie theater, as needed.
6. **Closing duties: Power down displays/lighting.**
  - g. Open the door at the north end of the wall behinds the movie monitor and flip the switch on the power strip to 'OFF'. **NOTE: DO NOT TURN OFF COMPUTER OR MONITOR!**
  - h. Go to the pole in front of the rope/stanchions and unplug the white cord.
  - i. Go to the pole near the "Minnesota Electricity" display and unplug the white cord.
8. If it is very slow in the evening, you *may* let staff go home early, **HOWEVER, at least one SEO staff must be in the exhibit until the doors close at 9:00pm!**

**Emergency Contacts for problems with displays, literature, staffing, etc.:**  
**Terry Webster: 651-485-4169 (text or call)**

**Michelle Gransee: 507-403-1230 (text or call)**