

OCTOBER 7, 2026

WELCOME

FIRST ROOKIE MEETING!

HOSTED BY MATT & SHELLEY



TONIGHT'S AGENDA

01 ICE BREAKER

02 WHO IS FTS?

03 EXPECTATIONS

04 MAP CHALLENGE

05 ANNOUNCEMENTS

INTRODUCTIONS

I HAVE A LINK!

FULL TIME STAFF



Rebecca Johnson
Director of Visitor Center



Bri Kelly
AD for Professional
Development & Training



Ronitra Pitts
Assistant Director
of Communications



Casey Hamlin
Senior AD for Special
Events



Juliana Glynn
AD for Campus
Visits



Natalie Thomson
Business Manager



Suzanne Cruea
AD of Special Events



Kimberly Davis
Manager of Campus
Visits and Scheduling



AD for Visitor
Services

SHIFTS & EXPECTATIONS

SHIFTS

Fall 2026 Rookie Shift Assignments

Monday

8:30-11:30	10:00-1:00	12:00-3:00	2:00-5:00
Harmony Gilliam	Kayla Lederer Grant Clark	Kameron Timmons Roisin McLaughlin	Hersh Patel Madelyn DeLawrence RJ Wells

Tuesday

8:30	9:00-12:00	12:00-3:00	2:00-5:00
	Callie Crocker		Tyler Leonardo Emry Smith Kathryn Littlejohn

Wednesday

8:30	9:00-12:00	12:00-3:00	2:00-5:00
	Abby Frankhouser Sophia Petrovska	Justin Stuart Shiyana Guilbert	Ella Andersen Riley Robinson

Thursday

8:30	9:00-12:00	12:00-3:00	2:00-5:00
	Addison Fain	Jenna Schworn Makensie McGee Tylik Boulware	Thomas George JaKarr Spivey

Friday

8:30-11:30	10:00-1:00	12:00-3:00	2:00-5:00
Lucia Meehan	Makayla Murray Meyer Waites Niry Wilson	Devin Carrig Emma Binh Thompson Hailey Roberts	Hudson Hill Kylie Balish

Beginning tomorrow, Oct 8th!

PROFESSIONALISM

- Have appropriate front-desk conversations
 - Partying, party culture, frat lots, drinking, etc.
- Arrive at your shift and rookie meetings at least 5 minutes early
- Dress in appropriate attire for each shift
- Stay updated with GroupMe and complete all forms and sign-ups
- Do NOT bring your phone or any personal belongings upstairs while on your shift
- NOT on your phone during Rookie or WNM.
- NOT talking to others during Rookie or WNM



WHEN ON SHIFT

- Come prepared!
 - Be on time, bring your handbook, wear VC attire, and keep track of your assessments! (You will know in advance)
- Keep conversations VC-appropriate
- Absolutely no phones!
- Ask questions and take constructive criticism
- Our #1 priority is serving the visitors of the university, go out of your way to make their day!



WEDNESDAY NIGHT MEETINGS

- Sit towards the front
- No phones or talking please!
- Listen and be attentive! There's so much important information.
- Save your questions for the end or when asked.
 - If a guest comes to speak, before asking a question, we say, "Thank you so much for coming tonight! My question is..."

ABSENCES

All UAs are required to fill out an absence request form for the following events! (at least two weeks in advance)

- WNM's
 - Must make up within 5 days with Ross or Ansley
- Rookie Meeting
 - Must make up within 5 days with Matt or Shelley
- Shift
 - Must make up by the end of the semester
 - Starting in the spring: Find coverage



COMMUNICATION

The easiest way for everyone to stay on the same page is to reach out to **both** of us! This also increases the chance of getting a faster response.

Create a text groupchat with both of our numbers with any questions you have:

Matt: (443) 900-5589

Shelley: (864) 921-3928



UNIVERSITY OF
**South
Carolina**

PRESIDENTIAL EVENTS

- The President has asked for all UA email addresses to invite us to a tailgate event. This will include rookies!
- Professionalism is of the utmost importance!
- Administrators, donors, and special guests are typically present
- Attire is typically more formal - depends on the event
- Opportunity to apply for Presidential Ambassadors in the Spring



AMBASSADOR PORTAL

- One Stop Shop for everything Ambassadors
 - Tour Information
 - Feedback
 - Postcards
 - Roster
- You will receive an email later with access
- Please set this up to have it ready after Fall Break!

The screenshot shows the 'UNIVERSITY AMBASSADORS' portal for 'Matt Botteon'. At the top right, the user 'Matthew Botteon' is logged in. The main header is 'UNIVERSITY AMBASSADORS' in large red letters. Below it is 'Matt Botteon's Portal'. A navigation bar contains eight buttons: HOME, SHIFTS, PDT & MORE, TOUR INFORMATION, PROFESSIONAL DEVELOPMENT, BY THE NUMBERS, FEEDBACK, POSTCARDS, and ROSTER. The 'Important Dates' section shows a calendar for October 2026, with dates 7 and 10 highlighted. The 'Week At A Glance' section contains a message about event registration and a link to 'visitor@mailbox.sc.edu'. The 'Your Upcoming Events' section has a table with columns for Event Date, Event Time, Event Type, and Event Location.

Matthew Botteon Log

UNIVERSITY AMBASSADORS

Matt Botteon's Portal

HOME	SHIFTS, PDT & MORE	TOUR INFORMATION	PROFESSIONAL DEVELOPMENT
BY THE NUMBERS	FEEDBACK	POSTCARDS	ROSTER

Important Dates

Mark your calendars!

October 2026						
Su	Mo	Tu	We	Th	Fr	Sa
			7	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17

Week At A Glance

You are either registered to attend or assigned to work the following events over the next seven (7) days. If you feel like you have received this message in error, please email visitor@mailbox.sc.edu immediately. For a complete list of non-tour related events, click the SHIFTS, PDT & MORE tab. For a complete list of tours, click TOUR INFORMATION tab.

Your Upcoming Events

Event Date	Event Time	Event Type	Event Location
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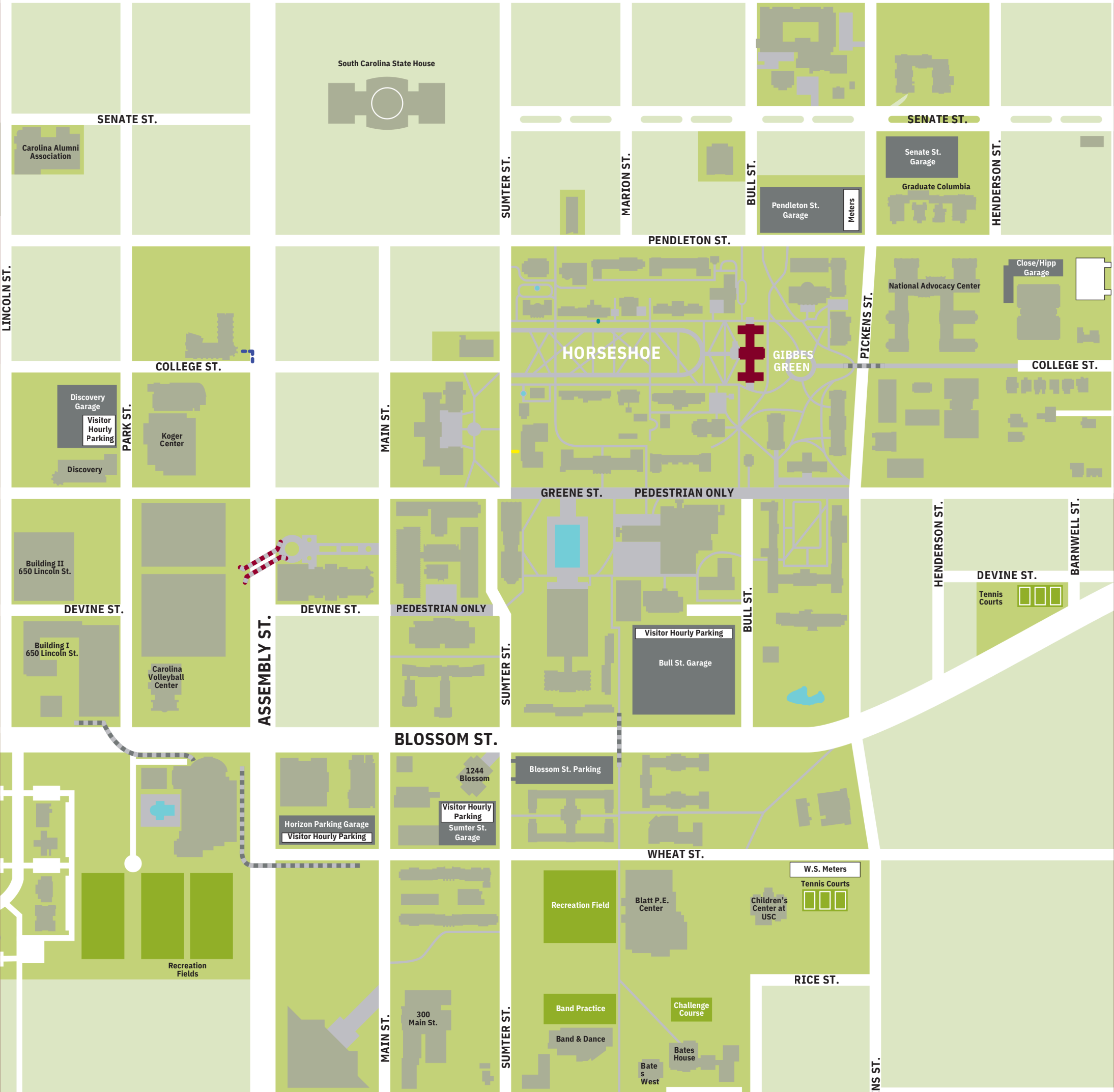
<https://apply.sc.edu/portal/ambassadors>

HEADSHOTS & SHIFT PICS



- Shift Pics and Rookie Headshots will begin Monday, Oct 19!
 - Will take place in the last 15 minutes of shift once tours get back
 - Shift pics are with all coaches
 - Headshots will be used for the UA website

MAP CHALLENGE



GHOST TOURS



TIMELINE

- Thu 10/8 to Wed 10/14: Shift 1 – Tour Shadowing & Orientation
- Thu 10/15 to Sun 10/18: Fall Break
- Wed 10/21 (NEXT ROOKIE MEETING): Written Map Challenge
- Thu 10/22 to Wed 10/28: Shift 2 – Oral Map Challenge



Any questions?

**PLEASE STAY IN
YOUR SEATS**

Guiding Gamecocks Home!