**BOOTH BOSS –**

**A Method for Breaking Away from Time-dominating Booth Visitors**

This approach was developed by Nancy Connette and her team to use when a booth visitor was dominating a worker’s time. The worker who seeks to be “rescued” would use a signal – Nancy uses a book or catalog held up on her shoulder – to let other booth workers know that she needs help. When the signal is spotted, any other worker is eligible to play “booth boss” and break in to the conversation.

ALWAYS START BY PLACING YOUR HAND ON THE BOOTH WORKER’S UPPER ARM, GESTURING TO INTERRUPT. We use a variety of phrases, according to the situation:

"I am sorry to interrupt you, Diana, but I am going to need you to take your break ( or lunch) in the next few minutes so Sally can take her break after you. I can finish up with these folks for you."

"Diana, are you still here? Turn to customer- she was supposed to take her break 15 minutes ago.

Back to Diana- Okay 2 more minutes and then you have to go.. I can finish up for you."

"I am so sorry to interrupt you, Diana, but it is time for your shift at the sign in table (1st grade display or any other area you think of)." Turn to customer. "Hi I'm Nancy Connette, and I am going to be working this section now, so I would be glad to answer any questions you have."

"Diana, I'm sorry to cut this short.” *Turn to customer “*I want you to have all your questions answered but we need to try and connect with everyone who comes in the booth. If you would like you can sign up for a free phone consultation where we can call you and help you a little more in-depth, or you could come back later in the day when it's not so busy."

"Diana, I'm sorry but these two ladies have some specific question about Core 5 and I know you taught that this year, so can you help them and I can finish answering her questions on regular/advanced readers?"

"Diana, I am sorry. We are getting so busy all of a sudden. Could you get her info and we can put her on the list.  *To customer-* We can give you a free phone consultation at your convenience where we can help you map out all of your SL needs."

Anything works as long as you say it with a smile and authority. The object is to dismiss the worker.