

HOSPITALITY DIVISION

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Responsible for the overall « people-related services » during the festival

COORDINATOR

1. Chair the divisional planning meeting
2. Co-ordinate with the department leaders, the responsibilities of the division.

DIVISION SECRETARY

1. Prepare with the Co-ordinator, the agenda for the Planning Meeting.
2. Record & distribute the minutes to the departments.

DEPARTMENT LEADERS

1. BILLETS (free housing of mission-related personnel or volunteers)
 - Compile list of available residences, inexpensive housing and churches who will take individuals or groups.
 - Prepare registration forms for billet applicants.
 - Set up a plan for handling billets including a volunteer coordinator.
2. COAT CHECK (for conferences in temperate climates.)
 - Determine the number of volunteers and shifts needed, arrange schedule with volunteers & confirm information to them.
 - Confirm with the facilities division, the location and size of coat check; the opening & closing times, the arrangements for lost & found.
 - In needful, make arrangements for donations.
 - Arrange for the purchase of sufficient "tags" to identify each check-out item for the weekend.
3. BACK PACK CHECK
 - Confirm with facilities division, the location and size of coat check; the opening & closing times, the arrangements for lost & found.
 - Determine the number of volunteers and shifts needed, arrange schedule with volunteers & confirm information to them.
 - In needful, make arrangements for donations.
 - Arrange for the purchase of sufficient "tags" to identify each check-out item for the weekend.
4. INFORMATION CENTRES
 - Purpose: to provide information for those attending the conference, such as schedules, parking, food, latrines, first aid, telephones, transportation, location of rooms, etc.
 - Prepare instruction sheets; estimate number of volunteers needed for each shift.
 - Lead orientation; arrange shifts
 - Enlist captains for each shift.

Department Leader of the Information

1. Recruit a deputy department Leader. Review the Instruction Booklets to ensure that all information is current.
2. Recruit volunteers to serve in an information centre or standing at the entrance greeting people. They should both welcome people and give them a conference schedule. The office may be able to assist you in locating people from the sponsoring churches.
3. Determine where and when you need information people. Arrange a schedule for these volunteers.

4. Attend the PreConference Rally three weeks before the festival. Meet with volunteers and confirm your schedule with them.
6. During Missions Fest, give general oversight and coaching to your teams. Take turns with your Deputy, to be present with your teams.
7. After Missions Fest, make recommendations for improvement

5. HOSPITALITY, SPEAKERS

- Confer with office manager that arrangements for room reservations are done at least 45 days in advance;
- Collect copies of speaker correspondence;
- Pick up welcome package for each speaker: welcome letter, name tag, instructions, magazine
- Assign a host/hostess to each speaker for the weekend:
 - * arrange for meeting at travel terminal;
 - * read over instructions with speaker;
 - * take to speaking engagements; take/arrange for meals if needed;
 - * assist in hotel departure i.e. store/handle luggage & check out; collect expense receipts;
 - * give envelope of thanks;
 - * arrange for travel to terminal.

5. HOSTING, SEMINARS

- Establish the number of volunteers needed to host seminars;
- prepare instruction sheets for each seminar host;
- Assign each host to a seminar;
- Lead orientation; distribute instruction and evaluation sheets
- Collect evaluations and return them to the seminar division.

6. FOOD SERVICES

- Hospitality for plenary speakers the evening before the festival; arrange snacks & beverage.
- Festival Leadership Luncheon: confirm location with office; set menu; arrange for set-up; arrange for hosting, and ticket-takers.
- Youth Leader's Luncheon: confirm location with office; set menu; arrange for set-up; arrange for hosting and ticket-takers.
- Friday refreshments for exhibitors when they arrive for setting up.
- Saturday Breakfast: with plenary speakers and board of directors.

7. USHERS

- Obtain seating plan; estimate number needed;
- Plan orientation; organize teams/captains; distribute instruction sheets;
- Collect order of service info; distribute to ushers; give final instructions;
- Co-ordinate with finance co-ordinator, the offering arrangements; arrange for offering receptacles, donation envelopes and response cards.