

*2018 General Conference Support Team*

*General Information*



*2018 U.S. National Conference  
Spokane Convention Center  
Spokane, Washington  
November 1-4, 2018*

**TABLE OF CONTENTS**

|   | <b><u>PAGE NUMBER</u></b> |
|---|---------------------------|
| <b>Aglow International General Conference Support Team.....</b> | <b>3</b>                  |
| <b>General Information for Conference Chairs.....</b>           | <b>4</b>                  |
| <b>General Conference Executive Team.....</b>                   | <b>13</b>                 |

## **THE AGLOW INTERNATIONAL GENERAL CONFERENCE SUPPORT TEAM**

The Aglow International General Conference Support Team (GCST) is composed of men and women located in and around a city, which has been chosen as the site for an Aglow Conference. The purpose of the GCST is to assist the Aglow International Special Events/Conference Office (SECO) in organizing and conducting an event, which will be spiritually enriching for all who attend.

The GCST is composed of an executive team, which consists of a General Conference Chair (GCC), a Co-chair, an Administrative Co-Chair; and approximately 45 committee chairs and co-chairs. This team is instrumental in carrying out the plans and programs of SECO. They provide input, do research, gather information, and serve as Aglow's eyes, ears and legs in the local community. They are also the ones who recruit the volunteers from around the country. It would be extremely difficult, if not impossible, to have a quality conference without this team. They are the people who help "make it all happen."

Because of the inordinate amount of time required and the awesome responsibility of the GCST, it is extremely important that anyone volunteering to work on it be one who feels they have been called to do so. One should examine every area of their life to determine if they have the time, the commitment, the resources, and the family support to see the project through to a successful conclusion.

Working towards producing a successful conference is an exciting adventure. It is a once in a decade opportunity to serve our Lord Jesus Christ by giving of yourself, your talents, and your treasure to make possible a place where He can come and minister to your sisters and brothers who co-labor in the work of Aglow.

## **GENERAL INFORMATION: GCST**

Below you will find information and instruction that apply to everyone on the GCST. Please read and follow carefully.

Terms/Acronyms Used in this document:

1. General Conference Executive Team, or “GCET,” refers to the GCST Chair, GCST Co-Chair, and GCST Administrative Co-Chair.
2. General Conference Support Team or “GCST” refers to the GCET, Committee Chairs and Co-Chairs.
3. The term “volunteer” will be used when referring to those who are recruited by the committee chairs to work shortly before, during, and/or after conference.

## **AGLOW INTERNATIONAL GLOBAL HEADQUARTER CONFERENCE RESPONSIBILITIES**

Planning an Aglow conference is a big job that requires many people in order to ensure that everything runs smoothly. The role of the GCST is outlined in depth in this document. However, it will also be beneficial to the GCST to have a short summary of responsibilities accomplished by the staff at the Global Headquarters level. They are provided here for your information.

1. Aglow International Conference Program Committee
  - a. Composed of the Global Headquarter Leadership Team and Special Events/Conference Office personnel.
  - b. Responsible for planning conference program to include the following:
    - (1) Determining conference theme
    - (2) Selecting speakers
    - (3) Selecting praise and worship team
    - (4) Selecting offering takers and other program participants.
    - (5) Approve conference satellite activities and meetings such as:
      - (a) Men’s Meetings
      - (b) Transformation Meetings/Outreach
      - (c) Israel and Islam Mandate Meetings
      - (d) Other Gatherings
2. Special Events/Conference Office (SECO)
  - a. Composed of the following people
    - (1) Arvie Murff; [ArvieMurff@aglow.org](mailto:ArvieMurff@aglow.org), 425-775-7282 ext. 229.
      - a) SECO Director of Conference Planning
      - b) Gives general oversight to the entire conference, supervises GCST.
    - (2) Janae Lovern, [janaelovern@aglow.org](mailto:janaelovern@aglow.org), 425-775-7282 ext. 231.
      - a) SECO Director of Hotel & Convention Services
      - b) Gives general oversight to the entire conference, supervises GCST.

- b. Among other SECO responsibilities are the following:
  - (1) Selecting a charity for Gifts to the City
  - (2) Selecting and approving Marketplace vendors
  - (3) Designing and constructing stage
  - (4) Customizing tours of the area to be offered to attendees

### **GCST RESPONSIBILITIES BEFORE CONFERENCE**

1. Committee Chairs and Co-Chairs
  - a. Upon the recommendation of the GCET and with the final approval of SECO a committee chair will be put in place.
  - b. Each committee chair will recommend a co-chair and the GCET will give final approval.
    - (1) The co-chair should be one who could step-in should the chair be unable to fulfill his/her responsibilities.
    - (2) The chair and co-chair should be able to work well together and complement each other in skills and talents. They share in the workload and responsibility as desired, but the chair is considered the lead person.
  - c. The chair and co-chair are expected to attend all GCST meetings.
  - d. All committee chairs and co-chairs need to live within driving distance of the conference location.
  
2. Volunteer Recruitment
 

Recruit an adequate number of volunteers to serve on your respective committee.

  - a. Local Recruitment
    - (1) Those committees needing to use local personnel should recruit telephonically, electronically, or in person by attending Aglow meetings and retreats or other gatherings where prospective volunteers may be assembled.
    - (2) Because of committee duties prior to the official start of conference the following committees are encouraged to recruit volunteers locally:
      1. Airport Hospitality Committee
      2. Banquet & Decorations Committee
      3. Hotel Hospitality Committee
      4. Information/Lost and Found Committee
      5. Mothers Nursery Committee
      6. Pastor Liaison Committee
      7. Radio Committee
      8. Signs Committee
      9. Special Functions Committee
      10. VIP Committee (Guides and Transportation)
      11. Welcome Wagon Committee
  
  - b. Local and National Recruitment
    - (1) The GCET will collaborate with SECO on the national recruitment project.
    - (2) Chairs of committees who require larger numbers not needing to gather multiple times prior to conference can recruit locally and across the nation.
    - (3) The committees that recruit locally and nationally:

- (a) Finance Committee (Area Team Members Only)
  - (b) Gifts to the City Committee
  - (c) Marketplace Committee
  - (d) Prayer Committee
  - (e) Prayer Ministry Committee (Area Team Members Only)
  - (f) Registration Committee
  - (g) Ushers Committee
- c. Recruitment letters and e-blasts will be sent out locally and nationally by the GCET and SECO.
- Volunteer forms will be available on the Aglow website ([aglow.org](http://aglow.org))
3. Attend all GCST meetings.
- a. Make it a priority and a commitment to attend all GCST meetings. It is imperative that you know not only what your committee is doing but also about the other committees' activities.
  - b. Give a report of your committee activities since your last GCST meeting.
    - (1) It keeps everyone informed.
    - (2) A needed resource, a fresh idea, or a solution to a problem could be secured from another GCST member.
  - c. Prepare and bring a copy of the report in writing to be submitted to the GCET.
  - d. Maintain close contact with the GCET keeping them informed of your activities. This facilitates the coordination of all aspects of the conference.
  - e. Any meals and mileage for such meetings are the responsibility of the individual and may be tax deductible. Check with your tax advisor.
  - f. Volunteers (see page 4: Terms/Acronyms) are not encouraged to attend GCST meetings, but must receive pertinent information from their committee chairs.
  - g. GCST must be proactive in checking [www.aglow.org/GCST](http://www.aglow.org/GCST) where SECO will be frequently uploading pertinent information for our volunteers.
4. Carry out all duties and responsibilities as outlined in the specific Committee Guidelines and reference material, provided by SECO.
5. Create a document with goals and deadlines as part of your monthly report.
6. Meet with SECO and the GCET for a One on One Meeting.
- a. This meeting is designed to address issues which are specific to your committee's duties and responsibilities. An overview will be given, questions answered, ideas explored, and tools provided.
  - b. The GCET will notify the chair and co-chair of the meeting date, time, and place well in advance.
  - c. If this meeting is done telephonically, the GCET will organize the phone call.
7. Keep a record of the following before, during, and after the conference. It will be needed for your after conference report, a document provided by SECO.
- a. The number of volunteers used.
  - b. Names and contact information of volunteers.
  - c. Total expenses incurred. Give the total amount spent, both that which was reimbursed and that which was voluntarily donated.

- d. Keep a list of supplies needed. Describe them and give the quantity used.
- e. Keep a record of tasks accomplished and dates they were completed.
- f. Keep a list of things, which you think should be changed. Give constructive suggestions as to how they may be done differently or better the next time.
- g. Testimonies.

### FOR YOUR INFORMATION

1. Written/Verbal Communication
  - a. Most forms of communication being generated on behalf of the GCST to vendors, volunteers, or potential sponsors require SECO approval prior to being mailed. This is required to ensure that accurate information is being communicated. As the planning progresses, it is not unusual to have frequent changes.
  - b. Communication that does not need SECO approval:
    - (1) Communication among members of the GCST.
    - (2) Communication between committee chairs and their volunteers.
  - c. Communication that needs GCET/SECO approval:
    - (1) Communication designed to recruit volunteers nationally or worldwide.
    - (2) Communication soliciting donations. A donations template will be supplied by SECO for your use when appropriate.
    - (3) Communication requesting assistance of any type from a non-Aglow organization, a business, and or a potential sponsor.
  - d. Any member of the GCST or the GCET participating in a conference call or conversation with members of Aglow headquarters staff and/or vendors must draft a memo summarizing the conversation and send it to the GCET and SECO within 3 days of the call.
2. Negotiating contracts
  - a. ALL contracts are negotiated and signed by SECO.
  - b. From time to time depending upon circumstances and with the understanding that the GCST and/or a specific committee are financially underwriting the project, SECO will authorize a member of the GCST to sign a contract. This is done on a case by case basis.
3. SECO/GCST Combined Meetings
  - a. SECO will meet with the GCST three times prior to conference.
  - b. These meetings will be held on Saturdays, specific dates to be determined. Exact places and times will be provided when they are confirmed.
  - c. All members of the GCST *must* be present.
  - d. Committee chairs should prepare to bring samples of what they are working on to the Show and Tell Meeting (last SECO/GCST combined meeting). For example: Gifts to the City should bring gift collection containers; Information/Lost & Found should bring binders etc.

## RESPONSIBILITIES DURING CONFERENCE

1. All GCST members will stay in the same hotel in order to be available to meet as needed and adequately carry out their duties.
  - a. Please do not make any hotel reservations until SECO provides GCST with hotel reservation procedures.
2. All committee chairs and co-chairs should arrive at the conference site on the SECO designated date (which will be provided by SECO as soon as possible).
3. SECO will provide the GCST with its Hours of Operation. All committees are not required to work the same schedule.

EXAMPLE:

  - a. The Airport Hospitality Committee
    - (1) Need to be at the airport in time to meet the arriving guests.
    - (2) Are required to work a couple days before the beginning of conference.
  - b. The VIP Committee may need to provide transportation a couple of days before the conference begins for Aglow's VIPs.
  - c. The Information/Lost and Found Committee will need volunteers to begin on set up day.
4. Committee chair and co-chair whose responsibilities are completed prior to or during conference are expected to serve on other committees.
5. Volunteers who work 4 or more hours will receive a coupon good for one complimentary DVD or CD of any session they desire. SECO will create coupons and give them to the GCET. The committee chairs will be responsible for securing and distributing them to the deserving volunteers.
  - a. All volunteers who work at the 2018 Aglow US National Conference will also be granted access to the archived webcast in order to view the entire 2018 conference curtain to curtain. This access will be available for up to 3 months post conference as a token of our appreciation.
  - b. An email link to the webcast will be distributed by SECO to the GCET after conference who will then distribute to all GCST chairs. GCST Chairs will be responsible for distributing to their volunteers.
6. The below listed committees will be required to wear white tops, black skirts (modest length) or dress pants, and black vests. Vests will be provided by SECO.
  - a. Airport Hospitality
  - b. Banquet & Decorations
  - c. Gifts to the City
  - d. Hotel Hospitality
  - e. Information/Lost and Found
  - f. Marketplace
  - g. Registration
  - h. Special Functions
  - i. Ushers
  - j. VIP Committee- Guides
  - k. VIP Committee- Transportation (no vests)

7. Protect your feet. You may be on them for hours at a time.
  - a. FORGET BEING FASHIONABLE!!
  - b. A pair of sturdy walking/jogging shoes is recommended - but not brand new ones. Get them early enough to break them in and avoid blisters.
8. Dress code
  - a. On set up and move in days, jeans are acceptable.
  - b. On "show-days" dresses, skirts or dress pants, and blouses are required.
9. Carry out duties and responsibilities as outlined in your committee guidelines and as decided upon by the GCET and SECO.
  - a. Adhere to GCST schedules and deadlines
  - b. BE FLEXIBLE. Not everything will run the way you planned. There will be some unforeseen circumstances that will appear requiring alternative actions. Expect them. This will be a high stress time. Don't let it get to you.
  - c. HAVE FUN!!

### RESPONSIBILITIES AFTER CONFERENCE

1. Help SECO and GCST remove décor from the stage and pack up according to the packing guidelines you receive from SECO starting immediately after the conference closes.
  - a. In many cases "immediately after the conferences closes" means right after the last session ends.
  - b. Plan to be available and have some volunteers assisting on the day designated as MOVE-OUT DAY on the schedule (Sunday, November 4<sup>th</sup>).
  - c. This can be a big job, and it's a great time to have some men available.
  - d. Come with a positive attitude and a determination to stay until packing is done.
2. Submit the written report form provided by SECO.
  - a. When describing your committee's activities please be thorough and specific as these reports will be passed on to future GCST committees to help with their projects.
  - b. Include descriptions and samples of items designed and used as well as supplies needed by your committee.
  - c. Take some time to think of how things could have been done differently and/or better. Give recommendations that would be helpful for future GCST members who may be working in your position, or who may have never experienced a conference from this perspective.
  - d. Submit an evaluation of the conference in general, which includes brief specifics of testimonies of what God did.
  - e. These reports are to be given to the GCET, who collects and forwards them to SECO within 30 days of conference.
3. Submit bills for GCST authorized expenditures (with receipts) to the GCET for reimbursement from GCST working funds. See EXPENSES below.

## EXPENSES

Below you will find financial information. Every effort has been made to make it clear and concise. Please read carefully and do not assume anything.

All GCST members serve on an uncompensated basis, donating their time, mileage, phone calls, and in some cases, even underwriting the purchase of needed supplies. Because there is no budget for your committee, you are strongly encouraged to have fund raising activities to help defray expenses. These activities must be approved by the GCET and SECO. Some working funds will be given to the GCET by SECO. Aglow Headquarters appreciates whatever financial help individuals, lighthouses, and area leadership teams are able to contribute toward conference expenses, as long as it does not become a burden for them.

### 1. GCST Working Funds

- a. GCST working funds are composed of all monies given and/or donated to the GCST.
- b. Working funds are maintained by the Finance Committee in a local bank.
  - (1) Local Bank Criteria
    - (a) Easily accessible to Finance Chair and Co-Chair.
    - (b) A bank with a branch office in the vicinity of the conference site is *desirable*.
    - (c) Offer free checking account services.
    - (d) Approved by the GCST Chair and SECO.
  - (2) Checking Account
    - (a) There must be five people authorized to sign checks.
    - (b) People authorized to sign checks.
      - i. Finance Chair and Co-Chair
      - ii. GCET
    - (c) Each check should require two signatures.
- c. Committees making purchases for conference who desire to be reimbursed must receive prior approval from the GCST Chair and/or SECO.

### 2. Donations

- a. Committee solicitations must be approved by the GCST Chair.
- b. SECO will provide a letter template to be used to request assistance and/or donations from individuals, businesses, and organizations.
- c. Committee chairs who receive financial donations will turn them into the Finance Committee who will track and record these funds according to the specific committee. Leftover funds not used by the specific committee will be applied to other committee's financial needs.
- d. Donation Appreciation
  - (1) Tax receipts will be available for those who wish to deduct donations. This will be the responsibility of the finance committee.
  - (2) GCST may also decide to give donors a certificate of appreciation.

### 3. Conference Registration.

- a. The GCET, and each committee chair and co-chair receive complimentary conference registration. As soon as possible follow the steps outlined below.
  - (1) SECO will give "waived" registration forms to the GCST Administrative Co-Chair for distribution among the GCST. The words "GCST WAIVED REGISTRATION FORM," will

appear in bold letters on the form. Please place the name of your committee in the blank and return the completed “waived” registration form to the GCST Administrative Co-Chair.

- (2) Registration cost for the spouse of a GCST member is: \$TBD.
  - (3) All GCST members are required to purchase tickets for any meal functions and/or meetings with admission charges not included in the conference registration. The only exception is the GCST appreciation dinner at which you will be the guest of SECO.
  - (4) The GCST Administrative Co-Chair will send all “waived” registration forms, spouse registration and/or extra function payments directly to Janae Lovern at Aglow Headquarters.
- b. Volunteer Registration
- (1) All volunteers planning to attend conference general sessions are required to pay registration.
  - (2) Volunteers whose duties and responsibilities require them to attend general session are required to pay registration.
  - (3) Volunteers working outside of the general sessions auditorium who are not going to attend any general sessions do not have to register for conference
  - (4) All volunteers who want to attend conference meal functions and or meetings with admission charges must purchase tickets.
4. Hotel Accommodations
- a. SECO will provide hotel accommodations for the GCET.
    - (1) SECO will make hotel reservations for the GCET and their room will be added to Aglow’s master bill.
    - (2) The GCET should plan to arrive at the hotel on the Tuesday prior to conference.
  - b. The GCST should also check in to the hotel on the Tuesday, prior to conference and check out on Sunday, November 4<sup>th</sup>.
  - c. All other GCST members as well as volunteers are financially responsible for their own lodging.
5. Meals
- a. All members of the GCST, to include the Executive Team, are financially responsible for their meals while at conference.
  - b. All volunteers are financially responsible for their meals.
  - c. Please be sure to schedule enough volunteers to cover your area of responsibility so you may have a meal break.
6. GCST Supplies
- a. Electronic letterhead with instructions regarding its use will be provided by SECO.
  - b. A small working fund is provided to GCET by SECO. In cases where supplies needed are costly and not covered by SECO or the GCST working funds, the committee chairs should consider fund raising (see Donations on page 10).
7. Expenditures and Reimbursements
- a. All committee expenditures to be reimbursed require GCET approval *prior* to purchase.
  - b. All GCET expenditures require prior approval from the GCST Chair and should be paid through the GCST account.

- c. Any one GCST purchase which will cost \$250 or over requires prior approval from SECO.
  - d. Bills for authorized purchases may be submitted as expenses are incurred with all final bills to be submitted within thirty days following the last day of conference.
8. Individuals are reminded to check with their tax advisor as many expenses incurred while volunteering are tax-deductible.
9. Conference Attendees with Financial Needs  
Aglow has established an International Travel fund and conducts fundraisers to assist conference attendees coming from other nations. These funds are limited and therefore must be applied for and awarded well in advance of conference dates. A number of travelers come to conferences with needs. Unfortunately, Aglow is not in a position to financially assist them. In light of the foregoing, the following guidelines are put into place:
- a. Members of the GCST are not authorized to use GCST funds to underwrite the expenses of any attendees.
  - b. Any personal funds given to or expended on attendees must be considered as a gift from the individual who is voluntarily giving without expecting reimbursement.
  - c. There will be no exceptions.

## **General Conference Executive Team (GCET)**

The GCET is composed of the GCST Chair, GCST Co-Chair, and the GCST Administrative Co-Chair. These three people should be able to work well together, complementing each other in skills and talents. They share the workload and responsibility as desired, but the GCST Chair is the lead person. Their primary duties and responsibilities deal with recruitment of personnel and overseeing all aspects of GCST operations.

### **QUALIFICATIONS:**

1. They must have excellent organizational skills.
2. They should be mature leaders gifted with the ability to motivate others.
3. They should require minimum direction and follow through on details.
4. They should have experience with Microsoft Office (Word and Excel) and email savvy with an email account. (Any level of experience with Dropbox and/or Cloud sharing programs is desirable- but not required).
5. They should be three people who live in the same general location of the conference with the mobility necessary to make a number of trips to the site as needed.
6. They must have adequate time to donate to the carrying out of these details.
  - a. The most intense time demands are from July through the conference.
  - b. They need to have understanding and support from family members for the amount of time and energy required in fulfilling their responsibilities.

### **RECRUITMENT:**

1. GCST Chair is recruited by SECO with input given by the U.S. Regional Director. The candidates will undergo an interview process.
2. GCST Chair will recommend names of individuals to be considered for the positions of the GCST Co-Chair and GCST Administrative Co-Chair. Together the GCST Chair and SECO with input given by the U. S. Regional Director will select a Co-Chair and Administrative Co-Chair. These candidates will undergo an interview process.

### **RESPONSIBILITIES BEFORE CONFERENCE:**

1. Work at the direction of SECO. The GCET is the "hands and feet" of SECO at the location of the conference site.
2. Solicit the help of the nearby area leadership team presidents as soon as possible. Establish and maintain a good relationship with them as their assistance in recruiting volunteers will be most helpful.

- a. Touch base with area presidents to receive suggestions they may have for potential committee chairs.
  - b. Plan to attend surrounding area retreats, local lighthouse meetings, and other gatherings to enlist volunteers and promote the conference.
3. Recruit one committee chair and co-chair to head each committee listed in the job descriptions.
- a. Consider the skills needed for the job.
  - b. Consider the size of the committee needed to accomplish the task. If possible recruit a chair from a large lighthouse or area leadership team for a committee needing a lot of volunteers.
  - c. Consider the location in which the tasks will be performed.
- EXAMPLES:
- (1) If a committee's primary area of responsibility is at the airport, attempt to recruit a chair that lives in the vicinity.
  - (2) The Information/Lost and Found Committee should be local to avoid expending a lot of time and money in obtaining information in the conference city.
- d. Feel free to recruit men to serve as chair/co-chair of or volunteer on any of the committees.
4. Work with SECO to assist committee chairs/co-chairs to recruit nationally. (See pages 5 and 6)
5. Instruct each committee chair in their job responsibilities. They will have been given a complete set of the GCST Guidelines by SECO. The GCET should be completely familiar with all guidelines in order to give proper oversight to the committees.
- a. Go over *General Information for Conference Chairs* (pages 5-12) with each chair and co-chair. This may be accomplished as a group or on an individual basis.
  - b. Periodically check with each chair to make sure they understand guidelines and are following them closely.
6. Conduct monthly GCST meetings.
- a. Monthly GCST meetings should be conducted through July.  
At one of these meetings, which is held early in the year, there should be a planned tour of the Spokane Convention Center on the agenda. The GCST Chair should make arrangements for these tours with the facilities' contacts.
  - b. Starting in August it is recommended that the GCST meet every two weeks until conference.
  - c. Vote on a regular time, date, and place for the meetings. (Meetings for previous GCSTs have averaged anywhere from 4 to 6 hours depending upon how prepared the chairs were.)
  - d. Ask for an attendance commitment from the chairs and co-chairs. Set the example by attending all meetings making sure they start and end on time.
  - e. Each chair should email or present a written report of activities detailing the progress being made in his/her area of responsibility.
    - (1) The chair should email the report to the Executive Team and bring a hard copy to the meeting for the GCST Chair.
    - (2) Reporting to the entire GCST is important because:
      - (a) It keeps the GCST informed.
      - (b) It builds rapport among GCST members.
      - (c) A needed resource, a fresh idea, or a solution to a problem could be secured from another GCST member.
    - (3) The GCET should send the committees monthly reports to SECO via email.

7. SECO/GCST Combined Meetings (see page 7 above for details)
8. Create and regularly update a monthly calendar indicating various deadlines. It works well to schedule projects by thinking through how long they will take and planning backwards from the deadline date.
9. Report weekly by phone and/or email to SECO on the progress being made on all conference coordination.
10. Keep detailed written records of GCST phone calls to and from Aglow Headquarter Staff, SECO and business personnel.
  - a. It is essential for the GCET to maintain good records in order to avoid having details "fall through the cracks".
  - b. The GCET is responsible for ensuring that SECO receives a copy of all telephone summaries via email.
  - c. Keep committee chairs updated with appropriate information from SECO.
11. Be creative but keep SECO informed of all GCST plans and operations. Obtain SECO approval of GCST documents which communicate conference information to the general public, projects which will be on display, and/or materials which will be given to VIP's. Examples of things needing approval are as follows:
  - a. All brochure, pamphlets, or documents to be distributed to the public.
  - b. Letters to be sent out for recruiting volunteers.
  - c. Contents of Welcome Wagon baskets.
  - d. Decorations
  - e. Any procedures or agreements made for Gifts to the City.
  - f. Any enhancements the GCST may desire to make in the SECO diagram of the support team workroom, the marketplace, the prayer ministry room or the prayer chapel. It is understood that such changes will not require additional SECO funds.
12. With SECO's knowledge and permission make contact with Aglow's assigned staff person at the Convention and Visitor Bureau (CVB), and the Spokane Convention Center to obtain information needed to facilitate GCST plans. Remember, no volunteer may enter into any contractual agreements.
  - a. When visiting these individuals at their place of employment, it is important to make an appointment in advance. It does not reflect well upon Aglow International if GCST members drop in without an appointment.
  - b. Serve as the liaison between the business personnel at the conference site and the conference committee chairs.

### **RESPONSIBILITIES AT CONFERENCE**

1. Supervise all GCST members during conference.
  - a. Move ahead on overall supervision, throughout conference, not being afraid to take the initiative to troubleshoot and problem solve when needed. If assistance is required, contact Arvie Murff or Janae Lovern.
  - b. Call daily organizational meetings with the GCST chairs during set-up and conference days.
  - c. Make sure all committees are functioning efficiently and smoothly. One committee with little to do at any one time may come to the aid of another with a heavy workload.

- d. GCST members should check in with the GCET periodically throughout the conference.
  - e. Oversee GCST workroom ensuring that it remains open and manned throughout the day.
  - f. Ensure that members of the GCST know that they will be recognized for their diligent work on Sunday, at our last general session. They will have reserved seating for this session.
2. Assist SECO in whatever needs to be done.
- a. Assigned committees will use a two-way radio on the assigned channel(s) and check in periodically throughout each day. Orientation for use of this equipment will be provided.
  - b. For committees without assigned radios (or in addition to the radios) cell phone texts/calls will be used to check in periodically throughout each day.
  - c. It is imperative that contact be maintained during the conference.
  - d. Be flexible, be alert, and expect the unexpected. There will most definitely be last minute tasks that will need your attention.

### **RESPONSIBILITIES AFTER CONFERENCE**

1. Help SECO pack up starting immediately after the conference closes; adhering to the packing instructions provided by SECO.
2. GCET will attend an exit review in the (room TBD) on move-out day Sunday, November 4, 2018 (time to be determined).
3. Collect final paperwork from committee chairs.
- a. Chairs should be prepared to submit final bills and receipts prior to the end of conference.
  - b. Each Committee chair is to prepare a final written report, which should be given to the GCST Chair as soon as possible after the last day of conference.
  - c. This may be done at a final GCST meeting if desired.
  - d. Keep in mind the time deadline. All reports should reach SECO at the latest 30 days from the last day of conference.
  - e. All reports must be forwarded from the GCET to SECO.
4. Each member of the GCET is to prepare and submit a final report to SECO. Included in their reports should be the following:
- a. Evaluation, comments, and recommendations for future conferences.
  - b. Names and addresses of special helpers (in addition to the committee chairs) who need to be thanked by SECO.