

Registration Instructions

Pre-Registered Guests

Registration Volunteer: You need to arrive to the event **1 hour and 30 minutes** before it is scheduled to begin to go over your instructions and receive any last minute information. Registration opens 1 hour before the event begins.

1. Welcome the attendee.
2. Ask them if they brought along their confirmation – this can be in form of a hardcopy or electronic. If they say yes, take the attendee’s confirmation, and check them in via Eventbrite. Each attendee must show their driver’s license and confirmation.

If an attendee does NOT have a confirmation, it’s OK. Ask them for their Driver’s License and look them up in Eventbrite.

Keep your hardcopy confirmations in a 10x13 envelope that will be supplied to you.

3. Assist the attendee in finding their pre-printed name badge on the table. Give the attendee a notebook and lanyard (one per person).
4. Direct the attendee to the refreshments table and resource sales tables. Remind the attendee when the seminar begins and in what room it will be located.

❖ Direct any problems or questions you cannot answer to the Celebrate Recovery Registration Coordinator on site.

Registration Instructions

Registration Solutions – State Reps will work this table.

1. Welcome the attendee.
2. Find out the registration problem.
3. If the attendee is registered in the Eventbrite Registration system, but does NOT have a pre-printed name badge, and give the attendee a notebook, name badge, holder and lanyard. Go to step 6.
4. If the attendee is NOT in your Eventbrite Registration system, have the attendee fill out an on-site registration form REGARDLESS if the attendee thinks s/he has already registered. Direct them to the writing table to do this. Let the attendee know that a registration person from Saddleback Church will check into the registration and will contact the attendee after the seminar. Collect the registration form and write in large letters **“RESEARCH”** on the front of the form. Give the attendee a notebook (one per person), name badge, holder and lanyard. Go to step 6.
5. If a pre-registered guest is not able to attend the seminar, another member from their group/church may take their place. Get the pre-printed name badge of the original guest from the pre-registered guest area. Have the attendee fill out an on-site registration form. Then remove the original pre-printed badge. Have the new attendee fill out an on-site registration form. Direct them to the writing table to do this. Collect the registration form and write in large letters **“SWITCH”** on the front of the form. Staple the original pre-printed badge to this form. They don't need to give you a form of payment. Give the new attendee a notebook, name badge, holder and lanyard.
6. Instruct the attendee to fill out their name badge with a black Sharpie marker that is located on the writing table.
7. Direct the attendee to the refreshments table and resource sales tables. Remind the attendee of the time the seminar begins and in what room it will be located.
 - a. Direct any problems or questions you cannot answer to the Celebrate Recovery Registration Coordinator on site.

Registration Instructions

Walk-In Registration – State Reps will work this table

1. Welcome the attendee.
 2. Give the attendee an on-site registration form to fill out and direct them to a writing table.
 3. Make sure all information on the form is filled out (especially payment information). Make sure the information is written neatly.
 4. The walk-in cost for the event is listed on the registration form - the cost is different for an individual versus a group of 4 or more. The attendee can pay by **cash, check** (made payable to Saddleback Resources), or **credit card**. For a credit card, have the attendee fill out the payment information on the registration form – swipe the attendee's credit card. Put Registration Form and payment in an envelope marked “**Walk-In Registration.**” Give the attendee a notebook, name badge, holder and lanyard (one per person). Instruct the attendee to fill out their name badge with a black Sharpie marker that is located on the writing table.
 5. Celebrate Recovery receipts are available. Please fill-out the information and sign your full name on receipt.
 6. Direct the attendee to the refreshments table and resource sales tables. Remind the attendee when the seminar begins and in what room it will be located.
- ❖ Direct any problems or questions you cannot answer to the Celebrate Recovery Registration Coordinator on site.

Greeter/Parking Instructions

Greeter/Parking Volunteers

You need to arrive to the event **1 hour and 30 minutes** before it is scheduled to begin to go over your instructions and receive any last minute information. Registration opens 1 hour before the event begins.

1. Your role is to welcome the attendee and direct them to the Registration Area. You are the first person from the event that the attendee has contact with—so be friendly and gracious when welcoming guests.
 2. If the parking lot is congested, parking volunteers, please direct cars to parking spaces.
 3. Here is some information you need to know to direct attendees to the Registration Area:
 - If an attendee is pre-registered direct the attendee to **Pre-Registered Guests**.
 - If an attendee is not registered, direct the attendee to **Walk-In Registration**.
 - After an attendee has completed registration, there are refreshments available and the Resource Sales area is open with products for sale.
 4. Get specific event information from the event coordinator - event start time, end time, lunch information, etc. so you can answer attendee questions.
 5. Greeters and parking volunteers should stay at their posts for 30 minutes after the event has begun to continue to welcome latecomers.
- ❖ Direct any problems or questions you cannot answer to the CR Conference Manager on site.

Food Instructions

Food Area Volunteers

Morning Volunteers

1. Arrive at least 2 hours prior to the start of the event to brew coffee and place beverages and snacks in the break area locations. Make sure to get any last minute instructions from the event coordinator.
2. We will use 4 - 6 tables for food and drinks. Set the food and drink items for the morning out in a decorative manner using trays, food on half the table, drinks on the other half. Dividing up the portions helps keep the flow of traffic moving.
3. Set up coffee and tea in a separate area near the food if possible. This has potential to cause a traffic jam if put at the end of the food tables.
4. While registration is open, maintain the break area tables, cleaning up spills and replenishing supplies (cups, napkins, cream, sugar, stirrers) and food and beverages as needed. Be diligent about making the break areas user-friendly and neat and tidy for the attendees.
5. Monitor trash regularly and change cans that are full.
6. The morning break items can be torn down and cleaned up 30 minutes after the seminar begins to prepare for the mid-morning break.

Break Volunteers (Morning break at ~10:30am, Afternoon break at ~3:00pm)

1. Set out the food and drinks designated (by the event coordinator) for each break. Set these out in a decorative manner using trays. Drinks should be kept cold in containers with ice. Set up a coffee and tea station in a separate area. This will get the most crowded during the morning break and should help traffic flow.
2. For the morning break, everything should be set up by 10:00am and the afternoon break should be ready to go by 2:30pm - check with the event coordinator to make sure the speaker is on schedule. Adjust accordingly.
3. During the breaks, maintain the break area tables, cleaning up spills and replenishing supplies and food and beverages as needed. Be diligent about making the break areas user-friendly and neat and tidy for the attendees.
4. Monitor trash regularly and change cans that are full.

5. Clean up the break area after the mid-morning break (also changing table cloths if necessary) to be ready for lunch. After the afternoon break, all break supplies can be cleaned up.

Lunch Volunteers (Lunch is ~12:15 pm – 1:15 pm)

1. Help set up the lunch area (tables for attendees, tables to serve food and beverages, paper goods needed and any condiments or silverware needed).
2. Help the caterer set out lunches on the break tables. The caterer should arrive no later than 11:00am.
3. Everything should be set up by 11:30pm.
4. During lunch, replenish any items that run out and keep the lunch area tidy. Be attentive to the attendees' needs as they eat. Monitor trash regularly and change cans that are full.
5. After lunch clean up the lunch area.

Set Up

1. We will need 8 rectangular tables in the food area. These tables need to be draped (cloth or plastic) with table cloths.
2. Three separate areas should be set up – 2-3 separate areas with 2 tables each for food/water/juice/soda in each area and 2 tables for a coffee station away from the food. This allows traffic to flow well.
3. The food should be set up near the seminar room. (If it is in the seminar room, it should be in the back so the noise of changing over the tables before and after the breaks does not disrupt the seminar.)
4. If another area will be used for lunch seating for attendees, have it set up ahead of time. Depending on the condition of the tables, these, too, should be draped.
5. All food/drink items and supplies for the morning and the breaks need to be purchased by the event coordinator 1 to 2 days before the event.

Morning (by 7:30am)

1. Serve donut holes/muffins/ pastries (half or quarter these) or granola bars or fruit, and serve coffee, hot tea, and one type of juice and water.
2. Place food out on trays in a decorative manner.
3. The quantity of food should be 2 food items for each attendee. (i.e. if 200 are in attendance, buy 400 donut holes OR buy 200 muffins and split them in half).
4. Have napkins, cups, creamer, sugar, sweetener, and stirrers available.
5. Everything will need to be set out and ready to go 10 minutes before registration opens in the morning.

Morning Break (~10:30am-11:00am) ***They will eat a good amount of food at this break!

1. Reorganize the leftover food from the morning on trays and serve these. Almost everyone will eat at this break. The quantity of food should be 3 food items for each attendee.
2. Supplement break food with fresh fruit - quantity should equal 1/2 of the number of attendees.
3. Serve coffee, hot tea, one type of juice and water – separate from food.
4. Have napkins, cups, creamer, sugar, and sweetener available.
5. This area will need to be set up by 10:00am. (The event coordinator needs to be aware of the speaker's schedule and adjust accordingly.)

Lunch (~12:15pm – 1:15pm) – Have ready by 11:30pm

Saddleback Church will provide lunch for the attendees and volunteers. Here are the guidelines to follow:

1. Saddleback Church will reimburse the host church up to \$7/person for lunch expenses including a drink.
2. The event coordinator will be responsible for obtaining a caterer. We ask that the catering be brought in from an outside vendor. This should be arranged at least one month prior to the event.
3. Box lunches work well - a sandwich, chips, pasta salad or veggie, and cookie. They are self-contained and easy to serve.
4. We prefer the drink to be canned soda (i.e. sprite, coke, diet coke) and bottled water. (Put it in containers with ice for attendees to pick their choice). Buy 1 drink item per attendee (go heavier on the diet coke and bottled water).
5. Arrange with the caterer to give final numbers for lunches a day or two ahead of the event.
6. The final number of lunches needed should be the number registered plus 10% for walk-ins plus the number of volunteers helping with the event.
7. Be sure that the food is picked up or delivered by 11:00am.
8. Use the break tables to serve lunch. If you are not able to put everything out at once, watch the tables closely to be able to restock quickly.
9. Make sure everything is set up and ready to go by 11:30pm.
10. Have plenty of napkins and trash cans available. Remember to put trash cans outside to accommodate those who eat outdoors.

Afternoon Break (~3:00pm– 3:25pm) In the original The Journey Begins track, this break is combined with Key #5—Fellowship. Attendees will break into Fellowship Groups at approximately 2:15pm. The Fellowship Groups will run directly through to their break which officially starts at 3:00 and ends at 3:30pm.

1. Serve either a sweet (cookies/brownies) or something salty (small bags of pretzels, nuts or granola bars). Serve cookies on trays or pretzels in baskets. If fruit from the morning

is left over, serve that as well.

2. To drink, serve canned soda and bottled water.
3. One food item and one drink item per attendee.
4. Have napkins and trash cans available.
5. This area will need to be set up by 2:30pm. (The event coordinator needs to be aware of the speaker's schedule and adjust accordingly.)

Clean Up

The food area can be broken down after the end of the mid-afternoon break. Food volunteers should stay to help with clean-up. Left over food can be donated at your discretion.

Resource Sales Instructions

Resource Sales Volunteers

You need to arrive to the event **1 hour and 30 minutes** before it is scheduled to begin to go over your instructions and receive any last minute information.

1. If the products for sale are not set up, the first thing you need to do is set them up on the resource sales tables. (See the event coordinator for the location.) There will be an Inventory Sheet provided. Use this sheet to inventory the products that are available for sale. The products need to be set out both in an eye-catching way and for optimum shopping. Be sure to save the boxes - you will use them to pack things up at the end of the day.
2. Each product for sale is marked with a price. Sell the product for the priced marked on the product (no tax added).
3. Be friendly as you assist attendees. If they have questions about products that you cannot answer, direct them to the (CR Conference Manager on-site) or to www.saddlebackresources.com.
4. Payment Options:
 - Cash – there is a cash box provided with \$100 in cash. (Get this from the event coordinator). The Cash box with \$100 should be returned back to the event coordinator at the end of the day.
 - Checks should be made payable to Saddleback Resources. Identification verification is not necessary.
 - Charges - A machine is provided to swipe credit cards.
5. The resources sales area is open for 1 hour before the event begins, during the food breaks, lunch, and for 30 minutes after the event. Volunteers are also asked to stay to pack up materials.
6. At the end of the day, tally up the unsold products and enter them in the appropriate box on the Inventory Sheet. Count the cash, total the checks, and the charges. Enter amounts on the Inventory Sheet.
7. Put payments (cash, credit card slips, and checks) and order forms in the 10x13 envelope marked 'Resource Sales Payments' and give it to the (CR Conference Manager.)
8. These are the items that need to be packed up in boxes going back to Saddleback Church:
 - Completed Inventory Sheet

- Unsold Products - packed up carefully and tightly - use padding - so they will not get damaged
 - Any Promotional Materials
 - Registration items and signage
9. After all items are packed up, close the boxes with packing tape and adhere return address labels on the boxes.
 10. Ask the event coordinator where the packed up boxes should be stored. Take the boxes to that location.
 11. (The CR Conference Manager) on site will call UPS for a pick up the following business day.

Audio/Visual Instructions

Audio/Visual Volunteers

These roles are very important. The seminar cannot flow smoothly without these people! Please follow the instructions below very carefully. This will ensure a very smooth, successful and stress less presentation!

One month before the event

- All audio/visual equipment should be secured and tested at least one month before the event.
 - Sound system - clear sound & good volume
 - 2 lavalier mics & 1 hand-held
 - Power to both the computer and projector
 - PowerPoint or ProPresenter up and running
 - VCR/DVD video capabilities through projection system
 - Large projection screen, 8' x 8' or larger (for stage area)

The day before the event

- The audio/visual volunteers need to be on site the day before the event - before the speaker arrives - to test ALL equipment (see list above) to ensure everything is working properly. A sound/video check with your Audio Visual team will be scheduled by (the CR Conference Manager.) We will test all of the presentations to make sure they are compatible and to ensure no damage has occurred while in transit. The Audio Visual presentation is a huge part of the seminar and is crucial to a successful day.
- Once the speakers arrive for the sound check (the day before the event), the audio/visual volunteers need to be present to test ALL equipment again with the speakers. At this time the speakers will do a sound check with the Countryman microphones they will be bringing along.
- The volunteer running the PowerPoint needs to familiarize himself with the presentation and go over any necessary details with the the CR Conference Manager.

The event day

- The volunteers need to arrive at least 2 hours before the start of the event. They need to locate the Saddleback Church staff member immediately and run through items and get any last minute instructions.
- The audio/visual volunteers need to be on site continually for the duration of the event to solve any problems that occur. They need to be present in the seminar room at all times while the presentation is taking place. The audio/visual people during the

event should be the same people who performed the sound check the day before.

Speaker Assistant Instructions

Speaker Assistant Volunteers

You need to arrive to the event **1 hour and 30 minutes** before it is scheduled to begin to go over your instructions and receive any last minute information.

Before the speaker arrives

- When you arrive, check to see if the green room is all set for the speaker - a quiet, out-of-the-way room with food and drinks. If something is not ready, notify the event coordinator immediately.
- Check with the audio/visual volunteers - make sure that everything is ready for the speakers' presentation - the microphones are all set, PowerPoint is ready to go.

After the speaker arrives

- Welcome the speakers. Introduce yourself, letting them know you will be their assistant throughout the day.
- Show the speakers to the green room and to the nearest restrooms. See if there is anything they need as they get ready for the event.

Throughout the day

- Provide speakers with bottled water, etc. throughout the day to have up at the podium.
- At break times, provide the speakers with any food or drinks they may need.
- Make sure the green room is cleaned up and replenished with supplies.
- Before lunch (~11:30pm), get lunch and drinks for the speakers and any leaders that have come with them. Set this up in the green room.

At the end of the day

- Help the speakers with any other needs they may have before packing up their things (make sure to ask them what you can help with).
- ❖ If you have any questions throughout the day, the CR Conference Manager on site is available to help you.