

2015 International Convention of Alcoholics Anonymous



ONLINE VOLUNTEER
ORIENTATION & TRAINING



Welcome! Thank you for volunteering for the 2015 International Convention of Alcoholics Anonymous!

In order to host over 60,000 AA members from all over the world, we need volunteers in multiple service areas all around the convention. We are glad you are one of them!

This online training is meant to give you some basic information to prepare you to volunteer. You can also check our [Volunteer FAQ page](#) for any additional questions or email atl2015training@gmail.com.



Our primary role as volunteers is simple – *to be good hosts*. Our job is to greet our guests warmly, help them to find their way around, assist by connecting them with any needed convention services, and help them to feel welcome and at home throughout this entire convention.





REGISTRATION

TOPIC MEETING GREETERS

HOTEL LOBBY GREETERS

SHUTTLE BUS GREETERS

SIDEWALK GREETERS

GEORGIA DOME HOSTS

FOREIGN LANGUAGES

WELCOME/VOLUNTEER HEADQUARTERS

MARATHON MEETINGS

SPECIAL NEEDS/ACCESSIBILITIES

TRANSPORTATION HUB

CONVENTION CENTER

There are multiple volunteer service areas and all have some additional instruction involved. Once you are registered as a volunteer, check your email for any special instructions from your service subcommittee.

The Volunteer Handbook will be the most useful tool at your disposal. If you have not yet received one, a hardcopy of the book will be available at volunteer check-in.

You can also download a PDF of the volunteer handbook here:

[DOWNLOAD HANDBOOK](#)

Almost every part of this online training can be referenced back to the handbook. So, even though you probably won't remember everything, you will know where to find it!



2015 HOST COMMITTEE VOLUNTEER HANDBOOK

JULY 2 - 5, 2015 ATLANTA, GA - USA
Coordinated by A.A. World Services, Inc.



TRAINING TOPICS

1. HOW DO I SIGN UP?
2. ANONYMITY
3. SPIRIT OF LOVE & TOLERANCE
4. REGISTRATION & T-SHIRT PICK UP
5. VOLUNTEER HAND BOOK
6. EVENTS PROGRAM
7. AL-ANON HIGHLIGHTS
8. KNOWING THE CONVENTION AREA
9. HOW CAN I HELP? BEING ARMED WITH INFORMATION
10. TRANSPORTATION: MARTA!
11. THE CONVENTION APP
12. TIPS FOR A GREAT EXPERIENCE



TRAINING TOPIC #1

HOW DO I SIGN UP TO VOLUNTEER?



REGISTER ON VOLUNTEER HUB

If you haven't already registered as a
Volunteer, you can go to:

www.aageorgia.org/international.html

and click:

CLICK HERE TO SIGN UP



TRAINING TOPIC #2

ANONYMITY



OUR POLICY OF ANONYMITY

As volunteers, our job is not to police anyone else regarding anonymity. As AA members, we lead by **EXAMPLE**.

Please take a moment to review Our Policy of Anonymity on the following page.





OUR POLICY OF ANONYMITY

"Our public relations policy is based on attraction rather than promotion; we need always to maintain personal anonymity at the level of press, radio (TV) and films."

Thus we respectfully ask that no A.A. Speaker - or, indeed, any A.A. Member - be identified by full name in published or broadcast reports of our meetings.

The assurance of anonymity is essential in our effort to help other problem drinkers who may wish to share our recovery program with us, and our tradition of anonymity Reminds us that A.A. Principles come before personalities.

The long form of A.A.'s Eleventh Tradition says "Our names and pictures as A.A. members ought not be broadcast, filmed, or publicly printed." In keeping with this principle, please do not post recognizable photos of identifiable A.A. members on Web sites accessible to the public, including unrestricted pages on social networking sites.



TRAINING TOPIC #3

A SPIRIT OF LOVE AND TOLERANCE

Every volunteer has to be prepared to deal with attendees who might be cranky, tired, frustrated, lost, or perhaps just spiritually sick. A spirit of love and tolerance is an absolute must.

See page 5 of the handbook for some tips. Here are a few bullet points:

- Listen. This person may just need someone to listen and empathize.
- Do not take their complaints personally. You do not need to defend any person or institution.
- Try to deal with the problem as well as you can, or refer them to someone who can help. Remain as cheerful and helpful as possible.
- A regular spiritual practice that includes prayer and meditation will come in handy!





TRAINING TOPIC #4

REGISTRATION & PICKING UP YOUR VOLUNTEER SHIRTS

Every volunteer will receive a convention volunteer t-shirt. This is your volunteer uniform and should be worn whenever you are working a shift. As you can see, the shirts are designed for high visibility in crowds!

Volunteers can pick up their shirts before the convention during our volunteer-only early registration event on Tuesday, June 30th at the Georgia World Congress Center from 6pm to 9pm in area B2/B3.

If you are unable to attend the early registration, you can pick up your t-shirt anytime during the convention at Volunteer Headquarters in B213 in the Georgia World Congress Center. Be sure to have your shirt before you start your first shift!





TRAINING TOPIC #6

EVENTS PROGRAM

Many of the questions you will receive from attendees will be related to where and when events are being held. Being familiar with the program and keeping an event schedule at your fingertips will be extremely helpful.

A detailed [printed schedule](#) is available.

You also have a schedule overview on page 2 of your Volunteer Handbook. Detailed, up-to-date program information can also be found in the smart phone convention app.



80 YEARS
HAPPY, JOYOUS AND FREE
ALCOHOLICS ANONYMOUS
JULY 2 - 5, 2015 • ATLANTA, GEORGIA USA
Coordinated by A.A. World Services, Inc.

Welcome registrants to the 2015 International Convention! July 2 - 5 means meetings, manhattans, panels, fellowship and fun! Starting Thursday night with dances and a "Party in the Park," the fellowship continues through the Sunday Morning Big Meeting. Greet old friends, meet new friends, give thanks for those who came before us, get enthused to carry the message back home, and celebrate "Happy, Joyous and Free!"

BADGES – Your badge will arrive by mail in June. In Atlanta, bring your badge to Hall B2/3 of the Georgia World Congress Center and pick up your badge holder and Program of Events. Your badge is your admission to all Convention events. Lost badges can be replaced at Registration for a fee of \$15.00 USD. If you purchased a MARTA pass, that will be included in the packet with your badge.

ONSITE REGISTRATION HALL HOURS
Wednesday through Sunday 8:00 AM - 8:00 PM

REFUNDS – Refunds will be given only if a written request is received prior to May 12, 2015. No refunds after that date – no exceptions. There is a \$5.00 USD administrative process fee for cancellations.

HOUSING – Rooms are still available. Information on lodging is provided with your Convention registration notice. While downtown hotels are sold out, there are still Dorms available downtown. In addition, we continue to expand the selection of rooms in outlying areas. Shuttle bus service, either to MARTA or direct to GWCC, will be provided at no charge to outlying properties.

TRANSPORTATION – MARTA will be a significant part of our transportation plan. If you have not already purchased a convention pass on MARTA you can update your registration record and buy one online. Direct convention shuttle bus service or service to MARTA will begin on Thursday around noon, and will run until the conclusion of the closing Big Meeting on Sunday.

If you are staying downtown, plan on walking to the convention complex. A separate shuttle route for those unable to walk will serve downtown hotels.

If you booked your accommodation through the Housing Bureau, a schedule will be sent to you via email based on the location of your hotel. The Convention APP available in May will have the complete Convention shuttle bus schedule.

INFORMATION TO SHARE – Registration is still open! Visit G.S.O.'s A.A. Website, www.aa.org, and follow the International Convention links to "Registration." To register by mail or fax, request a registration form from your Area Office, Intergroup/Central Office, or G.S.O. Before May 12, 2015 the pre-registration fee is \$100 USD or \$120 CAD. After that date, the registration fee is \$110 USD or \$135 CAD. You may also register at the Georgia World Congress Center in Atlanta. The onsite registration fee is \$110 USD.

WANT MORE INFORMATION? – Visit G.S.O.'s A.A. Website at www.aa.org.

Bienvenidos a la Convención Internacional de 2015. Del 2 al 5 de julio habrá reuniones, manhattans, paneles, actividades de fraternidad y mucho más para disfrutar. Comenzamos el jueves con bailes y una "Fiesta en el Parque," y el compañerismo sigue una interrupción hasta la Reunión Grande del domingo. Saluden a viejos amigos, conozcan a nuevos amigos, den gracias por todos aquellos que vinieron antes que nosotros, comiencen el mensaje para llevar el mensaje al volver a sus hogares, y celebren "Felices, Alegres y Libres".

ETIQUETAS – Su etiqueta le llegará por correo en junio. En Atlanta, traiga su etiqueta al Hall B2/3 del Centro Mundial de Congresos de Georgia y recoja su portaetiquetas y el programa de eventos. Su etiqueta le sirve de entrada a todos los eventos de la Convención. Las etiquetas perdidas se pueden reemplazar en el despacho de Inscripción al precio de \$15.00 USD. Si compró un pase de MARTA, estará incluido en el paquete con su etiqueta.

HORARIO DE INSCRIPCIÓN EN EL SITIO
Miércoles a Sábado 8:00 AM - 8:00 PM

DEVOLUCIONES – Sólo se darán devoluciones si recibimos su solicitud por escrito antes del 12 de mayo de 2015. Ninguna devolución después de esa fecha – sin excepciones. Hay un cargo administrativo de \$5.00 USD para tramitar las cancelaciones.

ALOJAMIENTO – Todavía hay habitaciones disponibles. Se suministra información sobre el alojamiento junto con la notificación de inscripción a la Convención. Ya se han agotado las habitaciones en el centro de la ciudad, pero aún hay plazas disponibles en los dormitorios en el centro. Además seguimos ampliando la selección de habitaciones en la periferia. Habrá un servicio gratuito de autobús de enlace con los hoteles de la periferia por medio de MARTA o directamente al Centro de Congresos.

TRANSPORTE – MARTA será una parte importante de nuestro plan de transporte. Si todavía no han comprado un pase de MARTA para la Convención, pueden actualizar su registro de inscripción y comprar un pase en línea. El servicio de autobús de enlace directo entre la Convención y el servicio de MARTA empezará el jueves alrededor del mediodía y seguirá hasta la terminación de la Reunión Grande de clausura el domingo.

Si tienen alojamiento en el centro, lo mejor será ir andando al centro de convenciones. Habrá un servicio de autobús de enlace separado especial para los asistentes alojados en la zona central que no pueden llegar al centro de convenciones caminando.

Si han reservado su habitación por medio de la Agencia de Alojamiento, se le enviará por email (o por correo postal si así lo han pedido) un horario que corresponda a su hotel. En la APP de la convención, disponible en mayo, aparecerá el horario completo del autobús de enlace de la convención.

INFORMACIÓN PARA COMPARTIR – Aún está abierta la inscripción. Visite el sitio web de A.A. de la OSG, www.aa.org, vaya a la página de Convención Internacional y allí siga al vínculo de "Inscripción". Para inscribirse por correo o fax, pida un formulario de inscripción en su oficina de área, de Intergroup/oficina central, o en la OSG. Antes del 12 de mayo de 2015, la cuota de preinscripción es de \$100.00 USD o \$120.00 CAD. Después de esa fecha, la cuota de inscripción es de \$110 USD o \$135.00 CAD. También se pueden inscribir en el Centro Mundial de Congresos de Georgia en Atlanta. La cuota de inscripción en el sitio es de \$110.00 USD.

¿DESEA MÁS INFORMACIÓN? – Visite el sitio web de A.A. de la OSG en www.aa.org.

Bienvenue à ceux et celles qui s'inscrivent au Congrès international 2015. Du 2 au 5 juillet, il y aura des réunions, des manhattans, des activités de fraternité et du plaisir! À compter du jeudi soir, après des danses et une « Soirée dans le parc », le Mouvement poursuit ses activités jusqu'à la Grande Réunion du dimanche matin. Rencontrez de vieux amis, rencontrez-en de nouveaux, remerciez ceux qui étaient là avant nous, trouvez de l'enthousiasme à transmettre le message de retour à la maison, et célébrez « Heureux, Joyeux et Libres ».

BADGES – Votre badge vous sera envoyé par la poste en juin. À Atlanta, apportez votre badge au Hall B2/3 du Georgia World Congress Center pour recevoir votre porte-badge et le Programme des événements. Votre badge vous permet d'assister à tous les événements du Congrès. Il est possible de remplacer les badges perdus au comptoir d'inscription à un coût de 15 \$US. Si vous avez acheté un laissez-passer MARTA, il vous sera remis dans l'enveloppe avec votre badge.

HEURES D'OUVERTURE DU HALL D'INSCRIPTION
Mercredi au samedi 8 heures – 20 heures

REMBOURSEMENTS – Des remboursements seront accordés seulement sur demande par écrit faite avant le 12 mai 2015. Il n'y aura aucun remboursement après cette date – aucune exception. Il y aura en outre 5 \$US de frais d'administration pour l'annulation.

HÉBERGEMENT – Il y a encore des chambres. Les informations sur l'hébergement sont fournies dans votre avis d'inscription au Congrès. Même si les hôtels du centre-ville sont pleins, il reste encore de la place dans les dortoirs au centre-ville. De plus, nous continuons d'ajouter des chambres dans les banlieues. Un service de navette assurera le service vers MARTA ou directement au GWCC sera fourni sans frais aux congressistes qui logent en banlieue.

TRANSPORT – MARTA est une partie importante de notre programme de transport. Si vous n'avez pas acheté un laissez-passer de congrès de MARTA, vous pouvez modifier votre inscription et acheter un en ligne. Le service de navette directe vers le congrès ou vers une station MARTA débutera vers midi le jeudi, et fonctionnera jusqu'à la fin de la Grande Réunion de dimanche.

Si vous habitez au centre-ville, prévoyez vous déplacer à pied vers le complexe du congrès. Une navette distincte pour les gens incapables de marcher desservira les hôtels du centre-ville.

Si vous avez fait vos réservations par la Centrale d'hébergement, un horaire adapté à l'emplacement de votre hôtel vous sera envoyé par courriel. L'appli du congrès, offerte en mai, contiendra l'horaire complet de service de navettes du Congrès.

PARTAGE D'INFORMATIONS – L'inscription est encore ouverte! Visitez le site Web des AA du BSG, www.aa.org, et suivez le lien vers le Congrès international pour l'inscription. Pour s'inscrire par la poste ou par fax, demandez un formulaire d'inscription à votre Bureau régional de service, à votre Intergroupe ou Bureau central, ou au BSG. Les coûts pour pré-inscription sont de 100 \$US avant le 12 mai 2015, ou de 120 \$CA. Après cette date, il faut s'inscrire au Georgia World Congress Center d'Atlanta. Le coût d'inscription sera de 110 \$US.

VOUS AVEZ BESOIN D'AUTRES INFORMATIONS? – Visitez le site Web des AA du BSG, à www.aa.org.



AT-A-GLANCE – PAGE 2

TUESDAY, JUNE 29, 2015

Registration (VOLUNTEERS ONLY) 6:00 PM – 9:00 PM
 GWCC/Halls B2/3

WEDNESDAY, JULY 1, 2015

Registration 8:00 AM – 8:00 PM
 GWCC/Halls B2/3

THURSDAY, JULY 2, 2015

Registration 8:00 AM – 8:00 PM
 Hospitality Suites Indiv. Schedules
 Party in the Park 7:30 PM – 12:00 AM
Centennial Park & GWCC, Omni Hotel
 Marathon Meetings 12:00 MIDNIGHT
Hyatt Regency

FRIDAY, JULY 3, 2015

Registration 8:00 AM – 8:00 PM
 Marathon Meetings 24 hours
Hyatt Regency
 A.A. Meetings 9:00 AM – 5:00 PM
GWCC, Omni Hotel
 Opening Big Meeting/Flag Ceremony 8:00 PM – 10:00 PM
Georgia Dome
(Doors and Concessions open at 6:00PM)
 Dance 10:00 PM – 12:00
GWCC/Hall A2

SATURDAY, JULY 4, 2015

Registration 8:00 AM – 8:00 PM
 Meetings 24 hours
Hyatt Regency
 A.A. Meetings 9:00 AM – 5:00 PM
GWCC, Omni Hotel
 Old timers Big Meeting 8:00 PM – 10:30 PM
Georgia Dome
(Doors and Concessions open at 6:00PM)
 Dance 10:30 PM – 12:00
GWCC/Hall A2

SUNDAY, JULY 5, 2015

Marathon Meetings Until 7:00 AM
Hyatt Regency
 Closing Big Meeting 9:00 AM – 11:00 AM
Georgia Dome
(Doors open at 7:00 AM)
 Special Needs/Tapes/Photo Sales 7:00 AM – 1:00 PM
GWCC/B211-212





TRAINING TOPIC #7

AL-ANON PROGRAM HIGHLIGHTS



Al-Anon Family Groups

Strength and hope for friends and families of problem drinkers

All Al-Anon & Alateen sessions will be held at the Marriott Marquis.

WEDNESDAY AND THURSDAY

- Al-Anon will have Information and Speaker Sign-in Booths at the GWCC

FRIDAY AND SATURDAY

- Al-Anon Information and Speaker Sign-in Booths will move to the Marriott Marquis.
- Al-Anon meetings and the hospitality room will be at the Marriott Marquis
- 100 Al-Anon meetings from 9:00am – 4:00pm
- Meetings offered for those who speak Spanish, German, Japanese, Portuguese, French and Italian.
- These meetings are open to everyone whose lives have been affected by someone else's problem drinking. Al-Anon members share their experience, strength, and hope in living a life of recovery from relationships that have been affected by alcoholism.

Alateen will have 5 closed meetings:

Friday 9:30am – 4:00pm

Saturday 9:30am – 1:30pm

Alateen will have 1 open meeting:

Saturday 2:30pm – 4:00pm





TRAINING TOPIC #8

KNOWING THE CONVENTION AREA

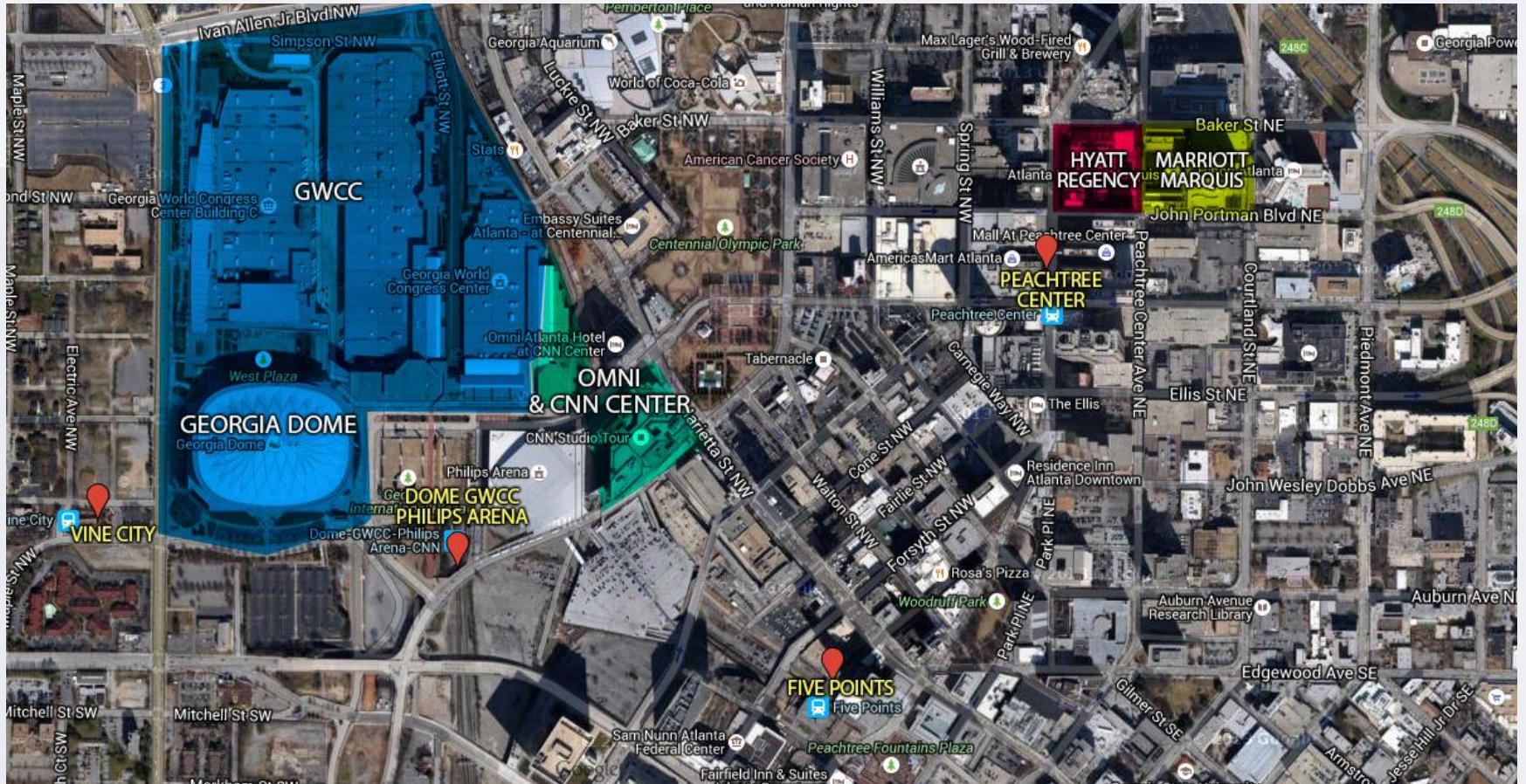
All volunteers end up serving as way-finders. You might be asked several times how to get to the Convention Center, the Georgia Dome, Centennial Park, the OMNI, MARTA stations, registration, marathon meetings, the nearest bathroom, nearby tourist attractions, local restaurants, and everything else under the sun.

One of the most helpful things you can do to prepare for volunteering is to familiarize yourself with convention event locations and the convention center area. Convention Center maps are included in your handbook on pages 10-13.

Take some time to study the maps on the following slides. When you show up for your shift, be sure to orient yourself to the surrounding area and take notes of nearby amenities.

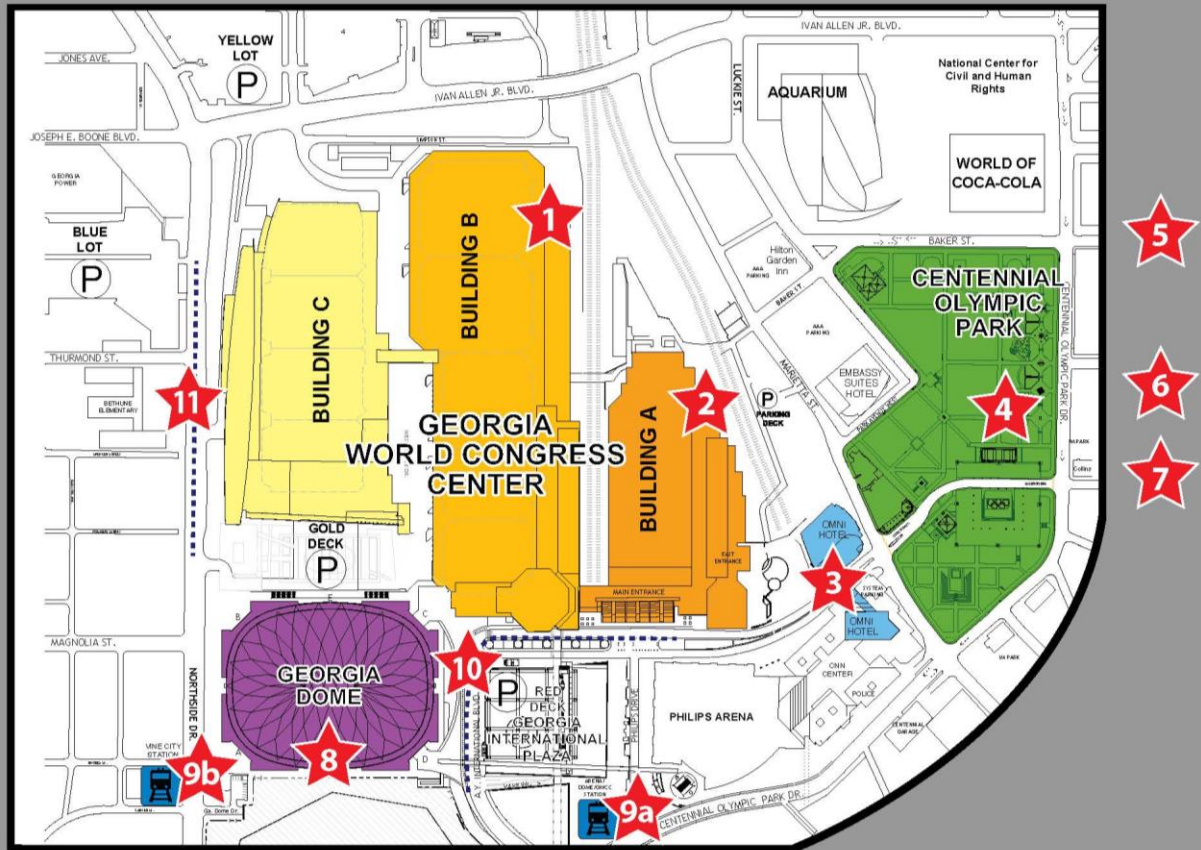


SURROUNDING DOWNTOWN AREA



KNOWING THE CONVENTION AREA

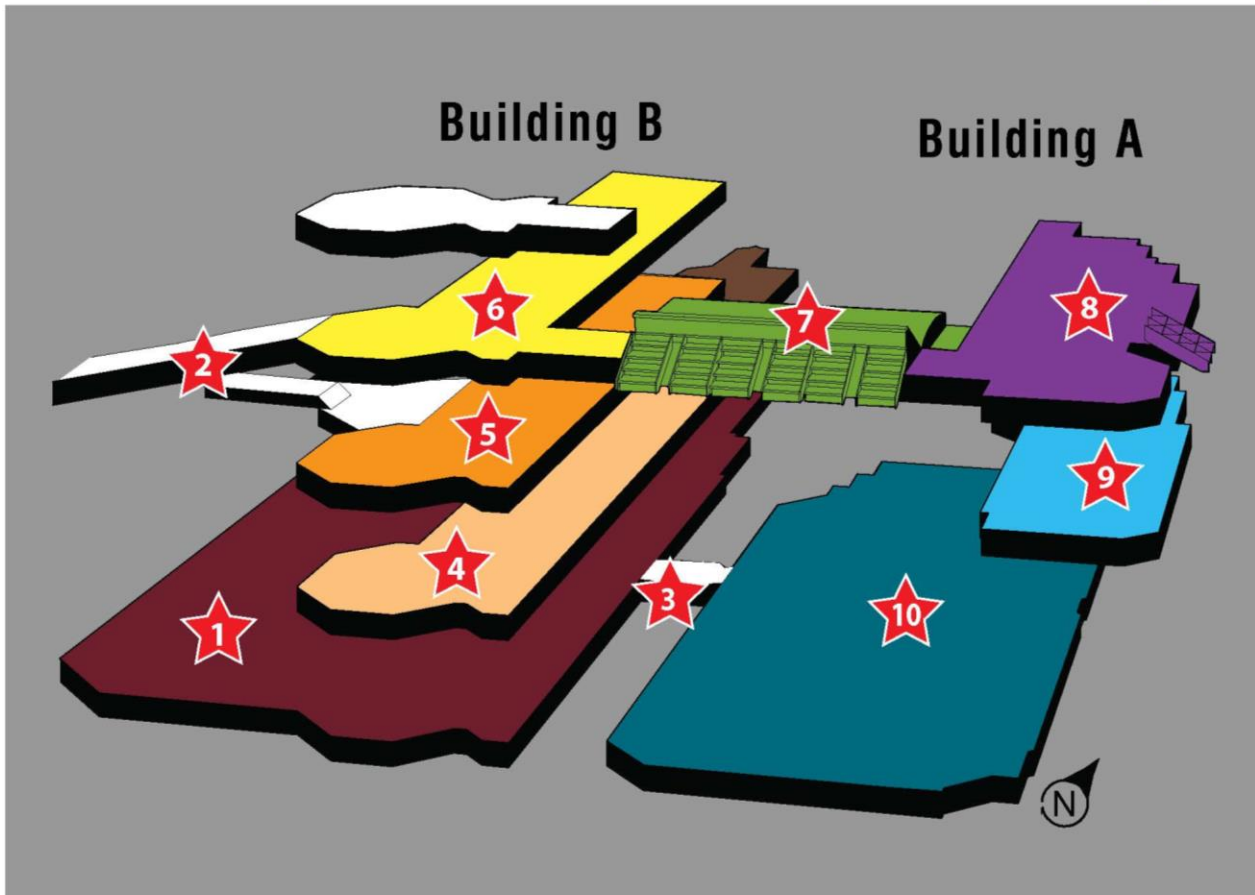
2015 INTERNATIONAL CONVENTION OF ALCOHOLICS ANONYMOUS - CAMPUS MAP



- 1 BUILDING B**
 - Meetings
 - Registration/Hospitality
- 2 BUILDING A**
 - Meetings
 - Thurs/Fri/Sat Night Dances
- 3 OMNI HOTEL**
 - Thursday Night Party
 - Fri/Sat Meetings
 - Hospitality Suites
- 4 CENTENNIAL OLYMPIC PARK**
 - Thursday Night Party in the Park
- 5 HYATT REGENCY HOTEL**
265 PEACHTREE ST., NE - 2 BLOCKS
 - Marathon Meetings
- 6 DOWNTOWN HOTELS**
- 7 MARRIOTT MARQUIS HOTEL**
265 PEACHTREE CENTER AVE., NE - 4 BLOCKS
 - Al-Anon
- 8 GEORGIA DOME**
 - Big Meetings
- 9a DOME/GWCC/PHILIPS ARENA/CNN CENTER MARTA STATION**
- 9b VINE CITY MARTA STATION**
- 10 CONVENTION SHUTTLE ROUTES 1-10
OUTSIDE GEORGIA DOME**
- 11 CONVENTION SHUTTLE ROUTES 11-16
OUTSIDE BUILDING C**



GEORGIA WORLD CONGRESS CENTER (GWCC) FLOOR PLAN



- 1 BUILDING B EXHIBIT HALLS**
 - Large Meeting Rooms
 - Registration/Hospitality
 - + First Aid–Hall B3
- 2 CONNECTOR BETWEEN BUILDINGS B&C**
- 3 CONNECTOR BETWEEN BUILDINGS A&B**
- 4 BUILDING B LEVEL 2**
 - Meetings
 - Convention Souvenir Books/CDs/Photo–Room B211-212
- 5 BUILDING B LEVEL 3**
 - Meetings
- 6 BUILDING B LEVEL 4**
 - Archives–Room 401
 - Meetings
 - + First Aid–Room 410
- 7 INTERNATIONAL BOULEVARD LOBBY**
 - ♿ Special Needs
 - International Hospitality
- 8 BUILDING A LEVEL 4**
 - Meetings
 - SM Auditorium
- 9 BUILDING A LEVEL 3**
 - Meetings
- 10 BUILDING A EXHIBIT HALLS**
 - Large Meeting Rooms
 - Thurs/Fri/Sat Night Dances
 - + First Aid–Hall A3



GIVING DIRECTIONS

PAGE 4

- Use maps provided and know where you are on the map.
- Orient yourself to frequently asked locations:
 - ▶ Meeting locations – GWCC, Omni, Hyatt, Georgia Dome
 - ▶ Registration / Special Needs / Al-Anon / Hospitality Suites
 - ▶ Food / Restaurants
 - ▶ Bathrooms
 - ▶ Hotels
 - ▶ MARTA, Hotel Shuttles, Special Needs Shuttles
- Give clear, universal instructions: east, west, left, right, etc.





TRAINING TOPIC #9

HOW CAN I HELP? BEING ARMED WITH INFORMATION

Your volunteer handbook includes a great deal of information that you will use to guide people toward the help that they need. You can prepare yourself to help by simply making yourself aware of the kind of help that is available.

We will review a few essential areas on the following slides. The handbook page numbers are listed below for your reference:



ESSENTIAL PHONE NUMBERS	PAGE 3
FOREIGN LANGUAGES	PAGE 7
SPECIAL NEEDS	PAGE 9
EMERGENCIES	PAGE 3
FIRST AID & COOLING TENTS	PAGE 3



ESSENTIAL PHONE NUMBERS

PAGE 3

Essential Telephone Numbers

General Convention Information.....	(404) 222-5700
Volunteer HQ.....	(404) 222-5710
Foreign Languages Area	(404) 222-5715
Special Needs/Accessibilities Area.....	(404) 222- 5720
Special Needs Transportation	(404) 222- 5725
Convention Press/Media Office	(404) 222-5730
Convention Management (<i>Talley Management Group</i>)....	(404) 222-5701



FOREIGN LANGUAGES

PAGE 7

Our international visitors can receive foreign language translation assistance in the International Hospitality Area in the International Blvd Lobby.



SPECIAL NEEDS / ACCESSIBILITIES

PAGE 9



Special Needs/Accessibilities Hospitality Areas are located at the Convention Center in **two areas – the International Blvd Lobby and in Halls B2/3.**

Here you will find information regarding meetings in American Sign Language and Special Needs seating at the stadium and more, including the rental of wheelchairs or scooters.



EMERGENCIES – PAGE 3

If you are in the convention center, stadium or convention hotel, contact management personnel, medical personnel or use any house phone to call **404-223-4911** for the fastest response. If you are off of the convention campus dial 911 to reach police, fire fighters or other emergency personnel.

- Give the phone number from which you are calling.
- Give the address and any special directions to your location (including key landmarks close by).
- Describe the situation as calmly as possible.
- Give your name.
- DO NOT HANG UP. Follow the instructions of emergency personnel exactly.



FIRST AID & COOLING TENTS

PAGE 3

See the campus map included in this handbook for the **3 first aid locations in GWCC (Hall A3, Hall B3 and Room B410)**. There will also be **two tents in Centennial Olympic Park**, roving paramedic teams and First Aid in the Georgia Dome. If you are in the Convention Center, Stadium or convention hotel, contact management personnel, medical personnel or use any house phone.





TRAINING TOPIC #10

TRANSPORTATION & USING MARTA

CONVENTION TRANSPORTATION

PAGES 14-15

July 4th weekend in Atlanta is going to be BUSY! Traffic and parking are pretty much guaranteed to be problematic. MARTA is going to be the best transportation option for most attendees.



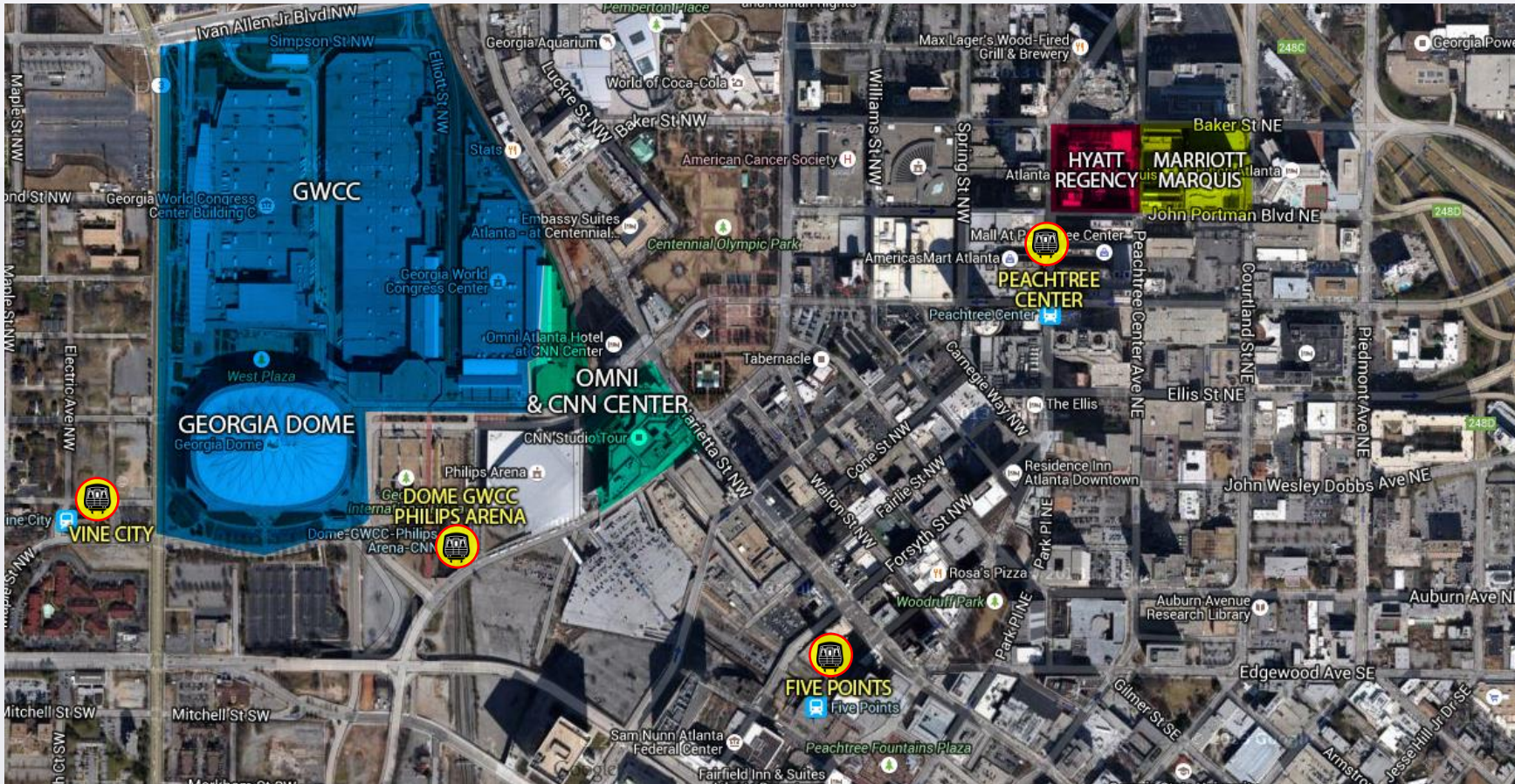
Many attendees may be unfamiliar with MARTA. Be prepared to help answer questions and direct guests the nearest MARTA station. The next slides include a MARTA train route map and a map of the convention area that highlights the MARTA stations nearby. There is a MARTA app that can be downloaded onto most smart phones that might be helpful.

Information about special needs and hotel shuttles can be found in the volunteer handbook on pages 14-15.



CONVENTION AREA





TRANSPORTATION & USING MARTA



TRAINING TOPIC #11

USING THE CONVENTION APP

This is the first International Convention to offer a smart phone application to provide guests with easy access to convention information. The app can be downloaded for free from your smart phone's app store by searching for "2015 International Convention."

The app will enable you to have a program schedule, maps, and other information at your fingertips. You can also build your own personal convention schedule and receive alerts of any program changes.

It will be helpful to familiarize yourself with the app and be prepared to show guests how to access, download and use the app when they arrive at the convention.





TRAINING TOPIC #12

TIPS FOR A GREAT VOLUNTEER EXPERIENCE

TIPS QUICK

- Be informed. Use your handbook, check updated information on the convention app, and ask for help as needed.
- Check out [Volunteer FAQ's](#) for more information.
- Check in and be on time for your shift.
- Bring a sense of service and helpfulness to all situations.
- A spirit of love and tolerance is essential!
- “Invite” your higher power to work shifts with you.
- Have FUN and remember Rule 62!



2015 International Convention of Alcoholics Anonymous



THANK YOU FOR YOUR SERVICE!