



*Family Motor Coach Association, Inc.*

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December 15, 2018

Dear Perry Coffee Hour Volunteers:

Thank you for assisting your association at FMCA's 99<sup>th</sup> International Convention. Enclosed is your volunteer identification card. Please display on the inside of your motorhome windshield on the driver side, without obstructing the driver's view. **This identification card should be displayed along with the date of entry credential that you received with your confirmation materials.**

Coffee Hour volunteers can enter the grounds on Monday, March 11 between 8:00 a.m. and 4:00 p.m. Please follow the directions that were included in your confirmation packet. If you wish to park next to your friends who are also volunteering, it is best to arrive together.

There will be a meeting of all Coffee Hour volunteers at 9:00 a.m., on Tuesday, March 12, in McGill Marketplace. At the meeting, you will receive your volunteer ribbon, pin, and hat. Guidelines to assist you in performing your duties are on the opposite side of this letter.

Volunteers will be needed at the Coffee Hour Area located in the FMCA Town Center at 6:45 a.m. on Thursday, Friday, and Saturday, March, 14, 15, and 16. Volunteers will serve doughnuts, coffee, and hot chocolate; help with paper products; direct members to serving tables; and assist disabled members. Your captain will assign you to your work area.

There will be a volunteer appreciation at evening entertainment on Friday, March 15. Please wear your hat or visor to evening entertainment.

Thank you for your participation. We are looking forward to working with you in Perry.

Sincerely,

Barbara Feiler  
Events Manager

Enc: Volunteer credential, Guidelines

cc: Convention File; Doug Uhlenbrock, Director of Events; Elaine Mills, Volunteer Coordinator

# GUIDELINES FOR COFFEE HOUR VOLUNTEERS

## FMCA'S 99th International Convention Perry, Georgia

Thank you very much for donating your time and energy to assist with the Coffee Hour at the Perry International Convention.

The duties of the Coffee Hour volunteers are to serve coffee, hot chocolate and doughnuts to families each morning during the event. Coffee Hour volunteers are not expected to make the coffee and hot chocolate for the members. At the Perry convention, the Coffee Hour will be located at the FMCA Town Center.

### **VOLUNTEER RESPONSIBILITIES:**

- ❖ On the first official day of the convention, report to the Coffee Hour location at 6:45 a.m. in order to prepare for the serving of coffee and doughnuts.
- ❖ Set-up volunteers will organize tables for serving the coffee, hot chocolate, and doughnuts. Tables should be arranged to provide efficient serving of doughnuts, hot chocolate and coffee. A separate station should be established away from the serving areas for creamer, sugar, and stirrers.
- ❖ Set-up volunteers should also establish a station accessible with coffee and doughnuts for disabled members.
- ❖ Each morning prior to the serving of coffee and doughnuts, the set-up volunteers should make sure serving tables are clean. Disinfectant wipes and paper towels are available for cleaning tables. Additional members of this set-up crew should patrol the Coffee Hour area and pick up cups, napkins, newspapers and straighten chairs.
- ❖ Runners will be responsible for transporting the doughnuts from the bakery truck or storage area to the serving tables.
- ❖ Clean-up volunteers should monitor the area and dispose of any cups, napkins, newspapers, or empty doughnut boxes. Trashcan liners are available in the storage area for disposal of trash during coffee hour. The facility is charged with the responsibility of disposing of trash around the Coffee Hour area; however, volunteers are needed to keep the area tidy and to replace trash can liners as needed during the time of Coffee Hour (8:00 a.m. to 9:00 a.m.).
- ❖ All volunteers are asked to help provide a safe environment for convention attendees by immediately reporting any unsafe conditions to the FMCA Safety Team, FMCA Security, Executive Board members or national office staff.

Coffee Hour Captain: Eugene Herring  
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919-818-8760

**THANKS . . . AND HAVE FUN!**