



*Family Motor Coach Association, Inc.*

---

December 15, 2018

Dear Perry FMCA Store Volunteers:

Thank you for assisting your association at FMCA's 99th 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.**

FMCA Store volunteers should enter the grounds between 8:00 a.m. and 4:00 p.m. on Monday, March 11. 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 FMCA Store volunteers at 11:00 a.m. on Tuesday, March 12, in the FMCA Store, located at the FMCA Connections booth in the Miller-Murphy-Howard Building. At that meeting, your captain will distribute your volunteer ribbon and pin. You must wear the enclosed green badges to obtain admittance into the indoor exhibits. Guidelines to assist you in your job are on the back of this letter.

There will be a volunteer appreciation at evening entertainment on Friday, March 15, 2019. 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 credentials, Green Badges

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

# GUIDELINES FOR FMCA STORE VOLUNTEERS

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

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

The duties of the FMCA store volunteers are to assist customers who are searching for specific FMCA logo items available for sale at the convention. Volunteers are not expected to handle cash or credit card transactions.

### **VOLUNTEER RESPONSIBILITIES:**

- ❖ Work shift(s) assigned by FMCA Store Volunteer Captain.
- ❖ Report to shift 15-minutes prior to start-time.
- ❖ Become familiar with available items at the on-site FMCA Store.
- ❖ Assist customers with finding sizes of sale merchandise.
- ❖ Assist customers with finding sizes of merchandise in wardrobe cases.
- ❖ Answer questions about cost of the items, locating items, etc.
- ❖ Refer customers to on-line store if merchandise is not available on-site.
- ❖ Attend orientation meeting at 11:00 a.m. on Tuesday, March 12, at the FMCA Store booth.
- ❖ 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.

### **FMCA Store Captain**

Berkley & Karen Alexander  
[berkleyja007@cadscanning.com](mailto:berkleyja007@cadscanning.com)  
804-754-1308

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