



*Family Motor Coach Association, Inc.*

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December 15, 2018

Dear Perry Seminar 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. **Display the identification card along with the date of entry credential that you received in your confirmation packet.**

Seminar 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. **As of this letter, we need many more Seminar volunteers. Please ask your friends and chapter members.**

There will be a meeting of all Seminar volunteers on Tuesday, March 12, at 11:00 a.m. in McGill Marketplace. At the meeting, you will receive your volunteer ribbon, pin, and hat. A volunteer work schedule showing your seminar assignments will be available at your volunteer meeting and guidelines to assist you in performing your duties are included in 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

Enclosures: Credentials, Instructions

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

## FMCA SEMINAR VOLUNTEER DUTIES

### OVERVIEW:

The duties of Seminar volunteers will be to act as monitors and reporters for the seminars. The monitor takes care of making sure the stage is set up properly, that microphones are in working order and, makes announcements.. The monitor also distributes hand-outs by the seminar presenter, as well as distributes evaluation forms randomly, and introduces the seminar presenter. The reporter sits in the audience and completes a seminar report regarding the content of the seminar, estimated number of attendees, as well as the audience reaction to the presentation. In instances when there are not enough volunteers to have a monitor and a reporter for each seminar room, one person can perform both duties. Know general location of the facilities restrooms. Prepares the room for the next meeting by performing general clean-up and posting proper signage.

### VOLUNTEER RESPONSIBILITIES:

Arrive at least 15 minutes before the shift is due to start. Stay until the seminar presenter(s) leave. FMCA provides at least 30 minutes between seminars for reporting, set-up of the next meeting, and clean up.

Check the seminar room. Notify the captain via radio if presenter has not arrived, janitorial, temperature, audio visual, etc., is needed.

If not done already, place the sign on which the name of the seminar is printed on the easel provided.

Assist the seminar presenter(s). Help pass out handouts.

From the microphone, announce that cell phones and personal radios are not permitted to be used in the seminar. **No exceptions**. The attendees **must** turn them off.

Announce the title of the seminar and the name and credentials of the presenter at the beginning of the seminar. Check with the presenter first, as some may prefer to do this themselves.

Now all seminars can be evaluated via the FMCA app. Please announce this or make sure the presenter informs the audience. For those not on the app. we offer paper evaluations. Please distribute about 30 seminar evaluation forms found in the seminar basket. Place evaluations and pencils randomly on chairs. Collect evaluations. Extra evaluations are in the basket for anyone requesting one. Please radio the captain if more paper evaluations are needed to restock your basket.

Fill out the reporter's form provided for the seminar. FMCA uses this information in the seminar report. The form also assists us when planning seminars for future conventions. Please attach presenter(s) business cards to this form or if no cards are available from the presenter, print their name(s) on this form. Leave all items in the basket. All baskets are collected at the end of each day. Lost and found items are taken to the Information Center.

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.

Only registered attendees (blue, yellow, or green badges), including individuals purchasing daily passports, (these badges are the same color as the individual public gate badge, and the same size as the registered convention attendee badge) are entitled to attend seminars. Public gate patrons (bright fluorescent badges on which a number such as "2" is printed) are not permitted to attend any seminars.

If any problems occur, please communicate the problem via radio. Seminar staff, Seminar captains, and audiovisual technicians are on Channel 5. Say, "Radio check from Seminar (#)," and wait for a response. Repeat if not acknowledged. Notify the FMCA Office on Channel 2 if you get no response on Channel 5.

**Seminar Captain:** Marge Mazzone  
marge.mazzone@verizon.net  
410-908-6454

**Thanks and be sure to have FUN!**