



Event Manager Handbook

United Kingdom & Ireland

© Willow Creek Association UK & Ireland, PO Box 966 Southampton, SO15 2WT
National Office: 023 8071 0295 National Public Website: www.willowcreek.org.uk
Global Summit Central (for GLS Operations Team): www.globalsummitcentral.com

Section

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Section

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The Operations Team

EVENT MANAGER

Responsible for overseeing all the preparations leading up to the conference at the Host Church venue and for the event management during the conference.

CONFERENCE FACILITATOR

Responsible for leading and guiding delegates through their conference experience and being the person delegates will connect with and look to for direction both before and after a session.

PRODUCER

Responsible for the production, technical and communication elements of the event, including everything that happens in the auditorium.

STEWARD COORDINATOR

Responsible for helping recruit, train, coordinate and care for the team of stewards allocated to the following areas: car park, welcome, registration, help desk, auditorium, maintenance and first aid, in accordance with the conference schedule requirements.

HOSPITALITY COORDINATOR

Responsible for the coordination of the hospitality volunteers in providing refreshments and food (if applicable) for the duration of the conference.

RESOURCES COORDINATOR

Responsible for the WCA resources at the conference and for the recruitment, support and overseeing of the resources team before and throughout the event in conjunction with the Event Manager and National Resources Manager.

PRAYER COORDINATOR

Responsible for the intercessory prayer for the event and setting up and administering a prayer room for corporate and/or individual prayer for delegates and volunteers.

Developing and Building the Operations Team

The Global Leadership Summit provides an ideal opportunity to empower and envision volunteers and, as a consequence, build and lead a team who will enjoy the experience and be willing to serve again at future events.

The key to a successfully run event can be found in the selection of volunteers and the quality of team building that the Event Manager is prepared to engage in.

Allowing the appropriate time and preparation to envision volunteers will nurture mutual respect and release that heart felt desire to serve God through exercising the gifts each one of us has been given.

Remember to ensure that your preparation time is not only focused on the logistics of the event but also on taking time to value and include your Operations Team in the planning stages before the event.

In conjunction with the Prayer Coordinator, pray with your team for the delegates attending the event, the facilitator, the production and technical teams, including the worship group, who will represent your site on the stage, all your volunteers and any other parties involved in making this event run smoothly.

Try not to get overwhelmed with the little things but have an opportunity to look at the magnitude of this event and the work God is doing in all the sites over the United Kingdom and Ireland as well as in the many other locations around the world.

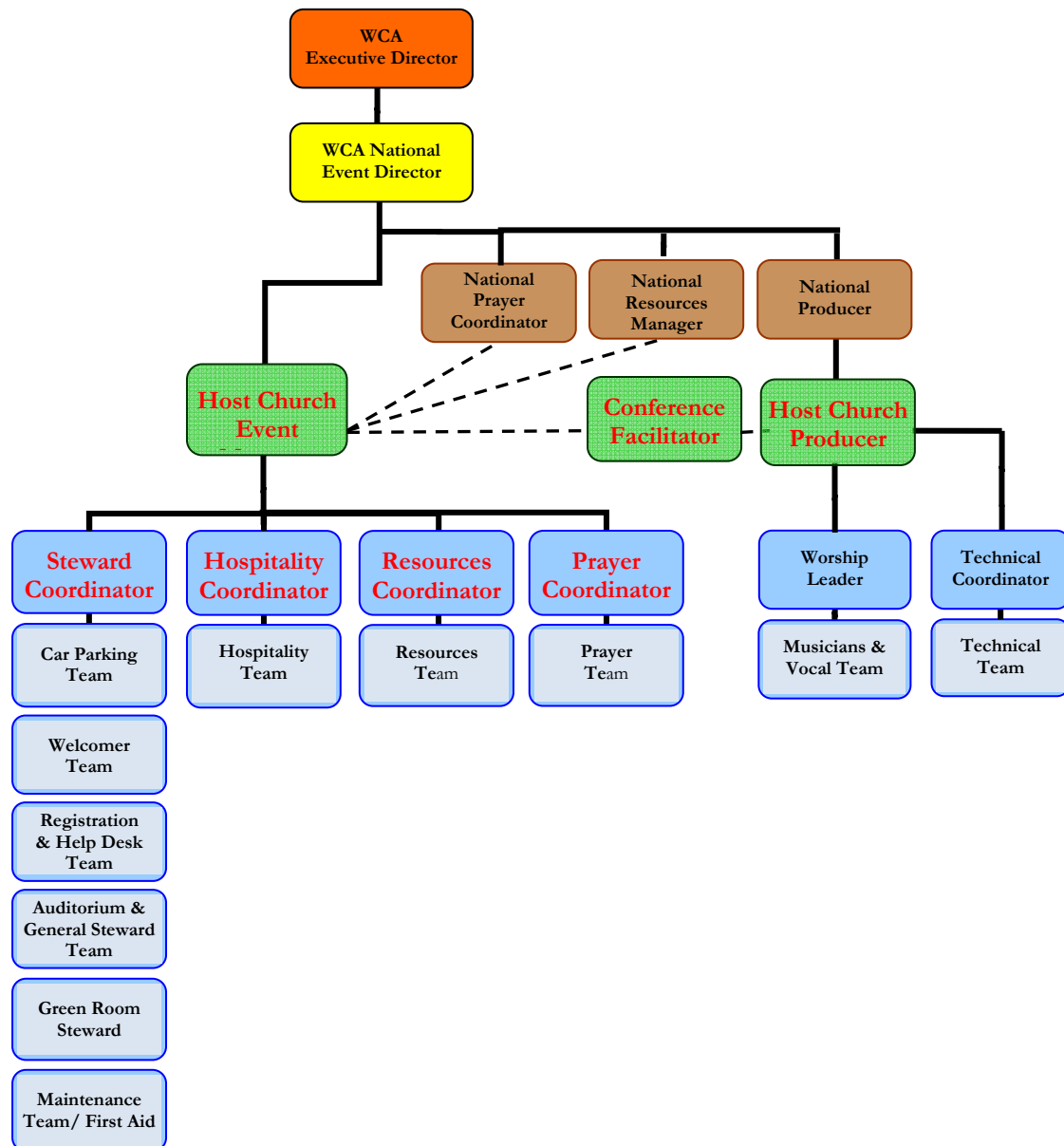
Make yourself available to your team members. Frequent and effective communication builds trust and confidence in you as the leader of your GLS team. Remember that in God's strength all things are possible!

Do not attempt to fill multiple roles yourself. The Event Manager's job is sufficient in itself. When choosing an Operations Team Leader, consider the following qualities:

- Knowledge or experience in the area you are recruiting for
- Servant heart
- Ideally, someone who is good at recognising gifts in others and is also able to recruit, guide and inspire

GLOBAL LEADERSHIP SUMMIT

Organisation Chart (Operations Team in Red Print)



Section

3

Job Descriptions

You will find Job Descriptions for all the following serving opportunities on www.globalsummitcentral.com under UNITED KINGDOM / IRELAND - Downloads. See SECTION 7 of the Event Manager Handbook for registration and access details to the Global Summit Central website.

1. Event Manager
2. Conference Facilitator
3. Producer
- 3(a) Worship Group Leader
4. Technical Coordinator
5. Steward Coordinator
- 5(a) Car Parking Steward
- 5(b) Welcoming Steward
- 5(c) Registration Steward
- 5(d) Help Desk Steward
- 5(e) Auditorium and General Steward
- 5(f) Green Room Steward
- 5(g) Maintenance Steward
6. Hospitality Coordinator
- 6(a) Hospitality Team
7. Resources Coordinator
- 7(a) Resources Team
8. Prayer Coordinator

Section

4

Volunteer Care

Why volunteers are important

There is no doubt that the success of a conference truly rests on the shoulders of our volunteers. It is with their servant hearts that we continually see the successes of The Global Leadership Summit.

All volunteers should understand that their purpose will be to serve during the conference. They may be asked to serve in a different capacity when their scheduled task has been completed. Taking in ANY part of the conference will be a bonus. Anyone who needs to experience the conference should register as a delegate and NOT as a volunteer.

It is important during the recruiting process that volunteers understand that they will be part of a serving team which can provide the right atmosphere for Christian leaders to meet with God and, as a consequence, respond to the call to build His Kingdom on earth.

Serving and spiritual growth go together

In the midst of hosting a conference we can overlook the transforming opportunity that lies hidden in the service of our volunteers. Conference volunteers often say that what happens to *them* far exceeds what happens through them in their serving capacity.

Serving at a conference is an excellent growth opportunity for people at all levels of spiritual development. It is a unique way to encourage others to take a first step towards serving because it creates a high level of energy and enthusiasm while, at the same time, requires no long term commitment. It also builds into veteran servers by allowing them to extend their own reach of ministry in helping others who are seeking to build the Church.

The following outlines a few general guidelines to maximise the impact out of the serving opportunities available:

- PRAY – that God would begin to cultivate the servant heart in your volunteers and that He would use this event to grow them and your Church.
- CAST VISION OF OPPORTUNITY – create a visual picture of what God appears to be doing within your Church and region. Talk about why you feel God is calling your Church to host this conference at this time. Personalise the opportunity to be part of the conference and then express the Church's need for their participation. Consider using a testimonial from someone who has attended a conference, or talk about the number of churches and leaders that will be attending and how they are able to influence many others to further illustrate the impact of the conference.
- PLANNING – select your volunteers so that when your people give their time and talents to the conference they are well matched to the serving opportunities.
- MAKE INVOLVEMENT EASY – create a centralised volunteer sign up process which everyone knows about and arrange for your Church Leadership to make announcements from the front. Record all of your volunteer information on the Conference Planner and keep the records up to date.
- SET SERVING EXPECTATIONS – encourage the volunteers to serve with open hearts and an expectation that God may speak to them as they serve.
- SERVE IN COMMUNITY – create a sense of togetherness by forming compatible teams to serve the conference. Allow group time outside the task, even if it is ten or fifteen minutes, to build unity and share the experience together.
- DEBRIEF AND CELEBRATE – set up a time for debriefing during and after the event. Affirm and seal the experience with celebration.

Remember, the conference does not have serving slots to be filled but serving opportunities. These are opportunities to grow through experiencing God and what he may do through the conference.

You now have the *privilege of giving these opportunities away*.

Volunteer Recruiting Strategies

Where to recruit

- Existing volunteers or volunteer groups in your Church
- Stay at home mothers
- Families
- Senior or retired people

How to recruit

- Advertise through bulletins, news sheets or pew sheets
- Personal contact with existing volunteers in your Church
- Announcements from the front during services
- Contact with existing groups such as cell/house/prayer groups

Volunteer benefits

- People have a chance to serve at a short term commitment level
- Good way for volunteers to invite seekers to join them in serving
- Keep in mind that you are not asking for favours but giving people an opportunity to serve

Caring for Volunteers during the Event

Allocate a *Green Room* for volunteers where they can:

- Register
- Attend meetings
- Be debriefed
- Take breaks
- Eat lunch (if applicable)

Have someone available to greet and welcome volunteers

- Make sure that they are familiar with the conference layout
- Provide them with a name badge and volunteer timetable
- Give them access to the Conference Planner
- Provide them with details about the conference: how many people are attending, any special arrangements for delegates, etc

Serving instructions

- Provide written instructions for each volunteer role
- Give verbal instructions as well
- Make sure volunteers report to their team leader
- Go through the volunteer timetable

Hospitality for volunteers

- Provide on going refreshments
- Provide lunch for full day serving volunteers

Appreciation

- Let volunteers know that they are appreciated
- Encourage volunteers when things go right or wrong
- Enlist feedback from volunteers for evaluation towards future events
- Let volunteers know how the conference went and give them a thank you after the event

Volunteer Training

A G E N D A

1. Welcome & Introduction

- Thank you
- The Global Leadership Summit and what it represents
- The value of volunteers
- Creating the right environment
- Introduce Team Leaders

2. Volunteer Logistics

- When and where to register and pick up name badges
- Return volunteer name badges at the end of each day
- Location of Conference Programme & Volunteer Timetable
- Location of key areas in the building

3. Miscellaneous

- Explain dress code
- Explain site specific information: registration procedure, help desk, delegate flow at breaks, resources, etc
- Take breaks outside of delegate breaks
- Children, food or drink not allowed in the auditorium
- Allocated volunteers to be available at the end of each conference day to send-off delegates

4. Team Training

- Operations Team Leaders to meet with their own team after the general training and give specific instructions
- Pray with your own team before you start the conference day

Section**5**

The Conference Planner

What is The Conference Planner?

The conference planner is designed to assist the operations team and enlisted volunteers in the preparation and running of the conference. It comprises of one set of documents which contains information and instructions leading up to the event and specific details required to execute and manage the event. This will be an invaluable tool in helping each member of the operations team to know their role and cue in the process. The benefits of keeping a sharp conference planner are infinite.

Who is responsible for The Conference Planner?

The Event Manager is responsible for the running, updating and distribution of the conference planner. The WCA National Event Director will provide a conference planner for your site which will contain the structure needed to run and manage the event.

The Conference Planner and your Operations Team

Plan your event well in advance using the conference planner prepared specifically for your venue. The conference planner is a tool which will help you to effectively organise and empower your team so that you can concentrate on the bigger picture and be available to care for your volunteers and delegates and address the unscheduled matters that will inevitably arise during the event (emergencies, trouble shooting, problems, changes, etc).

The conference planner provides systematic timeline organisation and integrates all the event management elements that you will require to ensure a successful and smooth run event.

Familiarise your Operations Team with the conference planner well in advance of the event and delegate specific responsibilities to each of your team members, using the conference planner to monitor progress.

Where to find the Conference Planner

You will find the conference planner for your venue posted on www.globalsummitcentral.com under [UNITED KINGDOM / IRELAND / Event Management](#) (see [SECTION 7](#) of the Event Manager Handbook for Global Summit Central Website registration and navigation instructions).

Updating the Conference Planner

The following information is required to be sent to the National Event Director:

- (a) Delegate Information including directions to your location, parking, catering arrangements and any other details specific to your location that will ensure a stress free experience for delegates.
- (b) Site Plan with all the GLS areas clearly marked, i.e. Auditorium/Stage, Emergency Exits, Registration and Help Desk, Refreshments, Resources, Green Room (for volunteers), Prayer Room, First Aid and Toilets.
- (c) Signage requirements for your venue based on the suggested list contained in the conference planner.
- (d) Volunteer List to include your operations team, on stage people and your enlisted volunteers, as laid out in the conference planner.

Section

6



You will find the Resources Handbook on
www.globalsummitcentral.com under
UNITED KINGDOM / IRELAND - Downloads

Please ensure your Resources Coordinator has a copy

Section

7

Global Summit Central Website



Global Summit Central is a specially created website for the planning, implementation and managing of a Global Leadership Summit event and provides announcements, information and downloads for Event Managers, Producers, Technical Coordinators and Facilitators.

Please note that the GLS website serves countries all over the world but the information and details required for the United Kingdom and Ireland can be found on the top vertical navigation panel of the Home Page of www.globalsummitcentral.com under the dropdown tab **UNITED KINGDOM / IRELAND - Downloads, Event Management, Production/Technical, Facilitation and Prayer Coordination** (see below).

If you have not registered yet, please see registration instructions on the following page.

United Kingdom & Ireland

Welcome to the United Kingdom & Ireland DOWNLOAD webpage of the Global Summit Central website.

All announcements, information and downloads you require to run a Global Leadership Summit at your location are available from the **UNITED KINGDOM & IRELAND** heading and drop down tab **Downloads, Event Management, Production/Technical, Facilitation, Prayer Coordination**

Downloads Please ensure that you have all the latest versions of downloads.

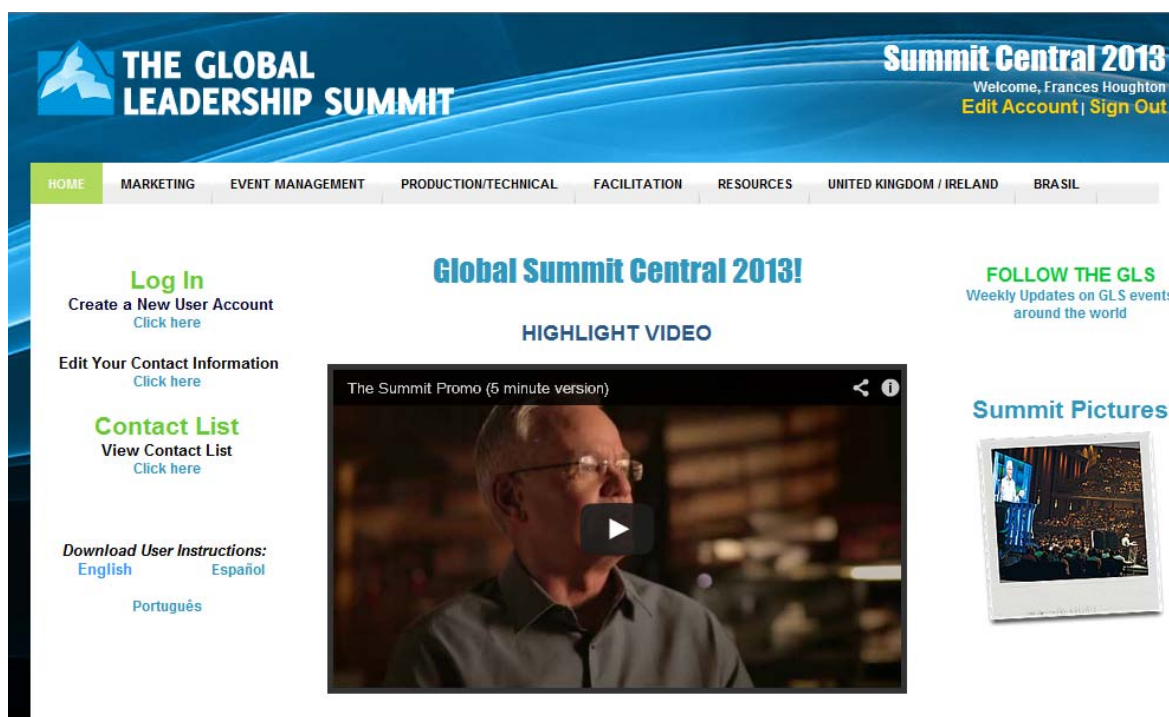
RELEASE DATE	DESCRIPTION	EVENT MANAGER	PRODUCER	TECHNICAL COORDINATOR	FACILITATOR	PRAYER COORDINATOR
	Delegate Registrations All Sites	✓	✓	✓	✓	✓

Registration and Access to Global Summit Central

Create a User Account:

All users need to create a log in and password for Global Summit Central, as follows:

1. Open your Internet Web Browser (do not use a Search Engine to access the website)
2. In the address line type www.globalsummitcentral.com
3. On the Home Page, go to **Log in** Create a New User Account [Click here](#)



4. Create your Account profile (see snap shot of page overleaf)
 - ❖ Select [Country \(United Kingdom / Ireland\)](#) from the dropdown menu
 - ❖ Select your role and complete required field of information including your [First Name](#), [Last Name](#), [Email](#), [GLS City Name \(your conference location\)](#), [Direct Phone](#)
 - ❖ Create an [Account Password](#) and [Confirm](#)
 - ❖ Click to enter Global Summit Central
5. You can update your account profile at any time by clicking on [Edit Account](#) in the top right hand corner of the page.
6. If you have any problems, then email details to: summitcentral@willowcreek.com

The screenshot shows the 'Summit Central 2013' website. The header includes the logo 'THE GLOBAL LEADERSHIP SUMMIT' and the text 'Summit Central 2013 Welcome, Frances Houghton Edit Account | Sign Out'. A navigation bar contains links: HOME, MARKETING, EVENT MANAGEMENT, PRODUCTION/TECHNICAL, FACILITATION, RESOURCES, UNITED KINGDOM / IRELAND, and BRASIL. On the left, a light blue box says 'This area is used for important news and updates!'. The main content area is titled 'Create a New Account' and contains the following form fields:

- * GLS Country: Select Your Country (dropdown menu)
- * Role:
 - ☐ Event Management
 - ☐ Technical
 - ☐ Facilitation
 - ☐ WCA Staff
 - ☐ Production
 - ☐ Marketing
 - ☐ Resources
- * First name: [text input]
- * Last name: [text input]
- * Email: [text input]
- * GLS City Name: [text input]
- Mobile Phone: + [text input]
- * Account Password: [text input]
- * Re-type Password: [text input]

Below the password fields, it states: 'Passwords may not be longer than 50 characters'.

Global Summit Central Home Page:

- ❖ You will find a heading called [UNITED KINGDOM / IRELAND](#) on the top vertical navigation panel of the Home Page. All announcements, information and downloads for the United Kingdom and Ireland are located under this heading with the subheadings [Downloads](#), [Event Management](#), [Production/Technical](#), [Facilitation](#) and [Prayer Coordination](#).
- ❖ Some production and technical information can also be found under the appropriate heading on the top vertical navigation panel of the Home Page, i.e. Producer / Technical. This includes webinars for training and presentations.

Other Services on Global Summit Central Home Page:

- ❖ General Summit Information and Stories.
- ❖ Global Contact Database provides contact information for all worldwide users. The data can be sorted within the page or downloaded as an Excel file.
- ❖ Global Registration Report allows each country to update their delegate registration numbers. This is done regularly by the Willow Creek Association Office in Southampton.

Section**8**

Facilitation and the Event Manager

What is required?

Facilitation Notes provide the Conference Facilitator with a script and all the relevant information required to facilitate the Global Leadership Summit and ensure that the event flows smoothly from the stage and that Delegates are informed, equipped, enabled and encouraged.

Facilitation Notes cannot be produced until after the Leadership Summit in Chicago has taken place and the programme for the UK has been agreed and finalised. You can download the UK PROGRAMME and FACILITATION NOTES from the Global Summit Central website www.globalsummitcentral.com under the dropdown heading **UNITED KINGDOM / IRELAND - Downloads**. We will let you know when they are available (usually from the second week of September onwards).

It is important that the Event Manager liaises with the Conference Facilitator and the Producer to ensure that any elements of the facilitation which directly involve the event management of the Conference are fully covered.

Please ensure that your Facilitator and Producer have a hard copy of the PROGRAMME and FACILITATION NOTES and that you liaise with them on all the elements which need your input or action and alert them of any updates or special instructions.

Event Manager Check List

1. It is the Event Manager's responsibility to ensure that the Facilitator and Producer have the following event materials:
 - Hard copy of the GLS Facilitation Notes (see item 11)
 - GLS Delegate Pack complete with all enclosures
 - GLS Name Badges
 - Resources (via the Producer) as directed on the Facilitation Notes

2. It is the Event Manager's responsibility to provide the Facilitator with appropriate HEALTH & SAFETY information for your location (first aid, fire exits and assembly point in case of building evacuation), together with the usual HOUSEKEEPING information (where all the GLS areas are in the building and, very importantly, where the refreshments and loos are located). Please look at the PROGRAMME and FACILITATION NOTES to see when these items are mentioned from the stage and provide the Facilitator with clear and precise details.

3. It is the Event Manager's responsibility to ensure that the Producer/Facilitator has all the RESOURCES available when he announces or recommends the items from the stage. You may want to delegate this job through your Resources Coordinator. As the Volunteer delivers the materials to the Producer/Facilitator, they should collect the items no longer required. If we are getting low on stock, then let the Producer/Facilitator know that Delegates can place an order when stocks run out. Please ensure that the Resources Coordinator has a printed copy of the relevant RESOURCES PAGES of the FACILITATION NOTES.

4. There may be handouts for Delegates which will need to be distributed by Stewards as Delegates leave or enter the Auditorium. This is all programmed into your VOLUNTEER TIMETABLE, but you will require your Steward Coordinator to have Stewards ready and equipped to undertake this job quickly and efficiently. Any handouts will be announced from the stage, so please make sure that the Facilitator has the appropriate handout ready to show Delegates. The FACILITATION NOTES will indicate when this is being undertaken.

5. There may be items for Stewards to collect from Delegates at the end of the Conference such as FEEDBACK FORMS. These collections will also be programmed into the VOLUNTEER TIMETABLE.
6. There is usually a time allocated for PERSONAL DELEGATE REFLECTION which involves prayer and quiet. It is important that all Volunteers are made aware of what is going on in the Auditorium at this time, so please make sure that they know to be especially quiet themselves during this session.
7. There has been a COMPASSION stand at previous Global Leadership Summits, supervised by Compassion representatives. We will advise you on a year-to-year basis of Compassion presence and what the logistics will be regarding allocation of space and procedures.
8. The PRAYER ROOM needs to be adequately manned, particularly after sessions where Delegates have been advised about prayer availability. The FACILITATION NOTES will indicate when this is being undertaken.
9. The 'THANK YOU TO VOLUNTEERS' announcement will take place in SESSION 6 on Day 2. Please have all your VOLUNTEERS who are available to assemble at the back of the Auditorium ready to receive the thank-you. Some Facilitators may ask VOLUNTEERS to come on to the stage, so Delegates can see them and acknowledge the work that they have done to make the GLS a success. Please work with your Facilitator on this one.
10. The EMERGING LEADERS' OFFERING will take place after the Volunteer thank-you in SESSION 6 on Day 2. All the information and instructions are contained in the EVENT MANAGER HANDBOOK SECTION 9: ADMINISTRATION DURING THE EVENT.

Section**9**

Administration prior to the Event

What is required from the Event Manager?

There are a number of documents which need to be produced by the Event Manager and samples of these are contained in this section for your guidance.

Please ensure that this documentation is completed if you are a new site or updated from last year if you are an existing site and then emailed to the WCA National Event Director frances.houghton@virgin.net by the end of July for events in October and by the beginning of September for events in November.

Documentation Required from the Event Manager:

1. Delegate Registration Confirmation Letter with hospitality details, car parking arrangements, directions/map to your location and any other supportive information.
2. Site Plan with GLS areas specified.
3. Signage for your site.

The delegate registration confirmation letter with supportive information will be sent to delegates by the WCA office in Southampton when delegate registrations are confirmed and so your cooperation in providing the documentation in good time will help us plan ahead.

Information from the Event Manager

1. Delegate Registration Confirmation Letter and Directions/ Map to your Location and other Supportive Information

New GLS Site

Please use the [template on the following pages](#) to create a Delegate Registration Confirmation Letter and also produce a map ([example provided on one of the following pages](#)) with directions to your site, which will enable delegates to find your location easily, in a Microsoft Word document with optional JPEG inclusions on an A4 portrait layout. Also include information regarding parking, public transport, food provision, accommodation and any site specific details which would be helpful.

It is advisable to ask someone who is not familiar with your area to physically check out your directions to see if they work. Sometimes it is possible to miss the obvious and one small error can cause unnecessary frustration to delegates who may already be anxious about getting to the conference on time.

When you have produced the information, please email it to the WCA National Event Director frances.houghton@virgin.net

Existing GLS Site

If you have already run a Global Leadership Summit, then please check that the last set of instructions and information which were provided are still accurate and current, e.g. have any road signs changed, are there any diversions in operation, or are there any changes at your site, etc? Please email confirmation that your existing documentation is to be used again or email your revised documentation to the WCA National Event Director frances.houghton@virgin.net

NOTE: The Delegate Registration Confirmation Letter, together with directions and other supportive information is sent to delegates by the Willow Creek Association Office in Southampton.

Sample Delegate Registration Confirmation Letter for Sites that DO NOT PROVIDE Lunch

Willow Creek Association UK & Ireland

PO Box 966, Southampton, SO15 2WT. Telephone: 023 8071 0295
www.willowcreek.org.uk | info@willowcreek.org.uk



LEAD
WHERE YOU ARE

September 2013
Dear Delegate

2013 GLOBAL LEADERSHIP SUMMIT 11 & 12 OCTOBER
 Cornerstone Church, 32 Mynydd Newydd Road, Penlan, Swansea, SA5 5AE.

Thank you for your booking for the Global Leadership Summit. Please take note of the following information:

REGISTRATION ON FRIDAY: Begins at 8am and the programme starts at 9am. You will be given your name badge and work book on arrival. In addition, there will be two attendance slips in your badge holder, one for Day One and the other for Day Two, and we would be grateful if you would drop the appropriate slip into the container at Registration in order that we have a record of you being in the building.

CATERING ARRANGEMENTS: Refreshments are served during the breaks but lunch is not included in the conference fee. You may want to bring a packed lunch or, alternatively, there are food outlets not far from the Church. See attached LOCAL FOOD OUTLETS information sheet.

PARKING: The conference centre is strictly reserved for disabled parking and as a drop off point only. Please use the local car park indicated on the attached map or you can take advantage of the PARK & RIDE facilities, details of which are on the attached information sheet.

We look forward with pleasure to seeing you at the Global Leadership Summit.

Jude Day

Registration Administrator
WCA UK & Ireland

Sample Delegate Registration Confirmation Letter for Sites that DO PROVIDE Lunch

Willow Creek Association UK & Ireland

PO Box 966, Southampton, SO15 2WT. Telephone: 023 8071 0295

www.willowcreek.org.uk | info@willowcreek.org.uk



LEAD
WHERE YOU ARE

September 2013

Dear Delegate

2013 GLOBAL LEADERSHIP SUMMIT 18 & 19 OCTOBER
St James Church, Oxford Road, Gerrards Cross, SL9 7DJ.

Thank you for your booking for the Global Leadership Summit. Please take note of the following information:

REGISTRATION ON FRIDAY: Begins at 8am and the programme starts at 9am. You will be given your name badge and work book on arrival. In addition, there will be two attendance slips in your badge holder, one for Day One and the other for Day Two, and we would be grateful if you would drop the appropriate slip into the container at Registration in order that we have a record of you being in the building.

CATERING ARRANGEMENTS: Refreshments are served during the breaks but lunch is not included in the conference fee. Lunch packs will be available on both days of the conference at a cost of £4.50 (tasty sandwich, crisps, fruit, chocolate bar & drink) and vouchers can be purchased at Registration on arrival.

PARKING: There is parking for cars behind the Saint James Centre towards the rear of the site and stewards will be on duty to guide people. See attached sheet for map and directions.

We look forward with pleasure to seeing you at the Global Leadership Summit.

Jude Day

Registration Administrator
WCA UK & Ireland

Example Directions and other Information for Delegates

ST JAMES CHURCH, OXFORD ROAD, GERRARDS CROSS, SL9 7DJ.

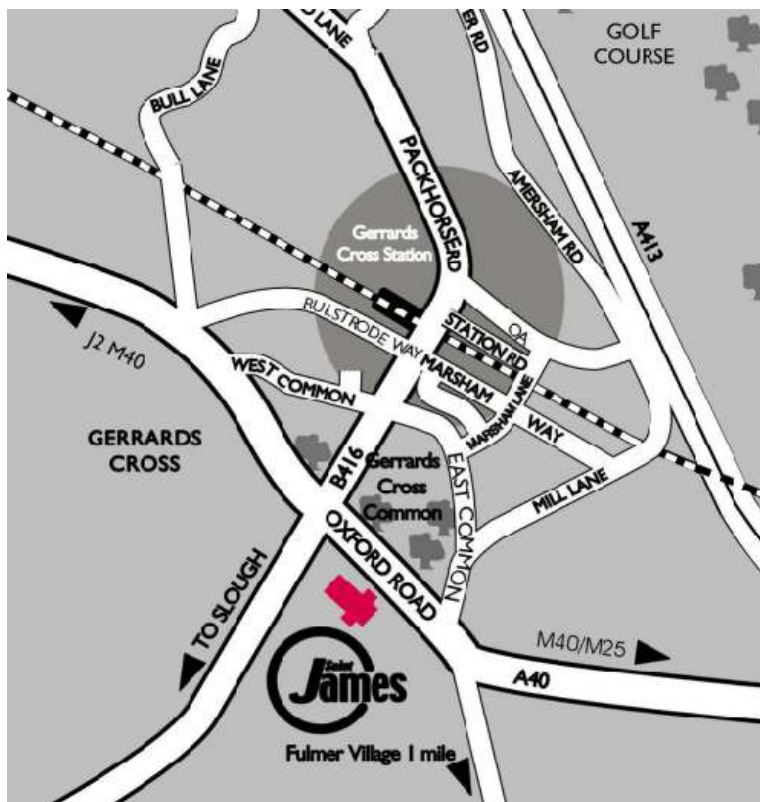
DIRECTIONS

By Car:

From Junction 1 of the M40, turn off the motorway at the junction of Denham. Take the exit at the roundabout signposted Gerrards Cross and follow the dual carriageway as it goes over the M25 and proceed along the road. After approximately 1 mile the Church will be found on the left hand side.

By Rail:

From London Marylebone take a train to Gerrards Cross Station. After arrival, walk up the hill towards the main road and turn right. Walk along the main road to the traffic lights on the A40 (approx. 1/3 mile) and turn left. Saint James Church will be found approximately 300 yards on the right hand side of the road.



Parking:

The Global Leadership Summit is being held in the Saint James Centre which is located towards the rear of the site. As you enter St James, proceed straight ahead following the *parking* signs towards the Centre. There is car parking behind the Centre and stewards will be on duty to direct traffic.

Lunch:

Tasty lunch packs will be available to all delegates on both days of the conference at a cost of £4 per pack. Please purchase lunch vouchers at Registration.

Accommodation

The Ethorpe Hotel, Gerrards Cross
The Black Horse, Fulmer
The Briggittine Convent, Fulmer
The Bull, Gerrards Cross

Telephone: 01753 882039
Telephone: 01753 663183
Telephone: 01753 662073
Telephone: 01753 885995

www.ethorpehotel.com
www.blackhorsepublichouse.co.uk
www.sarova.com/bull/

2. Hospitality

Lunch Arrangements

We need to know if you will be providing lunch for your delegates or whether you will be producing a list of food outlets in the vicinity for delegates to choose where they eat at lunchtime (*see example Delegate Registration Confirmation letters under Item 1*). We would strongly recommend that lunch is provided **only** if there are no suitable food vendors in your area.

If you are providing Lunch

From experience, we suggest that, if you do decide to provide food at lunchtime, then it is in the form of a lunch bag containing a sandwich (one standard item such as ham or a veggie alternative), crisps, piece of fruit (apple is favourite), chocolate bar and cold drink (water is favourite). As a guideline, the cost of this should be targeted around £4 if possible, but no more than £5, and keep the figure at a round number so you will not have to give out small change.

If you are providing lunch, then the financial arrangement is between you and the delegate. For this reason, you may need to look at things such as making sure you cover your costs and not over produce. It is unlikely that you will be able to determine the number of lunch bags you will need before the conference. Unfortunately, the response has always been disappointing when delegates are asked to order food in advance of the conference.

The most effective way of knowing what numbers you will need to cater for is to sell Lunch Vouchers for both days at Registration on the first day of the conference. It is advisable to set up a small table specifically for this purpose away from the Registration tables to avoid any unnecessary hold ups but volunteers to remind delegates to purchase lunch vouchers when they register.

It is also helpful if your Facilitator announces from the stage that the first morning break will be the last opportunity for delegates to purchase Lunch Vouchers.

If you are providing lunch, then please order Lunch Signs and Lunch Vouchers by filling in the appropriate box on the Signage Form in your Conference Planner.

Table Covering for Hospitality, Registration and Resources

You will see in the Conference Planner that we specify blue (preferably) or white table coverings for all the GLS areas such as Hospitality, Registration and Resources. If you do not have any suitable covering at your own location, then a recommended product is available from **Alliance Online**, details below (one roll is sufficient to cover all GLS table areas and it is reusable). Allow up to three weeks for delivery.



Wipeable and reusable high quality BANQUETING ROLL

Price: £56.01 per roll + VAT (free standard delivery)

Stock Code: TCR06005

Description: Swansilk Banqueting Roll

Size: 1.20 x 40.0m

Colour: Indigo (this is actually blue in colour)

Brand: Swantex

Telephone: 0844 499 4300

Website:

www.allianceonline.co.uk/napkins-and-tableware/banquet-roll/swansilk-banqueting-roll-tcr06005.html

3. Site Plan

We require a site plan of your location which should include all the areas designated for the conference, as follows (*see example on the following page*):

- (a) Auditorium, including stage
- (b) Registration
- (c) Help Desk
- (d) Lunch Table for selling lunch vouchers (if required)
- (e) Refreshments & Lunch Area (if required)
- (f) Resources
- (g) Prayer Room
- (h) Green Room (for volunteers)
- (i) First Aid
- (j) Toilet Facilities

Auditorium

Please indicate the seating layout, stage area and exits on the site plan.

Registration / help desk / lunch table (if required)

We recommend that Registration is separate from the Help Desk in order that delegates are able to collect their conference packs without delays or unnecessary queues which can be generated through queries or problems that arise. Help Desk is there to address these queries or problems and registration volunteers need to refer delegates to the Help Desk when they arise. Again, if lunch is being provided, then the Lunch Table should be separate from Registration and registration volunteers need to remind delegates to purchase their lunch vouchers before they enter the Auditorium.

Refreshments

Refreshments and Lunch Areas (if required) need to be laid out in a way that will ensure that delegates are provided with a drink within 10 minutes of the start of a break. This is really important because the breaks are short and we want to avoid delegates spending most of the time queuing for refreshments. One of the things which will help you achieve the 10 minute rule is locating the milk, sugar and biscuits on separate tables from where the drinks are being dispensed. Also, if you have a 'runner' who can give the hospitality team a 2 minute call when the Facilitator closes the session, a number of drinks can be poured in preparation, giving you a head start.

Resources

The best location for Resources is always near the refreshments area due to the fact that breaks are short and delegates run out of time when they have to collect a drink, network with colleagues, take a comfort break, etc. Delegates appreciate having resources readily available rather than having them tucked away in a room on their own.

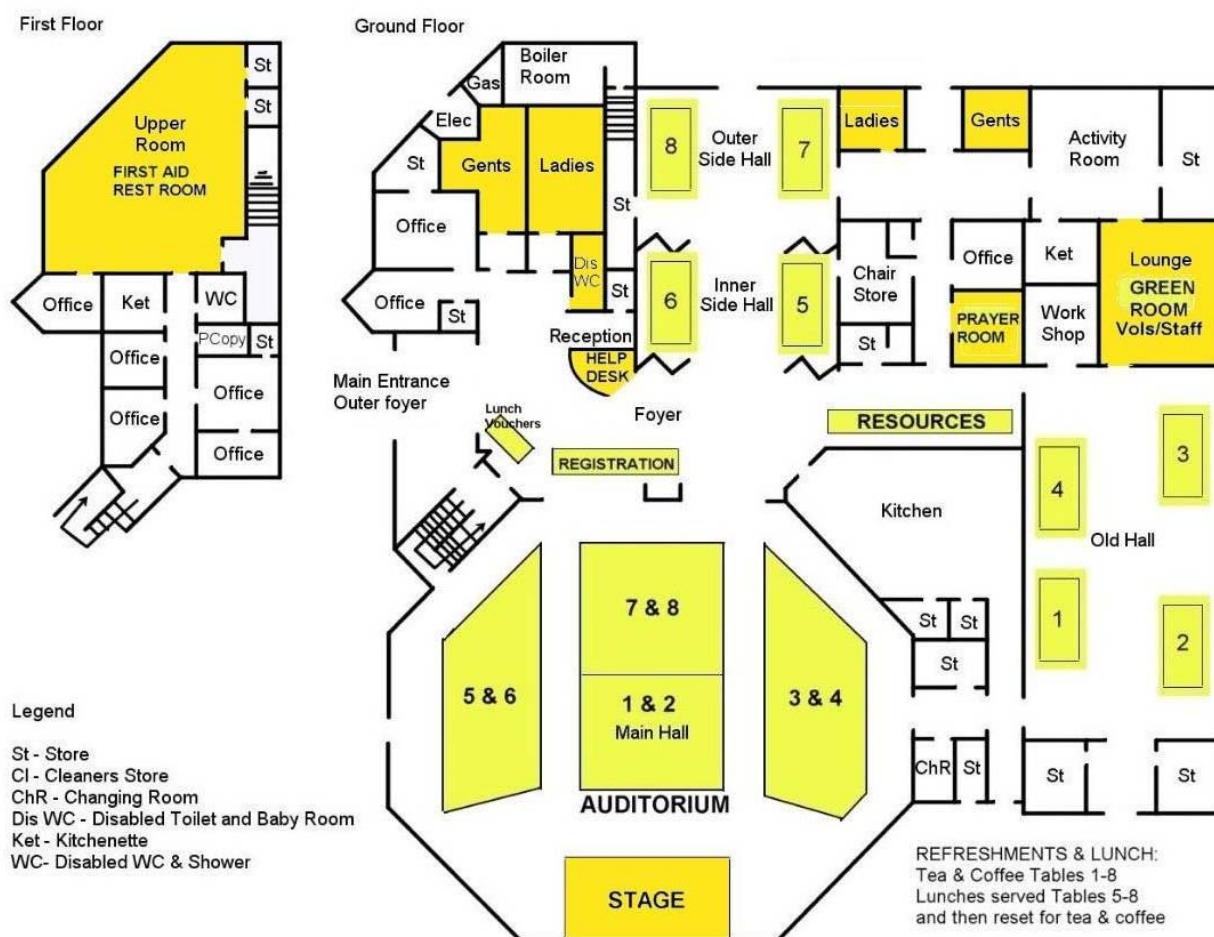
Prayer Room

This needs to be in a relatively quiet area where people can pray and have space for reflection.

Green Room

The Green Room is for volunteers to gather for meetings, training, debriefs and for breaks and refreshments.


Example Site Plan



4. Signage

There is a Signage Form in your Conference Planner which is self-explanatory and provides information for delegates to be able to locate all the conference facilities. You will see that we have suggested a quantity of signs that you may require but, of course, this could vary depending on the layout of your site and the number of delegates that will be attending. Please assess your requirements, complete the Signage Form in your Conference Planner and email it to the WCA National Event Manager frances.houghton@virgin.net. Please also let us know if you kept your signage from last year and do not require any this year or if you need any additional signs for topping up.

Sample Section of Signage Form (complete the form in your Conference Planner)

WORDING	SIZE	PURPOSE	LOCATION	QTY	CHECK LIST
RESERVED	A4 cut length wise	VIP / Disabled / Stage Crew Seating	Auditorium	20	
REGISTRATION	A3	Delegate Name Badge & Pack Collection	Foyer	2	
HELP DESK	A3	Registration Solutions & Other Assistance	Foyer	1	
LUNCH VOUCHERS	A3	Sign for the sale of Lunch Vouchers (if applicable)	Foyer	2	
LUNCH VOUCHERS	A4 sheet of 12 vouchers	Individual Lunch Vouchers for sale (if applicable)	Foyer	Day 1 5 x A4(60) Day 2 5 x A4(60) Veggie 2 x A4(24)	
FIRST AID	A3	First Aid & Rest Room		1	
PRAYER ROOM	A3	Delegate & Volunteer Prayer Location		1	
VOLUNTEERS	A3	Green Room – Meetings & Hospitality		1	
RESOURCES	A3	Book / CD / DVD / MP3 Sales		6	
REFRESHMENTS	A3	Delegate Break Location		4	
REFRESHMENTS 	A3	Delegate Directions to Break Location	Where Required	4	



Section

10

Administration during the Event

There is some mandatory administration which the Event Manager takes responsibility for. The following documentation covers all the tasks and paperwork procedures required to successfully complete the administration of the Global Leadership Summit at your location.

You will see that there are some specific instructions regarding the financial aspect of the conference, and these include Resources, Delegate Registrations on the day, Delegate Sign-Up for next year, WCA Membership and GLS Emerging Leaders' Offering.

You will need to print out Item 1-15 documents and provide your various team members with copies, as follows:

FOR INFORMATION - Item 1, 2 and 4, 5, 6, 7 and 9, 10, 11, 12, 13.

FOR COMPLETION AND RETURN TO WCA OFFICE IN SOUTHAMPTON AT THE END OF THE CONFERENCE - Item 3, 8, 14 and 15.

Item 16-23 documents will be included in your consignment sent prior to the event.

Please familiarise yourself and your designated Team members with the following procedures before the conference and any questions or queries, contact our WCA office in Southampton.

Documentation

Item 1-15 documents need to be printed and distributed to the relevant team members, well in advance of your conference date:

1. **EVENT MANAGER Administration Responsibilities**
2. **EVENT MANAGER Instructions for End of Conference**
3. **EVENT MANAGER End of Conference Check List**
4. **RESOURCES Quick Reference Guide**
5. **RESOURCES Unpacking and Repacking**
6. **BANKING DAY ONE Resources / Registrations / Membership**
7. **BANKING DAY TWO Resources / Registrations / Membership / Next Year GLS Sign Ups**
8. **RESOURCES End of Day Worksheet**
9. **REGISTRATION DESK Instructions**
10. **HELP DESK Instructions**
11. **WCA MEMBERSHIP Instructions**
12. **EMERGING LEADERS' OFFERING Instructions**
13. **EMERGING LEADERS' OFFERING Paperwork Flowchart**
14. **EMERGING LEADERS' OFFERING Totals Form**
15. **BACS Form for Delegate Cash Payments**

Item 16-23 documents will be included in your consignment sent prior to the event:

16. **RECEIPT Form (sent in consignment prior to event)**
17. **WCA MEMBERSHIP Form (sent in Membership Packs prior to event)**
18. **REGISTRATION on the day Form (sent in consignment prior to event)**
19. **EMERGING LEADERS' OFFERING Gift Aid Form (sent in Delegate Packs prior to event)**
20. **DELEGATE FEEDBACK Form (sent in Delegate Packs prior to event)**
21. **ORDER Form (sent in Delegate Packs prior to event)**
22. **DELEGATE SIGN UP form for next year (sent in Delegate Packs prior to event)**
23. **ENVELOPES for returning documentation and funds to WCA office in Southampton**

GLOBAL LEADERSHIP SUMMIT

Event Manager Administration Responsibilities

The Event Manager is responsible for the processing of GLS documentation and all the proceeds, together with the coordination of Volunteers assigned to the following tasks:

RESOURCES

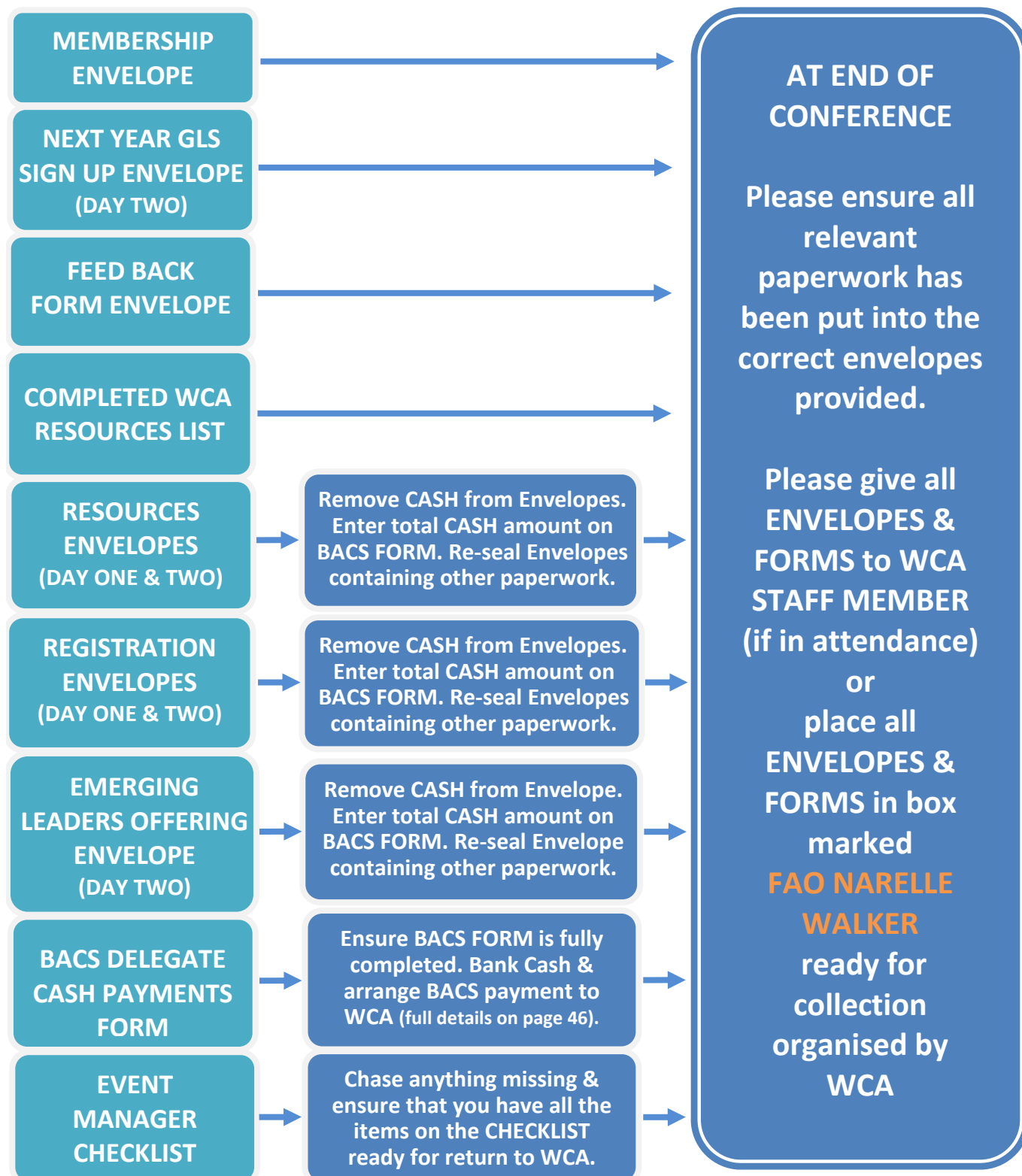
DELEGATE REGISTRATIONS at the conference

WCA MEMBERSHIP at the conference

GLS DELEGATE SIGN UP for next year

GLS EMERGING LEADERS' OFFERING

GLOBAL LEADERSHIP SUMMIT - EVENT MANAGER INSTRUCTIONS FOR END OF CONFERENCE



Global Leadership Summit

End of Conference Check List



GLS Location:		Event Date:	
Event Manager:		✓	Any Comments
RESOURCES	Resources Envelope – Day 1		
	Resources Envelope – Day 2		
	Resources End of Day Worksheet		
	Completed WCA Resources Returns List		
REGISTRATION	Envelope – Day 1		
	Envelope – Day 2		
FORMS	Delegate Feedback Forms		
	GLS Sign Up Forms for Next Year		
	Any orders/paperwork from 'Completed Forms' box		
	BACS Form for Delegate Cash Payments (Resources, Registration & Emerging Leaders Offering)		
EMERGING LEADERS OFFERING	Gift Aid / Credit Card Forms		
	Any loose Delegate Cheques		
	Emerging Leaders Appeal Totals Form		
MEMBERSHIP	WCA Membership Envelope		
OTHER ITEMS	Delegate Lanyards (without badge inserts)		
	Volunteer Badge Holders (without badge inserts)		
	Blue bins, signage, unused workbooks and member booklets, etc		

PLEASE RETURN THIS FORM TO WCA WITH ALL THE OTHER PAPERWORK

Quick Reference Guide For Selling Resources



CASH FLOAT: provided by Event Manager (please note the amount for End of Day summary)

- CASH:** Designate a Volunteer to oversee Cash Box /Cash Register **at all times** (make sure cash box/cash register is lockable and has sufficient capacity to accommodate cash, cheques and credit / debit card slips).
- CHEQUES:** Payable to **WCA UK**. **IMPORTANT:** Ensure customer writes their **Telephone Number** on reverse of cheque (WCA office may need to make contact).
- CREDIT/DEBIT CARDS:** **ONLY** Visa and Mastercard. **NOT** Maestro (Switch), American Express, Elector Diners Club or Irish Laser. Please follow the instructions below. It is important that all the following information is included on the voucher to avoid the WCA office staff having to contact the customer afterwards for missing details:
1. ZIP-ZAP vouchers - fill in the **Date** and **Amount**. Please make sure that the amount is clear & legible.
 2. **IMPORTANT:** Ensure customer writes their **Telephone Number** above the signature strip on the voucher (WCA office may need to make contact).
 3. Place customers card in ZIP-ZAP machine, followed by the voucher. Activate machine, remove voucher and check that **Card Number, Expiry Date, Issue Number** and the **Amount** are all **legible** on the voucher.
 4. Obtain **Customer's Signature** and give customer the **Cardholder Copy** of the voucher (bottom copy), together with the return of **their Card**.
 5. Place remaining copies of the voucher in the bottom of the **Cash Box**.

Please Note: Payment will be processed several days after the event at the WCA office.

BUSY PERIODS: If you have time during the sessions, get ahead by filling in the **Date** on vouchers so that these are ready for when you start selling resources at the breaks.

RECEIPTS: Only provide a Receipt if requested (Master Receipt Form provided for extra copies if necessary).

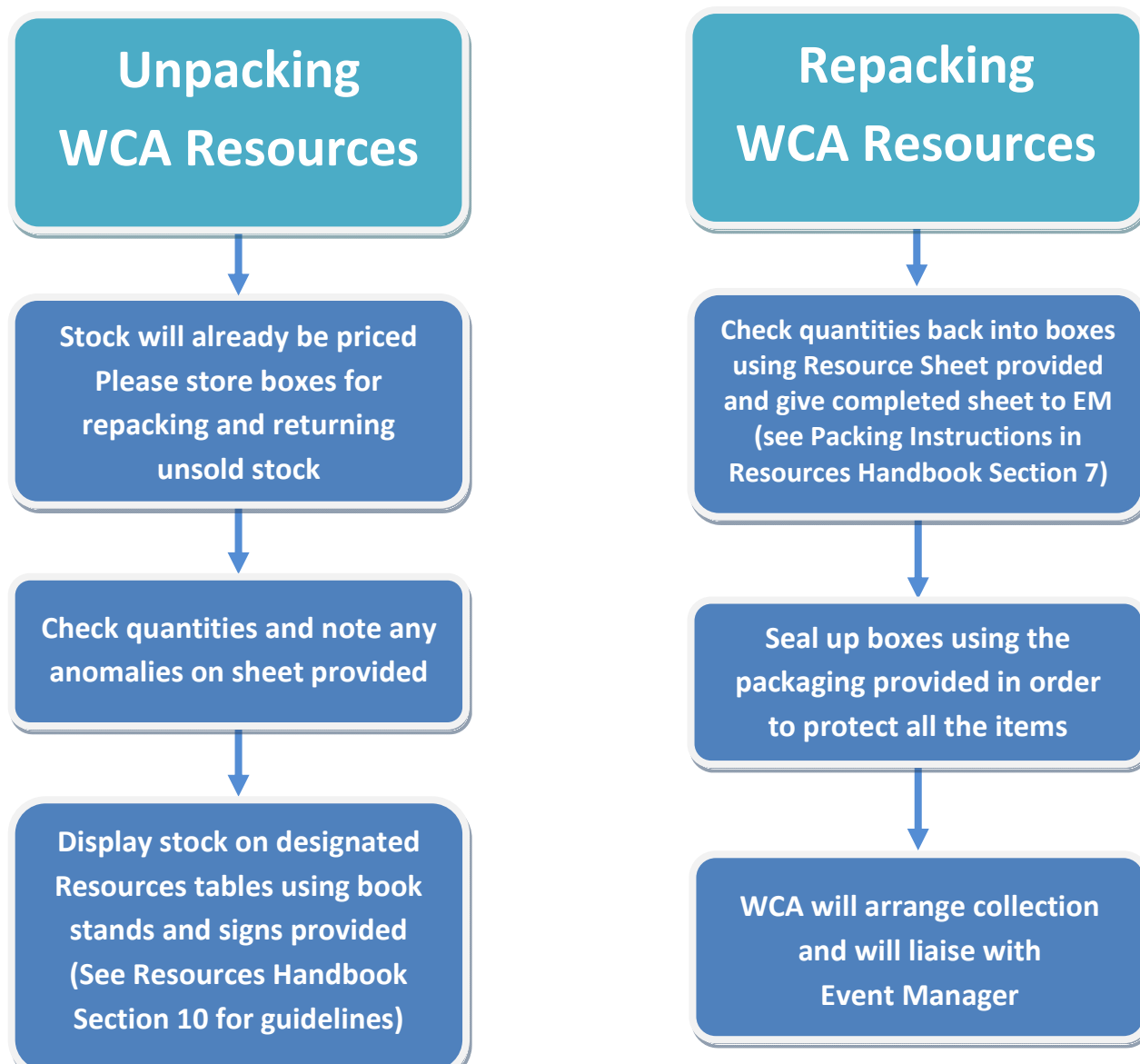
ORDERS: Order forms are included in Delegate Packs and there is also a master copy (and spare copies) in the consignment sent to your location. Payment **must be** included with the order form (Cheque or Card) and **kept separate** from resource sales at conference. Put completed order form with payment attached into the **Completed Forms** box.

COMPLETED FORMS: Place box on a separate table to Cashier's table (to avoid congestion). At the end of the conference tape over the hole in the box and put it with resources to go back to WCA office.

GLOBAL LEADERSHIP SUMMIT

UNPACKING AND REPACKING RESOURCES

Resources are supplied by the Willow Creek Association office and any unsold stock is to be returned after the conference. Please ensure that all of the completed paperwork for WCA Resources is given to the Event Manager.



GLOBAL LEADERSHIP SUMMIT DAY ONE

RESOURCES

**END OF DAY
WORKSHEET:**
Count up and enter
totals for
**CARD PAYMENTS
CHEQUES & CASH**

Place monies in
**DAY ONE
ENVELOPE**
and keep
**END OF DAY
WORKSHEET** in
cash box for
DAY TWO

REGISTRATIONS

Place any
on-the-day
REGISTRATIONS
into **DAY ONE
ENVELOPE**

MEMBERSHIP

Place any
on-the-day
MEMBERSHIPS
into **ENVELOPE**
provided

Give envelopes to EVENT MANAGER

GLOBAL LEADERSHIP SUMMIT DAY TWO

RESOURCES

**END OF DAY
WORKSHEET:**
Count up and enter
totals for
**CARD PAYMENTS
CHEQUES & CASH**

Place monies in
**DAY TWO
ENVELOPE**
together with
**END OF DAY
WORKSHEET**

REGISTRATIONS

Place any
on-the-day
REGISTRATIONS
into **DAY TWO
ENVELOPE**

NEXT YEAR GLS SIGN-UPS

Place any
Next Year GLS
SIGN UPS
into **ENVELOPE**
provided

MEMBERSHIP

Place any
on-the-day
MEMBERSHIPS
into **ENVELOPE**
used for Day One

EMERGING LEADERS OFFERING

Fill in **TOTALS FORM**
(see page 44) and
place in **EMERGING
LEADERS OFFERING
ENVELOPE**
provided

Give envelopes to EVENT MANAGER

GLOBAL LEADERSHIP SUMMIT

**Resources Centre
End of Day Worksheet**



GLS Venue:

Date of Conference:

Team Leader:

Cash Float:

METHOD OF PAYMENT	Day 1 £ / €	Day 2 £ / €	Day 1 & Day 2 TOTAL £ / €
CASH <i>Do not include Float</i>			
CHEQUES			
CREDIT / DEBIT CARDS			
TOTAL £ / €			
Signed:			
Checked By:			

Global Leadership Summit Registration



Name Badges and Delegate Packs

1. Delegate name badges with attendance slips will be sent to you from the WCA office in Southampton. Before delegates arrive on the first day of the conference, please place them on the Registration table in alphabetical order by surname.

We will send you some spare badge holders with name badge blanks and Avery labels in your consignment. The day before the conference, you will receive an email attachment providing last minute registrations and name changes. Please produce and assemble a name badge for these Delegates as follows: Print the Delegate's details from the email attachment onto the Avery label and then stick the label onto the main section of the name badge blank. Write the Delegate's name on both attendance slips. Separate the three pieces (badge and two attendance slips) and place the two attendance slips behind the main name badge in the badge holder.

2. You will also receive a Delegate List, in surname order and in church name order. Please print these out and have copies available at both Registration and Help Desk in case of any queries. One copy should be used as a master copy and any new Delegates or updated details should be noted on the master copy and sent back to the WCA office.
3. You will also receive Delegate Packs in the consignment despatched to you. These need to be placed together on the Registration table.
4. As Delegates arrive at Registration on Day 1, please give them their name badge, taking out the attendance slip for Day 1 and putting it into the blue bin container provided, as a record of who is in the building in the event of evacuation. Also provide the Delegate with a GLS Delegate Pack (one per Delegate). You may have a small number of Delegates who have registered for one day only, so please repeat the Registration process for those Delegates who are attending on the second day.

If there are any queries or problems, please refer Delegates to the Help Desk to avoid congestion and hold-ups at Registration. Help Desk can make out new badges if there have been changes or errors, register new Delegates on the day, and they can also answer any questions.

In addition, Delegates who have made a booking, but have not provided their name in time for it to be printed out, will only have their church details printed on the badge. Please send these Delegates to the Help Desk where their name badge will be available for completion and assembly.

5. If your location is providing lunch for Delegates, then make sure that they are directed to the Lunch Voucher sales desk/table and are asked to purchase their vouchers before the conference starts.
6. As Delegates arrive on Day 2, please ensure that you retrieve the Delegate's attendance slip from their badge holder for Day 2 and put this into the blue bin container as a record of who is in the building in the event of evacuation. Blue bins are the responsibility of the Registration team leader and need to leave the building with this person in the event of evacuation and a roll call being made at the designated assembly point.

Global Leadership Summit

Help Desk



Delegate Solutions

Help Desk provides solutions for Delegates who require name badge changes (different person attending or incorrect spelling, etc), new registrations on the day, Delegates attending on Day 2 only, or Delegates who have registered but not provided their names.

1. For name changes, corrections and new registrations, there are two options. If you have access to a computer and printer, please produce the badge on the Avery labels provided and assemble as directed on the Registration (Name Badges and Delegate Packs) instructions. Alternatively, write the Delegate's name clearly and boldly on a blank badge and attendance slip/s (Day 1 and Day 2) with a distinguishable pen, using the Willow Creek format.

For Delegates who have registered but have not provided their name beforehand, you will have already received printed badges with their church details on. Use this badge and write the Delegate's name above the church details and then fill out the corresponding attendance slip/s.

2. Retain the appropriate attendance slip and place this in the blue bin container provided as a record of who is in the building in the event of evacuation.
3. Assemble the badge holder with the name badge and attendance slip and hand to Delegate, together with a GLS Delegate Pack (if they do not have one already).
4. Any Delegate who is registered for Day 2 only, will arrive at the Help Desk to collect their badge and GLS Delegate Pack. Retain the attendance slip and place this in the blue bin container.
5. Update the master Delegate list with any changes/new registrations, etc.

Delegates who Register on the Day

1. Every Delegate who registers on the day needs to complete a Global Leadership Summit Registration Form. Please check that these details are completed in full because all the information that appears on the Form is required by the WCA office for administrative purposes.
2. Take payment (either cheque or ask them to provide their credit/debit card details on the form) and attach payment to Registration Form. The following fee scale applies to 'on the day' bookings:

	MEMBER PRICE		NON-MEMBER PRICE	
Special Member Group Rate (5+ people)	£67	€81	N/A	N/A
Individual Rate (1-4 people)	£70	€84	£87	€105
One Day Ticket	£44	€53	£54	€65
Concessions*	£43	€52	£43	€52
Concessions One Day Ticket*	£33	€40	£33	€40

*Concessionary rate is for senior citizens, under 30s, and full time students.

3. Follow the procedures listed above.

IMPORTANT: Please keep all Registrations and WCA Membership proceeds separate

Global Leadership Summit

WCA MEMBERSHIP



WCA Membership Instructions

The cost of Annual Church Membership, payable in advance, is £69 for UK Members & €89 for Irish Members. The cost of Personal Online Membership, payable in advance, is £39 for UK Members & €45 for Irish Members (see comparison chart below).

If a delegate would like to sign up for either of the WCA Memberships at the conference, please undertake the following:

1. Ask the Delegate to complete a Membership Form with as much detail as possible.
2. Ensure credit / debit card details are included on the form or a cheque made payable to WCA is attached to the form. Please keep all membership income separate from other proceeds.

Alternatively:

3. Inform the Delegate that they can sign up online at www.willowcreek.org.uk/membership.php

	Church Membership £69 €89 pa	Personal Online Membership £39 €45 pa
Discounts <i>WCA Conferences & Resources</i>	20% for you and everyone in your church	20% for you
Willow Access <i>All online learning including the Developing Courageous Leaders Programme</i>	For you and everyone in your church	For you
Defining Moments <i>Audio Journal with Bill Hybels</i>	On CD for you and online for everyone in your church	Online for you
Leadership Journal <i>Magazine Subscription worth approx £27/€32 pa</i>	For you	N/A No hardcopy mailings, all Communication by email
LeadershipJournal.net <i>Online Magazine & Blog access</i>	For you	For you

GLOBAL LEADERSHIP SUMMIT

Emerging Leaders' Offering on Day 2

Procedure and Instructions

Please can we draw your attention to the **EMERGING LEADERS' OFFERING** which is scheduled to take place during the conference on **DAY 2** at one of the sessions before lunch.

There will be an envelope in every Delegate Pack which includes a Gift Aid / Credit Card form. The Facilitator will initiate the offering and your Stewards will be able to use the same blue bin containers for collecting the offering that are used at Registration for Delegate attendance slips.

Please appoint **TWO VOLUNTEERS** to take responsibility for the collection of all the bins after the offering has been taken and arrange for them to retire to an allocated room to count and record the offering.

Delegates will be asked to tick a box and write the amount they have donated on the cover of the envelope. There will be four categories making up the offering:

1. CASH	2. CREDIT / DEBIT CARD	3. CHEQUE	4. SOV / CAF CHEQUE
----------------	-------------------------------	------------------	----------------------------

CASH envelopes need to be opened and the money counted and checked. It seems straight forward but every year we find that Delegates often omit to follow the directives. If the Delegate has gifted aided their offering and the **CASH** amount is not written on the form, then we are unable to reclaim the tax.

FOR THIS REASON, If a delegate has included a Gift Aid Form, then please ensure that the amount of cash in the envelope matches the amount specified on the Gift Aid Form and, if the Gift Aid Form is left blank, then please fill in the appropriate amount.

Open the **CHEQUE / SOV / CAF** envelopes and **CREDIT / DEBIT CARD** envelopes and, as you have done with the cash, make sure that the amount on the cheque matches the amount on the Gift Aid Form, filling in the amount if the form has been left blank. Retain all the **GIFT AID FORMS / CREDIT CARD FORMS** and **CHEQUES** to send back to the Willow Creek Office and please dispose of all the empty envelopes.

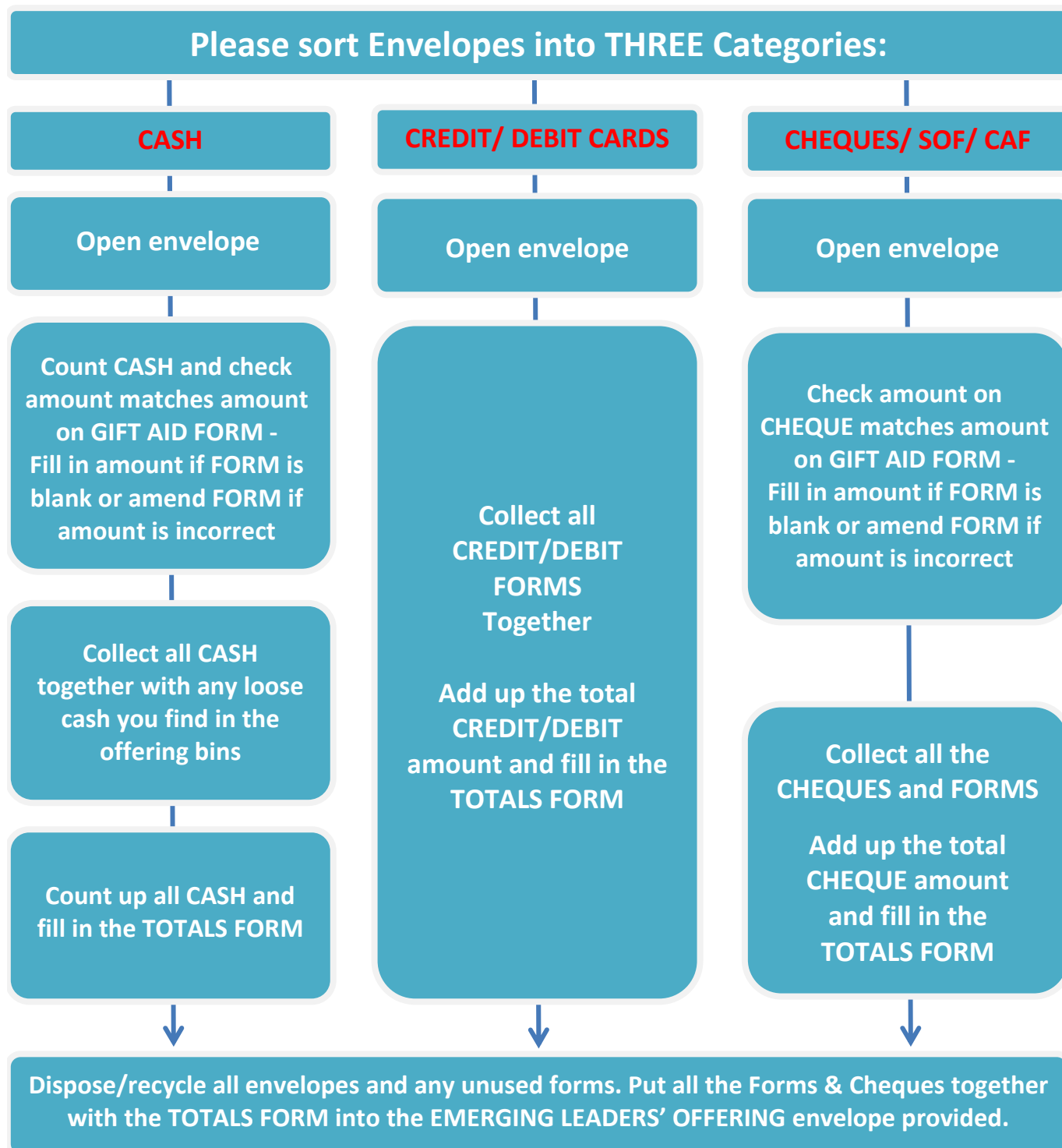
When you have the final totals, please can you fill out the **GLS EMERGING LEADERS' OFFERING FORM** with the appropriate details and put this, together with all the Gift Aid Forms, Credit Card Forms and Cheques **NOT THE CASH**, in the Envelope provided to be sent to our Willow Creek office in the Returns Consignment.

Regarding the **CASH**, please complete the BACS Delegate Cash Payments Form where indicated and make the BACS transfer to our bank as soon as possible after the Conference. All the information you require is on the form and we would be grateful if you could email a copy of the completed form to narelle@willowcreek.org.uk

GLOBAL LEADERSHIP SUMMIT

Emerging Leaders' Offering on Day 2

Paperwork Flowchart



Global Leadership Summit Emerging Leaders Offering



GLS Venue: _____

Date: _____

Counted By: _____

Checked By: _____

CASH	£ / €	COMMENTS
CREDIT / DEBIT CARDS	£ / €	
CHEQUES SOV / CAF	£ / € £ / €	
TOTAL	£ / €	

GLOBAL LEADERSHIP SUMMIT

BACS Form for Delegate Cash Payments



GLS Location: _____ **Event Date:** _____

Event Manager: _____

GLS Items	Delegate Cash Payment
Resources - Day 1	£ / €
Resources - Day 2	£ / €
Registrations	£ / €
Emerging Leaders' Offering	£ / €
Total Delegate Cash Payments	£ / €

Please arrange to transfer the **Total Cash Received from Delegates** to WCA bank account via **BACS** (details below) **ASAP after the event** and email a copy of this form to narelle@willowcreek.org.uk

Details	WCA UK Sterling Account £	WCA Irish Euros Account € (Dublin & Newbridge Venues Only)
Bank:	Barclays Bank PLC	Allied Irish Bank PLC
Account Name:	Willow Creek Association UK	Willow Creek Association UK
Account No:	70480185	31128-185
Sort Code:	20-78-58	93-10-39
Reference:	GLS CASH _____ Please include your GLS location and year in the reference above	

Date BACS transfer was made: _____