

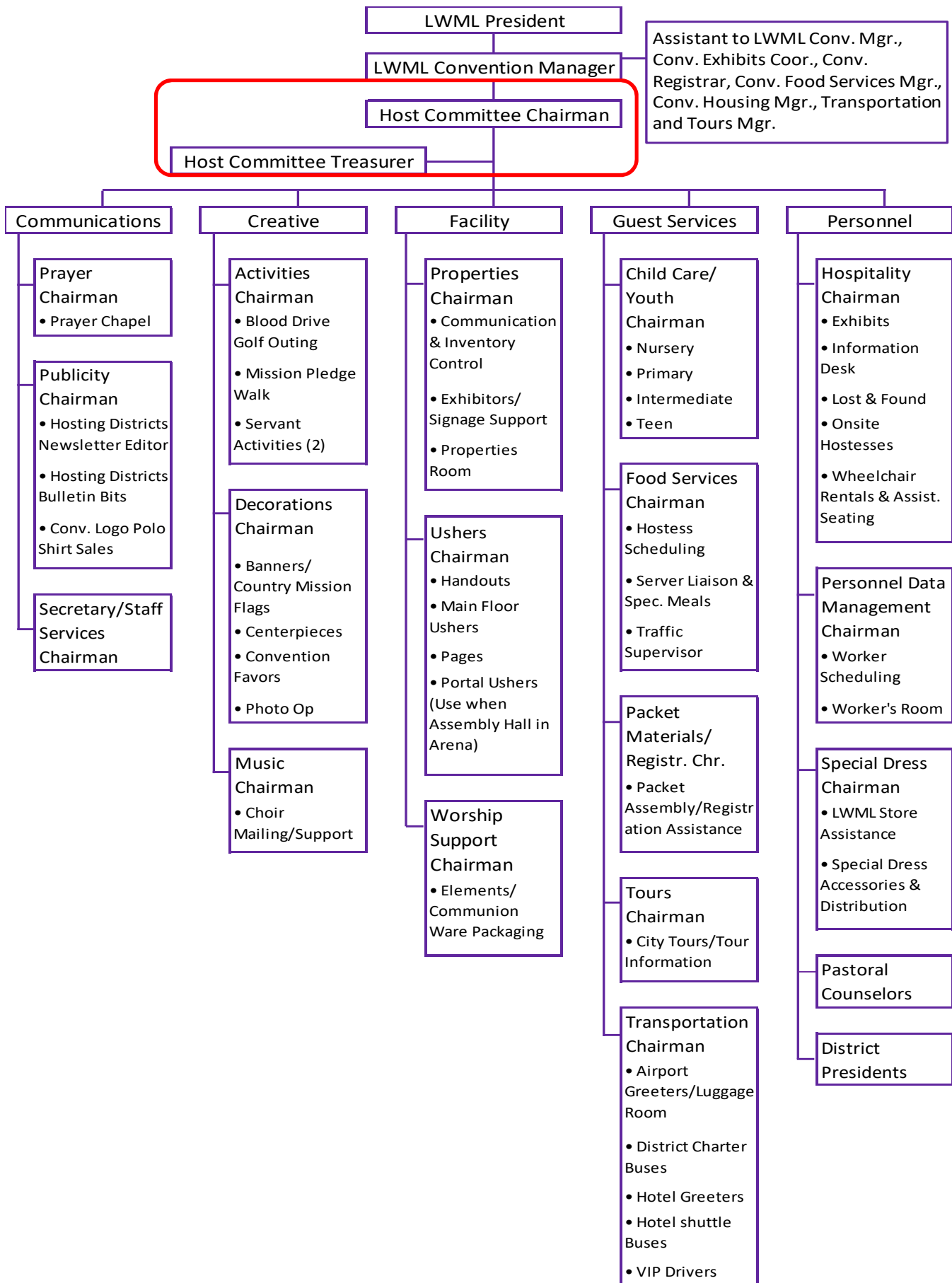


Host Committee Convention Guidelines

Legend for Acronyms

ACM	Assistant to Convention Manager
AV	Audio Visual Director
BOD	Board of Directors
CEC	Convention Exhibits Coordinator
CM	Convention Manager
CPC	Convention Programming Committee
CR	Convention Registrar
FSM	Food Services Manager
HC	Host Committee
HCC	Host Committee Chairman
HM	Housing Manager
JPC	Junior Pastoral Counselor
LBM	LWML Business Manager
LDA	LWML Dropbox Administrator
LFCU	Lutheran Federal Credit Union
PA	Presidents Assembly
PDM	Personnel Data Management
PR	Public Relations
TnT	Transportation and Tours Manager

Organizational Chart



Host Committee Chairman

Host Committee Purpose Statement

The Host Committee (HC) serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Host Committee Chairman Goal

The Host Committee Chairman (HCC) coordinates the functions of departments (units); empowers, equips and encourages each member of the HC; represents the HC by working in cooperation with the LWML President, the LWML Convention Programming Committee (CPC) Chairman, the LWML Convention Manager (CM), and the LWML Board of Directors (BOD).

Host Committee Chairman Action Plan

1. Uplifts, supports, and promotes team work concept with the HC.
2. Keeps the LWML President and LWML CM apprised of all pertinent information and action.
3. Works closely with the LWML CM being apprised of information from the LWML CPC.
4. Assesses gifts and potential in appointing the personnel to serve as coordinators of the five departments: Communications, Creative Enhancements, Facility Management, Guest Services, and Personnel Resources.
5. Consults with department coordinators and Personnel Data Management (PDM) Committee Chairman; assesses gifts and potential, and appoints personnel to serve as committee chairmen.
6. Attends LWML Presidents Assembly (PA) and CPC meetings at the request of the LWML President.
7. Provides the Host Committee's evaluation of the convention guidelines in a written report to LWML CM that is to be shared appropriately with the LWML BOD.
8. Recommends changes in any documents to the LWML CM and Assistant to Convention Manager (ACM).
9. Provides an overall summary of the convention in a written report to LWML CM that is to be shared appropriately with the LWML BOD.

Host Committee

Treasurer

Host Committee Purpose Statement

The HC serves the needs of the convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Treasurer's Goal

The Treasurer, the HCC, the LWML Treasurer and the LWML CM, will manage the financial needs of the convention.

Treasurer's Objective

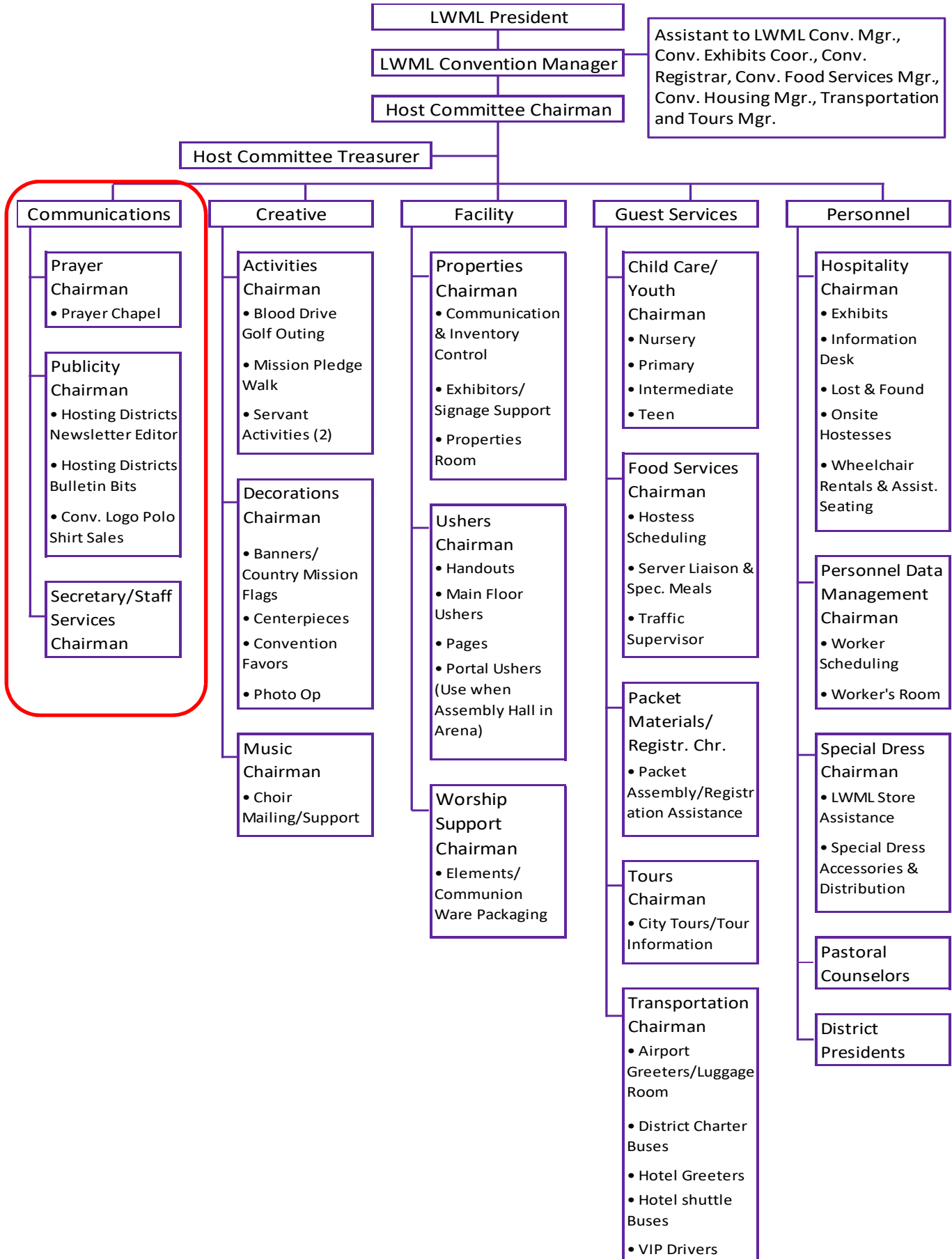
Provides financial skills and expertise to handle convention monies.

Treasurer's Action Plan

1. Sets up a new host committee bank account with the appropriate people to be signers of the account and transfers funds into the HC treasury account from the hosting districts designated in consultation with LWML CM and LWML Business Manager (LBM).
2. Gathers information from HC for preparation of the HC convention budget, in consultation with HCC and under direction of LWML CM. The LWML Treasurer and LBM will provide guidance and support as needed.
3. Forwards all invoices to the LWML CM for approval then LWML CM will forward approved invoice to either LBM or HC Treasurer for payment depending on whether LWML or Host Committee is responsible for payment. Purchases or invoices requiring immediate LWML payment will be paid by LWML CM using credit or debit card. See addendum *LWML CONVENTION FINANCIAL RESPONSIBILITIES* for clarification of convention costs.
4. All expense reports submitted for reimbursement to LWML will be processed through expense reporting software. With the LBM, assist HC with expense reporting software account set-up and submitting expense reports for LWML expenses such as travel to HC meetings.
5. Accounts for all funds received from any specific HC grants, Tee Up 4 Mites Golf Outing, Convention Logo Polo Shirt, and all monies received during convention under the direction of the LWML Treasurer.
6. Disburses money to HC as approved by HCC.
7. Receives funds and orders for Convention Logo Polo Shirt orders; scans order form, and sends to Convention Logo Polo Shirt Director.
8. Receives funds for player and sponsor registrations for Tee Up 4 Mites; scans paperwork, and sends to Golf Outing Director.
9. Coordinates with LWML Treasurer, LWML CM, and LBM any petty cash needs for LWML expenses during convention.
10. In conjunction with the LWML Treasurer, secures necessary, trained personnel to assist at convention. Works with the LWML Treasurer and LBM to ensure compliance with established procedures for handling funds.

11. Assists LWML Treasurer and other personnel to count, maintain records of, and deposits all monies received at convention. LWML Treasurer submits reports to LBM at end of each convention day, and applicable offering reports to the LWML President for appropriate reporting to the convention body.
12. Provides LWML Treasurer and LWML CM with final HC financial reports within 60 days following convention.
13. LWML CM arranges for security for the counting room and bank deposits.
14. HC Treasurer, with input from the LWML Treasurer, develops schedules and procedures including:
 - a. Establish scheduled times for receiving money from other departments in consultation with LBM;
 - b. Establish a method of identification for those delivering money for deposit; and
 - c. Provide Committee members' orientation.

Organizational Chart



Communications Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Communications Department Goal

The Communications Department encourages and enlists spiritual support of and involvement by the hosting district(s) and promotes the convention.

Communications Department Coordinator Objective

The Communications Department Coordinator empowers and encourages the committees of the Communications Department, and also provides resources while coordinating the work of the department with the other entities of the HC.

Communications Department Coordinator Action Plan

1. Understands in depth the scope of responsibilities of the Communications Department.
2. Develops good relationships with, communicates regularly, and supports three Department Committee Chairmen: Prayer, Publicity, and Secretary/Staff Services.
3. Knows personnel needs of the department and works closely with the Personnel Data Management (PDM) Committee Chairman to adequately staff department committees with qualified and gifted people.
4. Keeps HCC informed regularly about the progress of department committees.
5. Attends all meetings of HC and department committees as requested for support and information.
6. Approves all mass mailings (postal and electronic) of the department. Reviews and approves forms created by the Communications Department.
7. Encourages the HC, District Presidents, District Webmasters, and District Editors to promote the convention by any and all means possible.
8. Gives final reporting and accounting of Communications Department to HC and LWML.

Prayer Committee

Communications Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Communications Department Goal

The Communications Department encourages and enlists spiritual support of and involvement by the hosting district(s) and promotes the convention.

Prayer Committee Objective

Empowers the convention through prayer.

Prayer Committee Action Plan

1. Develops good relationship with and support for one Director: Prayer Chapel.
 2. Develops prayer support group(s) to empower the convention. Assigns prayer partners among the HC members and emails prayer requests as needed or requested.
 3. Determines in consultation with LWML CM appropriate prayer chapel and counseling areas at convention.
 4. Encourages prayer participation. Writes encouragements to be sent out to HC and Directors at timely intervals, and prayers to be included in the HC Newsletter.
 5. Provides specific prayer opportunities.
 6. Enlists gifted pastors for counseling during convention.
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Director Action Plan

Prayer Chapel – Assists the Prayer Committee Chairman with the layout of the Prayer Chapel and items needed there; procures items needed; assists with coordinating the staffing of the Prayer Chapel with Prayer Committee Chairman during chapel hours.

Publicity Committee

Communications Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Communications Department Goal

The Communications Department encourages spiritual support of and involvement by the hosting district(s) and promotes the convention.

Publicity Committee Objective

Promotes the convention within the host convention district(s); and provides necessary resources for LWML Public Relations (PR) Director.

Publicity Committee Action Plan

1. Develops good relationships with and support for three Directors: Hosting Districts Newsletter Editor, Hosting Districts Bulletin Bits, and Convention Logo Polo Shirt Sales.
 2. Sensitizes and encourages all women, pastors, and congregations to promote, participate, and be a part of the national convention in all available ways within the host district(s).
 3. Understands the LWML PR Director's convention responsibilities and assists LWML PR Director as requested.
 4. Develops collaborative spirit with the HC to the positive image of the LWML and its role in promoting this image throughout the district(s). Solicits articles from HC members to be included in Hosting Districts Newsletter. Solicits submissions for Hosting Districts Bulletin Bits. Encourages and supports personnel in the convention newspaper process.
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Directors Action Plan

1. **Hosting Districts Newsletter** – Works with HC Communications Coordinator and Publicity Committee Chairman to create a newsletter to promote, educate, and create excitement about upcoming convention; assists in choosing name of newsletter. Works with LWML CM and HC Communications Coordinator to obtain news items for the convention newspaper.
2. **Hosting Districts Bulletin Bits** – Creates monthly reminders/encouraging paragraphs that are sent to all churches in hosting district(s) to be used in church publications. At convention, works with LWML CM and HC Communications Coordinator to obtain news items for the convention newspaper.
3. **Convention Logo Polo Shirt Sales** – After logo is chosen by the BOD, obtains bids from two to three vendors and presents to LWML CM; reviews order form and revises as approved by ACM; receives scanned orders from HC Treasurer; processes orders, keeps inventory, and ships orders accordingly.

Secretary/Staff Services

Communications Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Communications Department Goal

The Communications Department encourages and enlists spiritual support of and involvement by the hosting district(s) and promotes the convention.

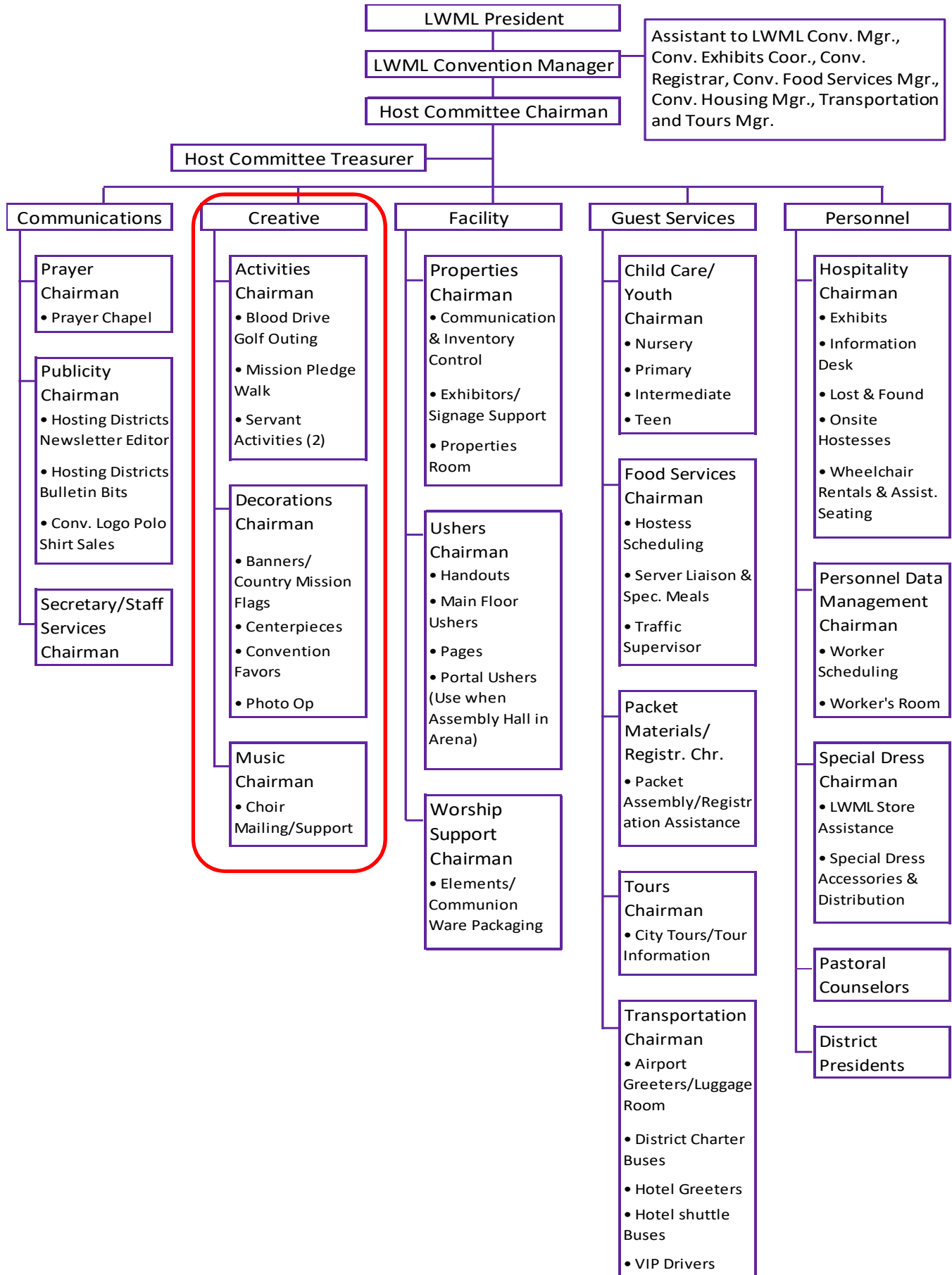
Secretary/Staff Services Objective

Records and disseminates the proceedings of the HC; serves the HC with professional clerical expertise.

Secretary/Staff Services Action Plan

1. Provides clerical, computer services, and support to the HC.
2. Sends template for reports to HC before each meeting. Review reports for consistency and collates by Department; sends to HCC, LWML CM, and ACM for review.
3. Assembles and distributes reports prior to each HC meeting.
4. Maintains accurate records of all HC meetings and forwards copies of minutes as directed to LWML President, LWML CM, ACM, LWML CPC Chairman, and Audio Visual (AV) Director.
5. Maintains a file of all committee reports.
6. Serves as a resource for a professional image of HC materials (forms) and correspondence.
7. Along with Communications Coordinator, creates the cell phone directory of HC members and Convention Management Team used at convention.
8. Transfers all HC convention files gathered by Coordinators from Chairmen and Directors in their department digitally for each department. These files will be available for the next HCC and Coordinators as a great resource of information that include files and forms from their area of responsibility.
9. Provides necessary resources and support to the LWML Vice President of Communication during convention. Be available at the convention to obtain news items for the convention newspaper.

Organizational Chart



Creative Enhancements Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Creative Enhancements Department Goal

The Creative Enhancements Department envisions, suggests, and carries out approved activities and settings which impact one's convention experience.

Creative Enhancements Department Coordinator Objective

The Creative Enhancements Department Coordinator empowers and encourages the committees of the Creative Enhancements Department, and also provides resources while coordinating the work of the Department with the other entities of the HC.

Creative Enhancements Department Coordinator Action Plan

1. Understands in depth the scope of responsibilities of the Creative Enhancements Department.
2. Develops good relationships with, communicates regularly, and supports three Department Committee Chairmen: Activities, Decorations, and Music.
3. Knows personnel needs of the department and works closely with the PDM Committee Chairman to adequately staff department committees with qualified and gifted people.
4. Keeps HCC informed regularly about the progress of department committees.
5. Attends all meetings of HC and department committees as requested for support and information.
6. Approves all mass mailings (postal and electronic) of the department.
7. Envisions and shares suggestions of stage décor for visual application of the convention theme, and oversees development and final assembly of convention stage décor under the direction of the AV Director.
8. Gives final reporting and accounting of Creative Enhancements Department to the HC and LWML.

Activities Committee

Creative Enhancements Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Creative Enhancements Department Goal

The Creative Enhancements Department envisions, suggests, and carries out approved activities and settings which impact one's convention experience.

Activities Committee Objective

Put into action activities, events, and opportunities which attract and enrich participation in convention.

Activities Committee Action Plan

1. Develops good relationships with and supports five Directors: Blood Drive, Golf Outing, Mission Walk, and Servant Activities. [Two (2) Directors are appointed to cover this position.]
 2. Implements activities that enrich the convention experience for all attendees.
 3. Oversees implementation of approved special activities: blood drive, golf outing, mission pledge walk/run, and servant activities.
 4. Assists the LWML CPC in any way possible and identifies local resources.
 5. Researches agencies in the local area as possible recipients of Gifts from the Heart items.
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Directors Action Plan

1. **Blood Drive** – Develops a relationship with the local agency and promotes blood drive using various means of communication.
2. **Golf Outing** – As a committee, reviews forms from previous conventions and revises as approved by ACM, solicits organizations for donations, and creates a registration form for publicity purposes as approved by the LWML CM. Receives player and sponsor registrations from HC Treasurer.
3. **Mission Pledge Walk** – As a committee, reviews forms from previous conventions and revises as needed. Solicits for donations (water/granola bars). Route for Mission Walk is suggested by convention center personnel/CVB and LWML CM, and approved by LWML CPC and BOD. Oversees management of mission pledge walk registrations.
4. **Servant Activities** – Contacts local agencies regarding their needs, compiles list of materials needed to complete activities, and arranges for pick up at convention.

Decorations Committee

Creative Enhancements Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Creative Enhancements Department Goal

The Creative Enhancements Department envisions, suggests and carries out approved activities and settings which impact one's convention experience.

Decorations Committee Objective

Provide decorative settings to enhance convention areas.

Decorations Committee Action Plan

1. Develops good relationships with and supports five Directors: Banners/Country Mission Flags, Centerpieces, Convention Favors, Photo Op, and Stage Décor.
 2. Envisions potential settings to make a visual impact on convention attendees, including a photo op area.
 3. Envisions and shares suggestions of stage décor with AV Director for visual application of the convention theme, and oversees development and final assembly of convention stage décor.
 4. Envisions and creates items to convey the convention theme; such as meal table decorations, attendee favors, delegate favors, offering containers, mite collection receptacle, etc. that needs to be approved by the LWML CPC.
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Directors Action Plan

1. **Banners/Country Mission Flags** – Provides specifications, receipt, and display of the district banners and display of Country Mission Flags.
2. **Centerpieces** – Designs table arrangements for dining areas.
3. **Convention Favors** – Designs items that convey the convention theme and enlists the help of local groups to produce the items as described above.
4. **Photo Op** – Creates a back drop for Photo Op area and designs Mite Box receptacle.
5. **Stage Décor** – Work with the AV Director while envisioning and designing Stage Décor. Seek the approval of the design with LWML CM, LWML CPC Chairman, and the LWML President.

Music Committee

Creative Enhancements Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Creative Enhancements Department Goal

The Creative Enhancements Department envisions, suggests, and carries out approved activities and settings which impact one's convention experience.

Music Committee Objective

Arranges for appropriate music and accomplished musicians which enhance the convention attendees' experiences.

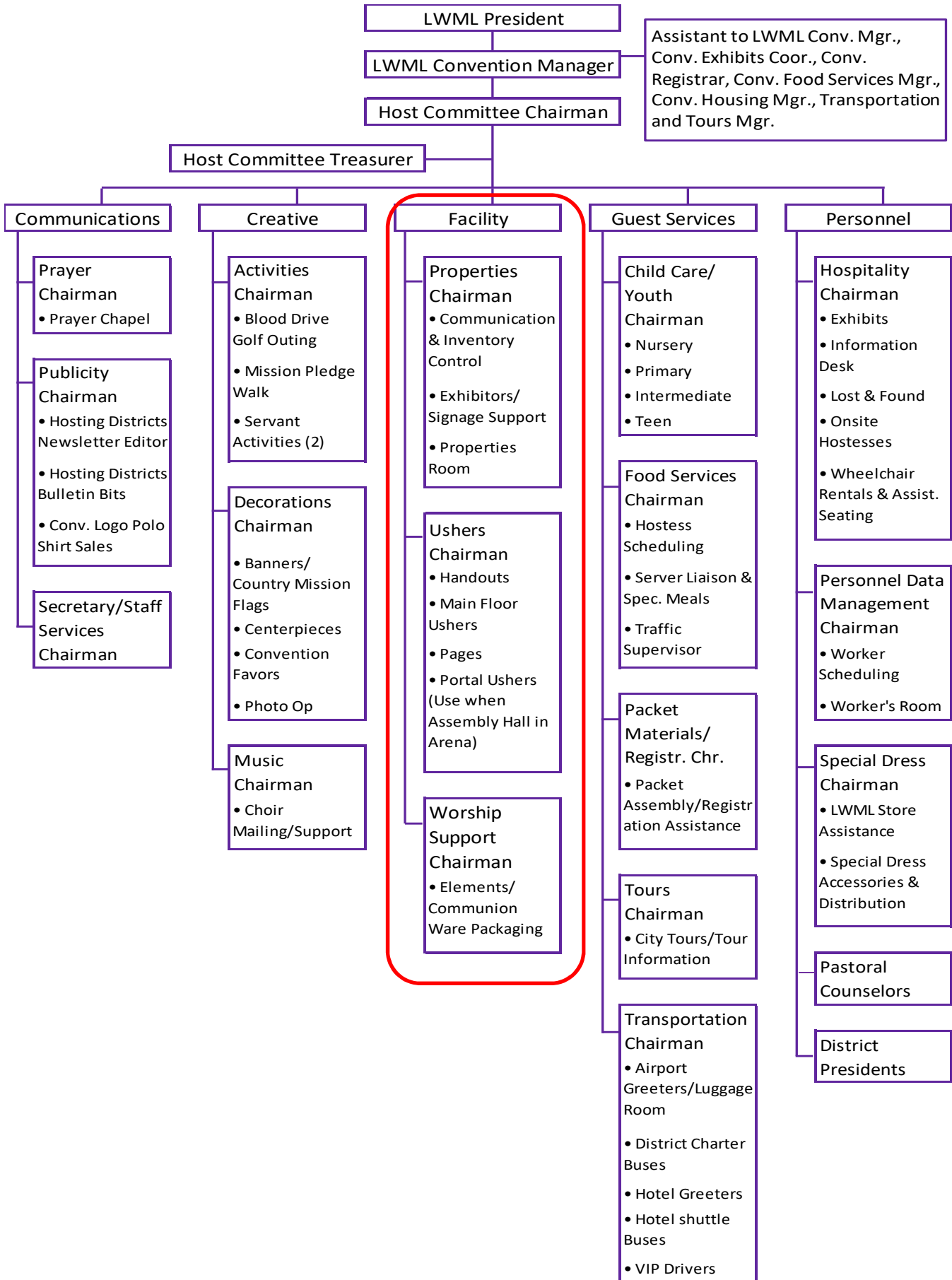
Music Committee Action Plan

1. Develops good relationships with and supports one Director: Choir Mailing/Support.
 2. Is sensitive to appropriate music for the LWML.
 3. Obtains necessary names of local music suppliers to be given to the LWML CM.
 4. Suggests gifted musicians to enhance convention music to the LWML CM and LWML CPC.
 5. Works closely with those responsible for worship services.
 6. Provides approved choir(s) and musical groups to enrich spiritual experiences if requested and approved by Worship Designer and LWML CPC.
 7. Is aware of all music scheduled during convention sessions.
 8. Assists the LWML CPC with obtaining copyrights as needed.
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Director Action Plan

Choir Mailing/Support – Order music (if not done by choir director), distributes music to choir members, and participates in Music Committee meetings.

Organizational Chart



Facility Management Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Facility Management Department Goal

The Facility Management Department provides the best possible physical arrangements for the efficient operation of the convention body.

Facility Management Department Coordinator Objective

The Facility Management Department Coordinator empowers and encourages the committees of the Facility Management Department, and also provides resources while coordinating the work of the Department with the other entities of the HC.

Facility Management Department Coordinator Action Plan

1. Understands in depth the scope of responsibilities of the Facility Management Department.
2. Develops good relationships with, communicates regularly, and supports three Department Committees Chairmen: Properties, Ushers, and Worship Support.
3. Knows personnel needs of the department and works closely with the PDM Committee Chairman to adequately staff department committees with qualified and gifted people.
4. Keeps HCC informed regularly about the progress of department committees.
5. Attends all meetings of HC and department committees as requested for support and information.
6. Approves all mass mailings (postal and electronic) of the department.
7. Gives final reporting and accounting of the Facility Management Department to the HC and LWML.

Properties Committee

Facility Management Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Facility Management Department Goal

The Facility Management Department provides the best possible physical arrangements for the efficient operation of the convention body.

Properties Committee Objective

Seeks and provides properties requested to efficiently operate the convention and provides assistance in the technical media area.

Properties Committee Action Plan

1. Develops good relationships with and supports three Directors: Communication & Inventory Control, Exhibitors' Support, and Properties Room.
 2. Distributes the forms to obtain properties and technical media requests from LWML Committees and the HC. AV Director receives the form.
 3. Works with LWML CM, AV Director, decorator and/or suppliers to provide necessary properties, including updating signs that are necessary.
 4. Secures adequate personnel to assist with properties.
 5. Is available before, during, and after the convention to assist the AV Director as requested.
 6. Oversees the facility management during convention.
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Directors Action Plan

1. **Communication & Inventory Control** – Be familiar with local businesses in convention city; be aware of what items can be rented, borrowed (including supplies), or purchased (as a last resort); label and palletize supplies in warehouse; return borrowed and rented supplies after convention.
2. **Exhibitors/Signage Support** – Be knowledgeable of Exhibitors, LWML and HC requests and needs for properties; deliver signs to hotels and airport.
3. **Properties Room** – Organizes Properties Room; keeps records of properties brought to convention center; delivers properties to designated areas and retrieves when no longer needed.

Ushers Committee

Facility Management Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Facility Management Department Goal

The Facility Management Department provides the best possible physical arrangements for the efficient operation of the convention body.

Ushers Committee Objective

Serves as worship attendants at spiritual events. Provides efficient services for effective business sessions.

Ushers Committee Action Plan

1. Develops good relationships with and supports three Directors: Handouts, Ushers, and Pages.
 2. Provides adequate number of ushers to handle all ushering responsibilities.
 3. Directs all convention attendees to proper designated areas within the assembly hall.
 4. Knows convention programming (events, timing, etc.).
 5. Works closely with Worship Support Committee, AV Director, and LWML Junior Pastoral Counselor (JPC) to determine specific roles of ushers during worship service(s).
 6. Knows how facility handles needs of the handicapped. Is sensitive to special concerns and limitations of the facilities.
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Directors Action Plan

1. **Handouts** – Distributes to Ushers all handout materials authorized by LWML CM.
2. **Ushers** – Stationed at all doors and checks name badges; handles convention offerings efficiently and responsibly as directed by HC Treasurer; guides guests to seating area; directs guests during communion distribution.
3. **Pages** – Secures, trains, and schedules necessary Pages for convention sessions.

Worship Support Committee

Facility Management Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Facility Management Department Goal

The Facility Management Department provides the best possible physical arrangements for the efficient operation of the convention body.

Worship Support Committee Objective

Coordinates physical needs to enhance worship experiences.

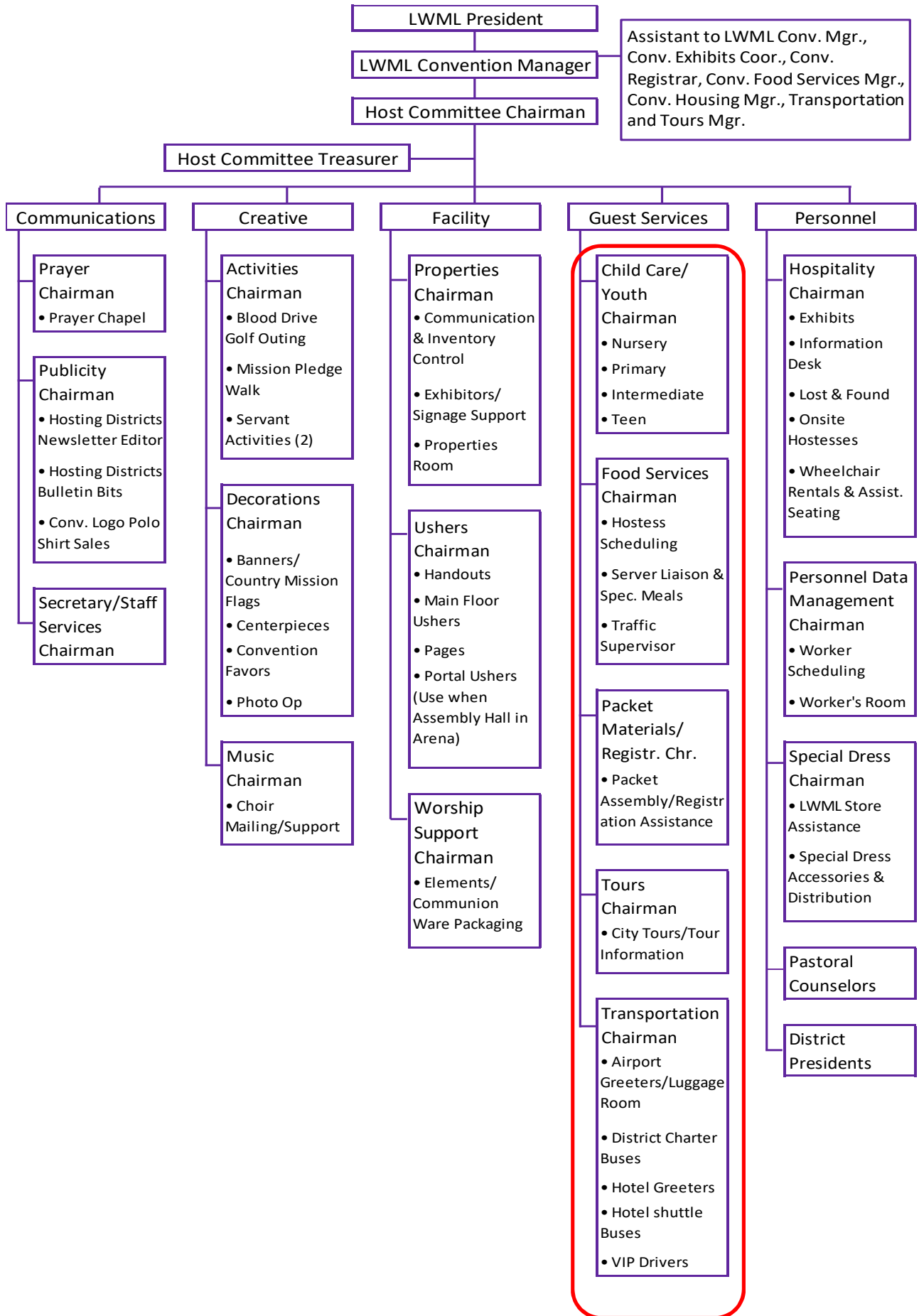
Worship Support Committee Action Plan

1. Develops good relationship with and supports one Director: Elements/Communion Ware Packaging.
 2. Responsible for contacting communion ware artisans along with LWML CM, to submit bids and samples for the process of communion ware selection for the convention prior to the May (even year) LWML CPC meeting.
 3. Is aware and informed of convention worship service(s) and potential hosting responsibilities.
 4. Coordinates the worshipful setting(s) for convention worship opportunities under the direction of the AV Director.
 5. Is sensitive to needs of and is responsible for items needed to enhance worship, altar care as needed, including communion ware and communion elements.
 6. Works closely with Ushers Committee, AV Director, and LWML JPC to determine specific role of ushers in worship service(s).
 7. Responsible for Ushers' Orientation prior to Opening Worship service.
 8. With LWML CM, arranges area for pastors assisting with communion to robe.
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Director Action Plan

Elements/Communion Ware Packaging – Obtains prices from vendors on cost of wafers and wine; unpacks, washes, and prepares communion ware for Opening Worship Service; after service, washes, packs securely, and delivers/ships communion ware to recipients as designated by LWML President.

Organizational Chart



Guest Services Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Guest Services Department Goal

The Guest Services Department seeks out and arranges for quality services to meet each individual's personal and membership needs.

Guest Services Department Coordinator Objective

The Guest Services Department Coordinator empowers and encourages the committees of the Guest Services Department, and also provides resources while coordinating the work of the Department with the other entities of the HC.

Guest Services Department Coordinator Action Plan

1. Understands in depth the scope of responsibilities of the Guest Services Department.
2. Develops good relationships with, communicates regularly, and supports five Department Committee Chairmen: Child Care/Youth, Food Services, Packet Materials/Registration, Tours, and Transportation.
3. Knows personnel needs of the department and works closely with the PDM Committee Chairman to adequately staff department committees with qualified and gifted people.
4. Keeps HCC informed regularly about the progress of department committees.
5. Attends all meetings of HC and department committees as requested for support and information.
6. Approves all mass mailings (postal and electronic) of the department.
7. Encourages communication with LWML Food Services Manager (FSM) with Food Services Committee, and LWML Transportation and Tours Manager (TnT) with both Tours Committee and Transportation Committee.
8. Gives final reporting and accounting of the Guest Services Department to the HC and LWML.

Child Care/Youth Committee

Guest Services Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Guest Services Department Goal

The Guest Services Department seeks out and arranges for quality services to meet each individual's personal and membership needs.

Child Care/Youth Committee Objective

Makes quality Christian child care and youth activities available to convention attendees.

Child Care/Youth Committee Action Plan

1. Develops good relationships with and supports four Directors: Nursery (6 months–4 years), Primary (5–8 years), Intermediate (9–12 years), and Teens (13–17 years).
 2. Seeks possible alternatives for child care/youth activities and investigates local and state legal responsibilities.
 3. Receives possible suggestions for ages of children/youth for care from LWML CPC.
 4. Plans program and activities for various age groups. Food on site and transportation off site are arranged by the LWML CM.
 5. Determines cost of child care/youth and recommends fees to the LWML CM.
 6. Secures necessary staff to supervise and implement child care/youth program.
 7. All staff and workers must submit to background check.
 8. Coordinates with Properties Committee to acquire necessary provisions.
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Directors Action Plan

Nursery, Primary, Intermediate, and Teens – Assists Chairman to select possible field trip/servant events for approval by LWML CM; plans age appropriate activities, supervises assigned age group for two (2) days of convention.

Food Services Committee

Guest Services Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Guest Services Department Goal

The Guest Services Department seeks out and arranges for quality services to meet each individual's personal and membership needs.

Food Services Committee Objective

Assists with providing quality meals and a pleasant dining experience for convention attendees.

Food Services Committee Action Plan

1. Develops good relationships with and supports three Directors: Hostess Scheduling, Server Liaison & Special Meals, and Traffic Supervisor.
 2. Knowledgeable of all food functions which have been arranged with caterer by LWML CM and Food Services Manager (FSM).
 3. Coordinates special events in cooperation with LWML CM and FSM.
 4. Responsible for checking attendees' identification for meal functions.
 5. Provides hostesses for dining area and for all food functions where required. Along with FSM, conducts the orientation of the food services workers.
 6. Researches nearby restaurants and food sources and provides this information to the Hospitality Committee Chairman for the convention Information Counter and Information Book.
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Directors Action Plan

1. **Hostess Scheduling** – Schedules hostesses that check name badges at dining room entrances, places prayer cards on tables, and assists LWML with special interest lunches.
2. **Server Liaison & Special Meals** – Along with FSM, contacts registered guests regarding special meal requests; creates meal cards and determines distribution to needed guests; creates spreadsheet listing special diets and meals ordered.
3. **Traffic Supervisor** – Obtains contact information from scheduled hostesses; trains hostesses; schedules hostesses that will direct seating to tables at each meal.

Packet Materials/Registration Committee

Guest Services Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Guest Services Department Goal

The Guest Services Department seeks out and arranges for quality services to meet each individual's personal and membership needs.

Packet Materials/Registration Committee Objective

Provides convention attendees with a packet of convention materials. Assists the Convention Registrar (CR) (contracted by LWML) during the registration process.

Packet Materials/Registration Committee Action Plan

1. Develops good relationships with one Director: Packet Assembly/Registration Assistance.
 2. Receives from LWML CM an approved list (by the LWML CPC) of all materials to be included in the convention packet.
 3. Assembles packets with materials that have been previously shipped to convention site unless packet assembly is completed off-site.
 4. Recruits many workers to complete the packet assembling process.
 5. Serves as registration staff to check in convention attendees under the supervision of the CR. Orientation is conducted by CR.
 6. Provides adequate, trained personnel for the registration process during all registration hours.
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Director Action Plan

Packet Assembly/Registration Assistance – Trains workers and oversees assembly of packets. Provides adequate trained registration staff to assist in registration process.

Tours Committee

Guest Services Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Guest Services Department Goal

The Guest Services Department seeks out and arranges for quality services to meet each individual's personal and membership needs.

Tours Committee Objective

Researches and assists with quality area tours to enhance attendees' convention experience.

Tours Committee Action Plan

1. Develops good relations with, and supports one Director: City Tours/Tour Information.
 2. Recommends quality tour opportunities for approval by LWML.
 3. In conjunction with the Transportation and Tours Manager (TnT), contacts area tour companies for information on what tours are available. Prepares Excel spreadsheet with tours listed and compares agencies selected to bid. Provides information to LWML CM who presents information to LWML CPC for selection.
 4. LWML CM arranges interview with prospective tour companies at May (even year) LWML CPC meeting, if possible. If not, will need to conduct this interview electronically.
 5. Along with TnT, assists tour company with publicizing convention tours to prospective attendees.
 6. Obtains necessary personnel to assist local area tour participants when and where needed.
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Director Action Plan

City Tours/Tour Information – Assists Tour Committee Chairman with recommending possible tours to LWML CM; assembles local sightseeing information and makes it available to convention attendees.

Transportation Committee

Guest Services Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Guest Services Department Goal

The Guest Services Department seeks out and arranges for quality services to meet each individual's personal and membership needs.

Transportation Committee Objective

Assists in providing efficient and comfortable transportation to, from, and during the convention.

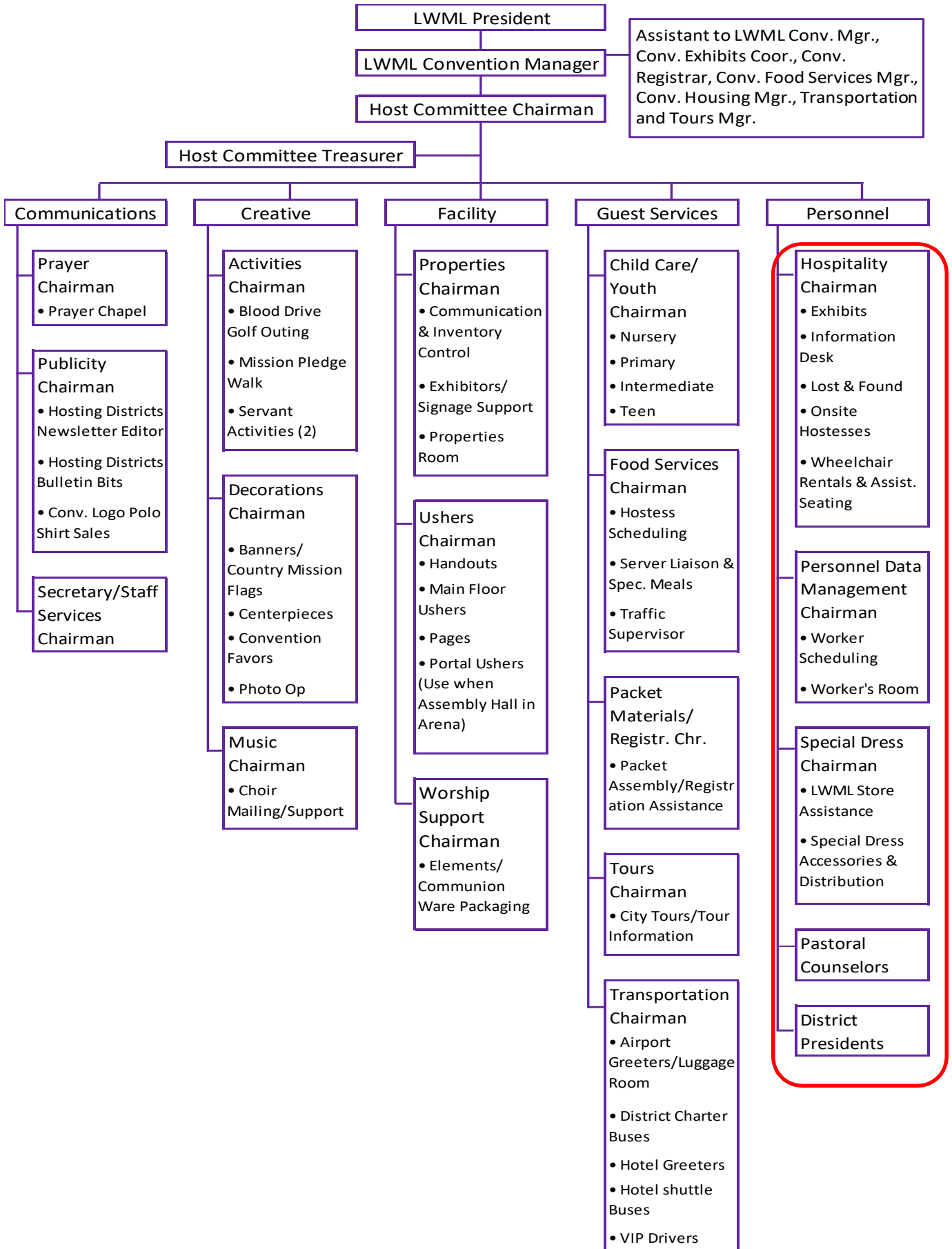
Transportation Committee Action Plan

1. Develops good relationships with, and supports five Directors: Airport Greeters/Luggage Room, District Charter Buses, Hotel Greeters, Hotel Shuttle Buses, and VIP Drivers.
 2. Is aware of all potential transportation needs of convention attendees.
 3. Works with the LWML CM and TnT to provide comfortable shuttle transportation when necessary.
 4. Provides parking information for all modes of transportation.
 5. Provides hostesses for all areas where transportation is used (airports, hotels, bus, and railroad stations, etc.). Conducts orientation of these workers for their areas of responsibilities.
 6. Arranges VIP drivers for special guests and presenters as directed by LWML CM and TnT.
 7. Provides, if necessary, luggage storage at the convention site on Sunday morning.
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Directors Action Plan

1. **Airport Greeters/Luggage Room** – Welcomes arriving guests and directs them to transportation to hotel; organizes luggage storage on Sunday, if applicable.
2. **District Charter Buses** – Coordinates with TnT regarding number of buses coming to convention, districts, and arrival times. Greets at convention center. Coordinate with Housing Manager (HM) regarding the housing for those travelling by district charter buses.
3. **Hotel Greeters** – Welcomes guests at hotels; assists guests as requested.
4. **Hotel Shuttle Buses** (if necessary) – Coordinate with TnT hotel shuttle buses to and from convention center.
5. **VIP Drivers** – Coordinates arrival times with drivers; welcomes VIPs at airport; provides transportation to and from airport.

Organizational Chart



Personnel Resources Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Personnel Resources Department Goal

The Personnel Resources Department provides appropriately gifted people resources for the responsibilities of hosting the convention.

Personnel Resources Department Coordinator Objective

The Personnel Resources Department Coordinator empowers and encourages the committees of the Personnel Resources Department, provides volunteers for each department to work at the convention, and coordinates the work of the Department with the other entities of the HC.

Personnel Resources Department Coordinator Action Plan

1. Understands in depth the scope of responsibilities of the Personnel Resources Department.
2. Develops good relationships, communicates regularly, and supports three Department Committee Chairmen: Personnel Data Management, Hospitality, and Special Dress as well as Pastoral Counselors and District Presidents, offering care and support when needed.
3. Works with HCC and Department Coordinators to select appropriately gifted women for specific committees.
4. Keeps HCC informed regularly about the progress of department committees.
5. Attends all meetings of HC and department committees as requested for support and information.
6. Approves all mass mailings (postal and electronic) of the department.
7. Envisions and shares suggestions for Special Dress, and encourages volunteerism throughout the hosting districts.
8. Gives final reporting and accounting of the Personnel Resources Department to the HC and LWML.

Hospitality Committee

Personnel Resources Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Personnel Resources Department Goal

The Personnel Resources Department provides appropriately gifted people resources for the responsibilities of hosting the convention.

Hospitality Committee Objective

Make a positive difference in the lives of convention attendees.

Hospitality Committee Action Plan

1. Develops good relationships with, and support for five Directors: Exhibits, Information Desk, Lost & Found, On-Site Hostesses, and Wheelchair Rentals & Assisted Seating.
2. Secures gracious and caring personnel to interact with convention attendees.
3. Knows convention facility floor plan and hosting city to answer attendees' questions.
4. Provides helpful materials and conducts orientation/training for all hostesses.
5. Schedules adequate personnel to be available at all necessary times. Be familiar with all elevators, escalators, stairways – traffic control and safety measures are imperative.
6. Is aware of potential crises situations and necessary responses.
7. Provides personnel for VIP hostessing duties under the direction of the LWML CM.
8. Provides hostesses for the exhibit area under the direction of the LWML CEC and the LWML CPC.
9. Evaluates with EMT contracted service to find out if First Aid Hostesses are needed and proceed accordingly.

Hospitality Committee

Directors Action Plan

1. **Exhibits** – Works closely with LWML CEC; reviews layout of Exhibit Hall; greets guests and checks name badges upon entry into hall. LWML CEC conducts orientation of hostesses.
2. **Information Desk** – Starting in March of convention year, gathers information to put into Information Book; requests input from various committees; puts into format; makes appropriate number of copies; may be posted on LWML website; must be approved by LWML CM before printing/posting.
3. **Lost & Found** – Reviews form and revises as needed; work does not start until convention; records items brought to Lost & Found; assists in finding owners.
4. **Onsite Hostesses** – Becomes acquainted with the layout of the convention center/assembly hall; assigns workers to escalators, stairways, entrances, etc.; work begins at convention.
5. **Wheelchair Rentals & Assisted Seating** – Contacts rental companies in the area for cost of rentals and shares information with LWML CM; reviews letters and revises as needed; contacts individuals prior to convention for pertinent information regarding their need for a rental at convention.

Personnel Data Management Committee

Personnel Resources Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Personnel Resources Department Goal

The Personnel Resources Department provides appropriately gifted people resources for the responsibilities of hosting the convention.

Personnel Data Management Committee Objective

Provides the HC with current information concerning all data pertaining to the workers and their schedules.

Personnel Data Management Committee Action Plan

1. Develops good relationships with and support for two Directors: Worker Scheduling and Workers' Room.
 2. Cultivates a positive relationship with all workers.
 3. Reports all current information to HC Coordinators and their Directors regularly.
 4. Submits reports to HC meetings.
 5. Attends all scheduled meetings of HC.
 6. Continues to update database with Worker Scheduling Director.
 7. Develops schedules for use at the convention.
 8. Creates a working binder of all information to bring to the convention for use in the Workers' Room.
-

Directors Action Plan

Worker Scheduling – The Director together with the PDM Chairman is responsible for the following:

1. Needs to be proficient with Excel program.
2. Creates a database (updates regularly) and enters all volunteer information. Information from volunteers to be forwarded to Special Dress, Decorations, and Pastoral Counselors as it pertains to their areas.
3. Sends acknowledgment letter to all workers who have sent in their Call For Worker Form.
4. Assigns volunteers to schedules according to interests listed on Call For Worker Forms. Sends updates to Coordinators and Chairman regularly. Creates an alpha database of all workers with date and time of assignments that is updated continually; brings to convention.
5. Completes needed Worker Agreement Forms with codes and sends to appropriate Chairmen. Creates an alpha list of names of workers with their codes, and a sorted list of the codes of the workers which need to be updated and brought to the convention.
6. Creates daily sign-in/sign-out worker schedule sheets for every Department for use at the convention and maintains a copy in a binder to be available in the Workers' Room.

Workers' Room – Works with Personnel Data Management Committee Chairman and Hospitality Committee Chairman; creates a master list of workers; is responsible for Workers' Room; assists wherever needed.

Special Dress Committee

Personnel Resources Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Personnel Resources Department Goal

The Personnel Resources Department provides appropriately gifted people resources for the responsibilities of hosting the convention.

Special Dress Committee Objective

Provides attractive, coordinated attire for committee members and workers. Assists the LWML Store staff during the convention.

Special Dress Committee Action Plan

1. Develops good relationships with and support for two Directors: LWML Store Assistance and Special Dress Accessories & Distribution.
 2. Offers fabric options for Host Committee to consider and suggests possible special dress attire, if applicable.
 3. Coordinates special dress requests for each level of volunteers. (optional)
 4. Arranges for identification items for hostesses, pages, and ushers. Maintains area in Workers' Room for distribution.
 5. Provides valuable assistance in the LWML Store during convention under the direction of the LWML Product Developer and her staff.
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Directors Action Plan

1. **LWML Store Assistance** – Along with LWML Product Developer and her staff, provides volunteers to set up and take down store, and give sales assistance. LWML Product Developer will conduct orientation of workers and another LWML staff person will conduct orientation specific to the Cashiers.
2. **Special Dress Accessories & Distribution** – Creates two to three designs for consideration for badges for HC; assists Special Dress Committee Chairman wherever needed. Assists Chairman with distributing special dress items at convention.

Pastoral Counselors (2)

Personnel Resources Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/fact sheets) for the business and programming of the convention.

Personnel Resources Department Goal

The Personnel Resources Department provides appropriately gifted people resources for the responsibilities of hosting the convention.

Pastoral Counselors Objective

Be the spiritual advisers for the HC.

Pastoral Counselors Action Plan

1. Becomes engaged in HC and convention process.
2. Provides spiritual guidance for the HC. Offers encouragement and prayer support for HC.
3. Provides pastoral counsel to HCC, Department Coordinators, and committee chairmen.
4. Contacts and enlists pastoral staffing for communion distribution in consultation with the national LWML Pastoral Counselors and the LWML CPC under direction of the LWML President. (See Job Responsibilities for more detail.)
5. Designs and conducts Thursday morning Prayer Service and dedication of the Prayer Chapel with approval of the LWML Pastoral Counselors and LWML President.
6. Assists LWML Pastoral Counselors in worship services and spiritual events as requested.
7. Works with and supports the Prayer Committee.
8. Is aware of any Crisis Management need that may occur and assist as needed.
9. Available during convention where need arises whether as a pastoral function or a worker.

District President(s)

Personnel Resources Department

Host Committee Purpose Statement

The HC serves the needs of convention attendees and provides adequate facilities and personnel (based on the convention site information/ fact sheets) for the business and programming of the convention.

Personnel Resources Department Goal

The Personnel Resources Department provides appropriately gifted people resources for the responsibilities of hosting the convention.

District President(s) Objective

Encourage the members of the hosting district(s) to actively support and participate in the convention.

District President(s) Action Plan

1. Attends the HC meetings to be aware of the needs and ways that district members can assist prior to and during the convention.
2. Check dates of HC meetings against district meeting dates. Be sure that you are available to attend the HC meetings.
3. Assists the PDM Committee Chairman providing names of potential workers.
4. Assists the Publicity Chairman to convey convention news throughout the district.
5. Serves to welcome attendees to convention promotional events.
6. Supports the HCC and HC as they carry out their responsibilities as convention hosts. Serves as “cheerleader(s)” for the convention. PRAY, PRAY, PRAY!

LWML Convention Financial Responsibilities

HOST COMMITTEE (HC) PAYS FOR:

- Favors, gifts, and other public relations materials given out at LWML Board of Directors (BOD), Presidents Assembly (PA), and Convention Programming Committee (CPC) meetings.
- Space/table rental at the LWML convention prior to your convention and any expenses for decorating such space, handouts, freebies, etc. Get your Convention Visitors Bureau to assist you and get it in their budget.
- Exhibit space at the hosting districts synodical convention and any other gatherings where your convention is promoted.
- Fundraising materials – shirt sales, etc.
- LWML BOD/PA/CPC dinner, hosted by the HC in January/February of the convention year – 100+ people to feed and entertain.
- Postage for fundraisers, promotional materials within your district(s) newsletters, collection of non-sufficient funds (NSF) checks, and anything else district-related.
- Bank charges, printed checks, deposit endorsement stamp(s), and/or printed deposit tickets on the HC's bank account.
- Meal expenses for face-to-face HC meetings (free will offering may be taken).
- Thank-you gifts for workers (optional).
- Special dress – shirts, hats, ribbons, buttons, aprons, etc. – which distinguishes workers.
- Gifts/favors for attendees/delegates and choir gifts/mementos.

LWML PAYS FOR THROUGH EXPENSE REPORTING SOFTWARE:

- Travel (mileage) for HC to and from face-to-face HC and Committee meetings for planning of convention.
- Telephone and fax charges for convention business (email saves on this).
- Postage for convention business (email saves on this) and shipment of binders/flash drives to next HC.
- Supplies for the convention and HC committee members' duties (except promotion as listed above).
- Printing and copying charges for convention and HC business.
- At convention, office equipment rentals and purchases, staff office supplies, servant activities expenses, pledge walk supplies, child care field trips and supplies, music and musicians' honorariums, music folders and shipping costs, wheelchair rentals, miscellaneous LWML store supply expenses, some decorations, worker room supplies, communion wine and wafers, and any other expenses LWML asks the HC to incur.
- Convention per diem for official HC members listed on Expanded HC Roster.

LWML PAYS FOR (DIRECTLY):

- Convention center and contracted expenses – decorator, audio visual, captioning, deaf interpreter, photographer, speakers, entertainment, insurance, legal, etc.
- Security guards and other security, and first aid coverage.
- Promotion in the *Lutheran Woman's Quarterly* and convention mailing from LWML, media area equipment rental, and daily convention newspapers.
- Special communion ware.
- Exhibit hall expenses, permits, and registration materials.
- Major decorating expenses, music equipment rental, and food/catering.