



Volunteer Orientation Packet

Thank you for the generous donation of your time and talent. This Forum would not be possible without the dedication and passion you bring to the table. We are determined to create an ultimate experience for the Summit delegates, speakers, VIPs, Sponsors and you the volunteers. You will play a big role in this. Thank you.

FORUM AGENDA

For a full agenda and additional information visit:

<http://hopeglobalforums.org/agenda2016/>

HOPE Global Forum Reception

Wednesday, January 13, 2016 from 6:00pm-9:00pm

Atlanta Marriott Marquis

265 Peachtree Center Avenue NE

Atlanta, Georgia 30303

HOPE Global Forum

Thursday, January 14, 2016 from 8:00am-6:00pm

Friday, January 15, 2016 from 8:00am-6:00pm

Atlanta Marriott Marquis

265 Peachtree Center Avenue NE

Atlanta, Georgia 30303

HOPE CORPS STAFF CONTACT INFORMATION ON-SITE DURING FORUM

Evelyn Ducoulombier

Director, HOPE Corps

213-479-4743

Jason Yancey

HOPE Global Forum Volunteer Manager

213-458-3276

ROLES & RESPONSIBILITIES

Operation HOPE

It is HOPE's responsibility to provide you with the communication, training and support you need to do your job well. We will provide an orientation call, task overview call and training to all volunteers (unless otherwise noted). We will have support staff and task captains available throughout the Forum for volunteers who have questions or need support.

Volunteers

We are asking all volunteers to join us in making this Forum the ultimate experience for all delegates, speakers, VIPs and sponsors. We ask that you conduct your tasks with a positive attitude and make everyone you come in contact with feel welcome and well taken care of by greeting everyone with a smile, having a firm understanding of your tasks, Operation HOPE and the facility.



DRESS CODE

Please come dressed in professional attire. We prefer black or dark in color if possible. For men this includes a suit or sports coat. For women this includes a suit, dress or professional skirt and blouse. Nametags will be provided.

FOOD & TRANSPORTATION

Meals will be provided to volunteers in the volunteer staging room. Please take your meal at the time assigned to you by your captain. Transportation to and from the venue is the responsibility of the volunteer. We will give final instructions regarding parking prior to the Forum, especially regarding partial coverage for all day volunteers.

FLOOR PLANS

Atlanta Marriott Marquis

Please see attachment for Floor Plans

VOLUNTEER JOB DESCRIPTIONS

Registration

Registration volunteers will help Q&A Events, Operation HOPE's event planners, check delegates into the reception and summit. Registration volunteers need to be friendly and able to move delegates through the registration process in a timely fashion.

Greeters/Guides

Event Greeters and Guides serve a key role as the face of the Forum. Volunteers serving as greeters will be stationed throughout the reception and the Forum. Their main task is to help delegates feel welcome and find their way to their desired destination. Greeters should be friendly and have good communication skills. Greeters should also be prepared to answer questions regarding directions, the event agenda and general information about Operation HOPE.

Sponsor & VIP Support

Sponsor & VIP Support volunteers will help Operation HOPE staff ensure sponsors and VIPs are well supported throughout the reception and summit. These volunteers need to be friendly, professional and good communicators. Tasks include helping delegates find their seats, understand the agenda, feel comfortable and more.

Speaker Support

Speaker Support volunteers will help Operation HOPE staff ensure speakers are well supported throughout the reception and summit. These volunteers need to be friendly, professional and good communicators. Tasks will include briefing speakers on the agenda, staging area, timing and more.



Working Group Scribes and Themers

Scribes and Themers for the Working Group Sessions are tasked with taking notes during the table discussions. We will be using a special online system that runs on an iPad. Scribes will need to be well versed in using an iPad and be able to take effective notes during a discussion.

Staff Office/ Operations

Assisting with set-up of areas for the Forum. Maintain centralized office presence including operations liaison, answering phones, holding supplies, etc. Greeting delegates as they arrive and assist in directing to Forum locations.

PHOTO GALLERY

Speakers

Please click on the link below and become familiar with the names and pictures of the speakers.

<http://hopeglobalforums.org/speakers/>

HOPE Staff

Please click on the link below and through the bios to become familiar with the names and pictures of HOPE Senior and Executive Management.

<http://www.operationhope.org/executivemanagement>

OPERATION HOPE OVERVIEW

Operation HOPE is the global leader of financial literacy, financial inclusion and financial and economic empowerment for youth and adults, and emergency financial recovery for all. We call this financial dignity, and it's all part of a silver rights movement. Our work is operationalized through three divisions:

- Youth empowerment
- Adult empowerment
- Emergency preparedness, response and recovery

[HOPE Financial Dignity Centers](#). Our financial advisors help clients buy new homes, battle foreclosure, open businesses, and improve their credit—all for free. Our centers have restructured approximately \$360 million in subprime mortgages.

[Banking on Our Future](#). Our volunteers enter classrooms in impoverished communities worldwide to teach kids how to get ahead—through financial literacy education and entrepreneurship.

[HOPE Coalition America](#). In the wake of large-scale disasters, financial effects linger long after aid and media coverage have dissipated. We help clients recover financially from natural disasters, foreclosures, and other emergencies by providing financial guidance to victims of such disasters—assisting over



150,000 people after Hurricane Katrina and establishing a presence in Haiti after the 2010 earthquake.

[HOPE Corps](#). We're always looking for compassionate, dedicated people to serve at the vanguard of our movement for financial literacy and economic justice.

[Mortgage HOPE Crisis Hotline](#). We offer a free hotline service connecting individuals with with counselors that are ready to assist individuals in danger of losing their home. Our counselors have helped thousands of homeowners nationwide resolve challenging mortgage problems.

[HOPE Global Initiatives](#). We're expanding our services worldwide, marshaling local volunteers to improve the quality of life in developing countries through economic empowerment.

[HOPE Advisors](#). With years of experience in financial literacy education and empowerment, we're able to provide the banking industry and communities throughout the world a blueprint for creating traditional banking customers.

[The Gallup-HOPE Financial Literacy Index](#). Through our partnership with Gallup, we are building a financial literacy index quantifying the connection between hope, well-being, engagement, and financial literacy.

[Office of Innovation Research and Assessment](#). Through this initiative we are able to track the success of current programs, contribute to the development of the new Gallup-HOPE Financial Literacy Index, and analyze the impact of HOPE programs and services on youth, adults and the community at large.

[Global Dignity](#). Led by Operation HOPE founder John Hope Bryant, Crown Prince Haakon of Norway, and Professor Pekka Himanen, Global Dignity promotes dignity for all through classroom education and conversation with world leaders.

Learn more at www.operationhope.org