### **AFHE Service Team Essentials**

### **AFHE'S CULTURE OF SERVICE**

* You are so important! The AFHE Convention and your fellow attendees need you. Thank you for serving.
* You each play an important role in keeping the convention running smoothly *and* in encouraging other homeschoolers. As homeschool teens and grads, you are the product of homeschooling and have the special ability to inspire others with your behavior as attendees get to see you at work during the convention. Many people coming to the convention are considering whether they should homeschool their children, and we want them to walk away saying, “I want my kids to be like those friendly, hard-working AFHE teens.”
* As a convention volunteer, you are an ambassador for AFHE and homeschooling. We serve a diverse community and every person matters. The AFHE culture of service is one of kindness, compassion, and treating people with respect and honor, regardless of our differences.
* When issues arise, you might be the first contact to address the situation. Smile. Be kind. Help calm things down by being calm yourself.
* Be prepared to answer some of the most commonly asked questions that people might have. Prior to serving, please review where things are and what's in the program. People will ask you things like where the restrooms are, how to purchase workshop recordings, what page of the program has the exhibit hall map, the location of the nursing moms lounge, etc. You don't have to have all of the answers, but a little advance preparation will cover most needs. And if you can’t answer a question, help people by directing them to someone who can.

### **REQUIREMENTS**

We are looking for mature, responsible, reliable teens to volunteer on the Service Team at the AFHE Convention. Volunteers must be willing to comply with the dress code, code of conduct, and any instructions provided by the Onsite Service Team Manager, Service Team Administrator, or Convention Director.

## **CODE OF CONDUCT**

We expect that all of our volunteers will conduct themselves in a polite, professional manner. It is a blessing to be able to serve one another at this event, and we expect that our volunteers will be cheerful, helpful, and ready to serve, treating all attendees with care and respect.

AFHE exists to ***inspire*** *parents to home educate their children;* ***promote*** *parent-directed home-based education;* ***preserve*** *the freedom to homeschool; and* ***support*** *parents who choose a home-based education option for their children.* While you are serving at the AFHE Convention, we ask that your conversation and comments focus on supporting this vision as well. If there are questions about education options, please feel free to direct people to [homeschool@afhe.org](mailto:homeschool@afhe.org) or to the Mentoring Moms booth during the Convention.  
  
The AFHE Board of Directors operates from a Christian perspective and biblical worldview and makes decisions from the ethical and moral standards established in the Bible. Convention volunteers must support this philosophy.  
  
In addition, volunteers are not permitted to promote their own businesses or endeavors, campaign for or promote political parties or candidates, etc. at the AFHE Convention. While you are serving, your sole focus is on your role as a Service Team member.  
  
Volunteers must not be involved in any illegal or unethical activity and cannot ever have been convicted of a felony. If the volunteer’s situation changes and you become involved in any activity that would reflect negatively on the homeschool community or AFHE, you agree to withdraw your volunteer application or cancel your service commitment immediately.

## **SERVICE TEAM BENEFITS**

**FREE ADMISSION: SERVING THREE HOURS OR MORE**  
**Service Team Members that commit to working 3 hours or more can receive free admission to the convention.**  
  
**NOTE: Free convention admission does not include AFHE membership, teen program fee, parking, food, etc.**

## **THE BASICS**

**When you arrive at the Convention Center, register with your family at Registration (or check in at Pre-Registration if you have already registered online). Your name badge is included in your family’s registration packet.**

**If you did not register with a family, then go to Volunteer Check-In instead. You will receive your name badge there.**

**Then, head to the Book Check/Stroller Parking area inside the Exhibit Hall to let the Onsite Service Team Manager and his team know you’re there. This spot will serve as the Service Team meetup location throughout the Convention, so whenever you need to find the Onsite Service Team Manager, you can ask the Book Check/Stroller Parking attendant to call him for you and get his location. The Book Check/Stroller Parking area is to your right as soon as you enter the Exhibit Hall doors. It sits across from the Silent Auction area and the Mother’s Lounge.**

**[NOTE: Those of you volunteering early on Thursday will receive your name badges later in the day once Registration is open so simply contact the Onsite Team Manager to let him know you have arrived.]**

**Arrive 10 minutes before your scheduled time to work.**

* You are needed. Please do not be late. We do not have extra volunteers waiting in the wings.
* Set an alarm on your phone if needed to help you arrive on time.
* Write down your shifts on something and keep it with you for your reference. We are relying on your help in the areas you signed up for.

**Contact the Onsite Service Team Manager immediately if you are going to be late or cannot make it.**

* We are counting on you, but we realize that things outside your control can happen on occasion such as sickness, traffic delays, etc.
* If you are going to be late or are unable to make it, please contact the Onsite Service Team Manager by cell phone right away (call or text). He will send out his cell phone number in an email close to the event.
* During the convention, we will not be able to check email Thursday, Friday, or Saturday. It is a very busy weekend for our team, and we don't want to miss connecting with you, so please use the cell phone number provided for volunteer-related issues or the AFHE voicemail number for other issues.

## **DRESS CODE**

We expect all of our volunteers to dress in a professional, modest manner. You will be representing AFHE and the homeschooling community in general. For this reason, and because attendees at the conference share a wide variety of convictions about clothing, we ask that all volunteers follow a dress code. Also, please be sure to wear your name badge. It helps us and our team to identify you.

GIRLS: Wear your Service Team t-shirt along with nice jeans (without shreds/holes), capris, or a below-the-knee jean skirt on Friday and Saturday during the Convention. Comfortable shoes such as tennis shoes would be good as we will be walking quite a bit. On Thursday, during setup you may wear jean shorts or jeans and a t-shirt. If you have a Service Team t-shirt from a previous year, you are welcome to wear it! Just be sure to wear the one for this year during the Convention days: Friday and Saturday. Closed toed shoes are recommended during setup and tear down. You may also want to bring gloves as we will be moving lots of boxes, etc.

GUYS: Wear your Service Team t-shirt along with nice jeans (without shreds/holes) on Friday and Saturday during the Convention. Comfortable shoes such as tennis shoes would be good as we will be walking quite a bit. On Thursday, during setup you may wear jean shorts or jeans and a t-shirt. If you have a Service Team t-shirt from a previous year, you are welcome to wear it! Just be sure to wear the one for this year during the Convention days: Friday and Saturday. Closed toed shoes are recommended during setup and tear down. You may also want to bring gloves as we will be moving lots of boxes, etc.

WHAT NOT TO WEAR: Please do not wear short shorts, short skirts, tank tops, shirts with cleavage or midriff showing, clothing that is too form-fitting or revealing.

Thank you again for volunteering! We look forward to serving with you! If you have any questions, feel free to call, text, or email us.

All for the glory of God,

Josiah Duell

AFHE Onsite Service Team Manager

&

Alyssa Short

AFHE Service Team Administrator

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