



**NACE EXPERIENCE**  
July 16-19, 2017 | Houston, TX  
WHERE CULINARY ARTS & EVENT DESIGN MEET

**DO YOU NEED TO RE-ENERGIZE YOUR VOLUNTEERS?**

Lynne Wellish CMP CHSE CHO

NACE National Association of Catering and Events

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**Agenda**

In Today's Session, We Will Discuss:

- Identify What May Be Going Wrong In Volunteer Relationships
- Capitalize On Enthusiasm With Recognition And Mentoring
- See Volunteers As Resources That Are Revenue Generating

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**Learning Objectives**

During This Session, Attendees Will Learn To:

- Re-Tool Volunteer Jobs to Aide in Recruitment
- Understand What Your Volunteers Want
- Build Better Volunteers

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**Leadership Career Path**

Who Got You Started on Your Leadership Career Path in NACE?

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**Leadership**

Do You Like To Volunteer?

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**Question**

What Are Some Great Contacts You Have Made By Volunteering?

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**Variations on an Average Day**

Do You Find Sometimes You Are The Staff  
And Sometimes You Are The Volunteer?

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**Make-up of a Committee**

Notice Some Distinct Personality  
Types On A Committee?

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**Challenges**

Share a Volunteer Challenge

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**Common Delicate Situation**

Suggestions: When Volunteers Overcommit,  
Under Deliver or Just Plain Disappear?

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**Feedback on Volunteering**

Not a Paid Position, This Will Help to Grow both  
Personally and Professionally in the Area of  
Leadership ?

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**Cutting Dead Wood**

Will Life Grow Back Again?  
Should you ever "fire" a volunteer?

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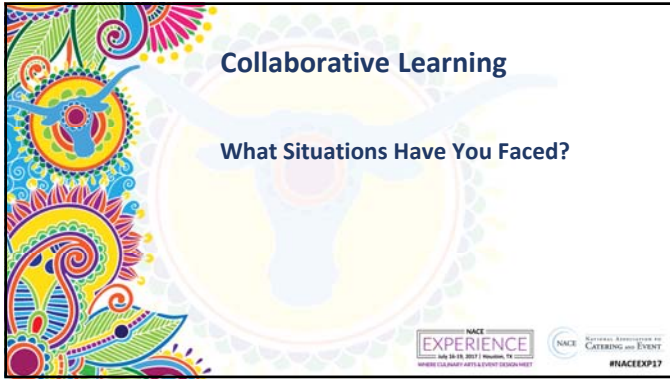
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**Collaborative Learning**

What Situations Have You Faced?

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**First Things First**

- Volunteers Will Tell You What Their Needs Are
- Keep Your Volunteers Happy And Engaged
- Make A Perfect Match

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**Recognition**

- Certificate Of Appreciation
- Press Release With Committee
- Newsletter
- Web site

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### Rewards

- Post-Event Celebration
- Event Tickets
- Gifts And Rewards
- Meals

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### Motivate

- Understand Their Motives
- Create A Team Spirit
- Provide Entrée Or Access
- Practice Random Acts Of Congratulation

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### Mentor

- Past Board Members Volunteer To Sidekick New Members
- Call Five Volunteers Every Week For A Year
- Treat Special Volunteers In A Special Way
- Never Underestimate The Value Of A Handwritten Thank You Note And Starbuck Gift Card

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**Written Job Descriptions**

Outline Expectations, Duties, And Tasks.

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**Making The Perfect Match**

Ask The Volunteer What 3 Things They Have To Offer

Ask the Volunteer What 3 Things They Want to Learn

Who Has Gotten A New Job Because of Your Volunteer Experience?

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**Recruiting Channels For Volunteers**

- Commit The Same Energy To Recruiting Volunteers As You Do To Getting Sponsors
- Look For Volunteers With Specific Talents
- Assign Them Tasks That They Can Use Their Talents To Accomplish

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**National Value Of Volunteer Time**

**\$23.07 Per Hour**

What situations should you hire someone versus ask a volunteer?

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**Develop The Criteria For Training**

- How Far Out Will You Hold The Orientation?
- Who Will Conduct Them?
- Will Volunteers Receive Job Descriptions Prior To The Event Or Upon Arrival?

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**Reality Of Volunteers**

- Pre-Select People You Want To Meet, Call And Ask Them To Be On Your Committee
- Be Honest With The Committee Description And Time Commitment
- Send Out An Agenda And Assign Someone To Take Minutes
- Include Task Assignments, Who Has Them And Due Dates
- Be A Project Manager, Not A Micromanager Or Abdicator
- Follow-up With Your Volunteers And See If They Need Help Or Resources
- Say Thank You As Often And In As Many Ways As Possible

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**Can You Say Thank-You?**

- Words Are Powerless To Express My Gratitude
- Thank You For Never Letting Me Down
- What Would I Do Without You?
- I Am So Thankful For Your Support
- I Will Never Forget What You Have Done
- Your Generosity Overwhelms Me
- I Appreciate This More Than You Know
- I Greatly Appreciate You
- I Cannot Thank You Enough For Helping Me
- You Are Invaluable To Me
- I Am Moved by Your Thoughts And Actions
- You Are An Amazing Person

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**The Truth**

- Many Great Theories About Why And How People Volunteer
- The Truth Is People Like To Be Acknowledged And Appreciated
- They Want To Feel As If They Contributed And Made An Impact

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**Summary**

- Re-Tool Volunteer Jobs to Aide in Recruitment
- Understand What your Volunteers Want
- Build Better Volunteers

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**Q&A**

Continue the conversation!

- Follow @NACENational, use hashtag #NACEEXP17

For more resources on this topic, visit [www.nace.net](http://www.nace.net)

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**Thank you for attending!**

Please Complete The Session Survey.  
We Value Your Feedback.

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