Being a Great Ambassador Coordinator

Congratulations, you have been selected by your club for this important task.

Now comes the work!

Please note that these are only guidelines, and you should use these in conjunction with the FFI Club and Journey Policies, the FFI Guidelines for Ambassador and Host Coordinators, and information and suggestions from experienced club members.

Immediate First Steps

☐ Contact the Host Coordinator(s) to ascertain which approximate dates are suitable.
☐ Check the number of ambassadors that they can host.
☐ Make yourself known to the FFI Regional Support Manager (RSM) for your area.
☐ Some homework: Familiarise yourself with the various FFI Guidelines and Policies – go to www.thefriendshipforce.org > Members Resources >

- **Policies and Club Documents** – Policies and Guidelines for Clubs and Programs.
- **Journey Documents** - where there are several forms you need to be familiar with and use
  - Guidelines for Ambassador & Host Coordinators – 41 pages
  - Ambassador Selection Packet – 15 pages
  - Health and Mobility Check List – 2 pages
  - Ambassador Application and Agreement Form – 4 pages
  - Incident Report Form – 1 page
  - FF Journey Evaluation – 23 questions
  - Request for Certificate of Liability Insurance Coverage – 1 page

Now for the Initial Planning

- You have one or two Journeys allocated - do you want another? If so, please ask your RSM and/or the FFI Planning Department at planning@thefriendshipforce.org to see what they can arrange - Full Journey (Policy A–11-a) or Stopover (Policy A-11-d).
- Discuss the Journey with interested club members and potential ambassadors. Ideas will come forth, especially about optional ‘add-ons’ before, during or after the Journey. Take care to not put very expensive ‘add-ons’ mid-Journey that might prove too expensive for some.
- Plan itinerary.
- Contact your Travel Agent to find the best travel and accommodation options available and in particular, get the costs of these for budget purposes.
• Communicate with the Host Coordinator(s) for suggestions and costs of internal travel - they know things that you don’t.
• Ask the Host Coordinator about any extra Host Club Fees for special experiences.
• Make sure the dates you finally select work for your Host Clubs.
• Prepare your budget – include travel, accommodation, FFI Ambassador Fees (Policy A-111-a), agreed Host Club Programme Fee (Policy A-111-d), Ambassador Journey Committee Fee (Policy B-111), and any extra costs such as entry fees, gifts, printing, and sundry.

You have your Itinerary and Budget, you are now ready to start Recruiting Ambassadors
• Start with your own club members and community – they get first chance. Don’t be afraid to recruit outside your own membership within your community, as using Journeys for recruitment is encouraged by FFI.
• Then let other clubs’ members know by direct mailing or using the South Pacific eFlyer.
• If you have not filled your Journey at least 100 days prior to departure, you must contact your RSM asking them to promote using FFI systems (Policy B-V1 – Filling the Journey and also Policy A-111-c – Fill-the-seat).
• Important - For applications from outside clubs, you should contact their President to get a recommendation as to their suitability (Policy B-V1-a – Accepting Ambassadors from Other Communities). The Field Reps and your RSM will assist with this.
• Potential ambassadors must fill in the ‘Ambassador & Application Form’ (Policy B-V–a) and return to you. This should be accompanied with a refundable deposit.
• Important – merely filling in this application form does not guarantee them selection. You are Coordinator and you choose your ambassadors.
• Always take into consideration Ambassador Mobility (Policy B–V11 – Health and Mobility).
• After selection, advise your ambassadors of the travel itinerary so that they can make their personal bookings. These need to be coordinated with your plans.

You have selected your ambassadors; Now prepare and orient them
☐ Hold at least one (preferably two) workshops to inform ambassadors of your expectations and the part they have to play. Include:
• appointing an Assistant Coordinator from those going.
• delegating duties and responsibilities.
• discussing itinerary and the costs of the Journey.
• inform about the cultural, customs and language differences that they will experience.
• talk about being a good guest and ambassador for FFI, your club and your country - and hand out the document ‘How to be a Great Ambassador’
• advise that travel insurance is essential (Policy A-V – Travel Insurance)
inform about any visa requirements of the host country(s) (Policy B-V11 – Visa)
ask ambassadors to provide a sealed envelope listing any medications they will be carrying. This will only be opened if there is an emergency.
collect the remaining cost from ambassadors.

☐ If your ambassadors are too distant to attend your workshop, it is even more important that they be given full information from workshops to ensure that they are going to be good ambassadors (Policy B-V1-a – Accepting Ambassadors from other Communities). Keep them informed.

At least sixty days prior to travel
• Advise the Host Coordinators of your ambassadors’ names and interests so they can make the hosting pairings (Policy B-V-a – Recruitment Deadlines and Forms)
• Send FFI Fees using either the FFNZ Regional Banking Arrangement (Policy A-V1-d) or a Credit Card (Policy A-V1-c).
• Send Host Club Fees to Host clubs using a method worked out between you and them.
• Keep your RSM advised of progress and other details.

Now for the Final Plans
• Advise the Host Coordinator of your travel itinerary so they can finalise their Journey programme and arrange to meet you on arrival.
• Plan any final details of mayoral receptions, gift exchange, and so on.
• When host pairings are received from the Host Coordinators, send these on to your ambassadors so that communication between them can begin.
• Obtain from ambassadors their own travel plans outside the Journey, plus all their emergency contacts, travel insurance and passport details.
• Prior to departure, send your RSM full details of ambassadors including emergency contact, travel insurance and passport details.
• Your planning and preparation is complete, you are now ready to go.

During the Journey
• While on Journey, you will probably be hosted by the Host Coordinator(s).
• While they will run the Journey and deal with local problems that may arise, you will deal with your ambassadors and any detailed matters that affect them.
• Be patient, enjoy yourself and laugh a lot.

Reports and Evaluation
☐ After the Journey
• Get ambassadors to complete evaluation forms (Policy A-V11)
• Submit a written report (including finances) to your club and to FFI (Policy A-V11)
• Plan a reunion to exchange photos and stories.
☐ Congratulations on a successful Journey.