



love hope strength foundation

AT AUSTIN CITY LIMITS
MUSIC FESTIVAL

2016 Love Hope Strength Foundation at ACL Ambassador Team Overview

Ambassador HQ

LHSF Ambassador Role

LHSF Ambassadors on this team will help to spread awareness of the cause and increase registration for the GET ON THE LIST campaign. All Ambassadors understand that they are representatives of Love Hope Strength Foundation and must abide by all rules and regulations outlined by the host venue while supporting the Foundation. Ambassadors must be personable, complete a task assigned by LHSF, and help promote the GET ON THE LIST marrow registration initiative.

Check-In

Check in at Ambassador Grove about 30 minutes before your shift. **Be on time!** Plan for heavy traffic, long lines at the Festival shuttles, heavy pedestrian traffic, etc. See the General Orientation for more check-in details.

What is Love Hope Strength Foundation | Why Is It Important to Get On The List | Details on LHSF Ambassador Role

Read the General Orientation for details on LHSF, the **GET ON THE LIST** campaign, and your role as an LHSF Ambassador in promoting the campaign.

Ambassador Headquarters (HQ) Role

Ambassador Grove is an area that serves as the base of the Ambassador program and is a key part of the check-in process for all LHSF Ambassadors. As a team member of the Ambassador HQ team, you will help check in Ambassadors via an online check-in log, provide Ambassadors with a wristband and LHSF t-shirt, direct them to their team meeting location, and address any questions or concerns.

You'll also be responsible for keeping the area organized and for restocking t-shirts, snacks, refreshments, and any other items provided to Ambassadors. .

The goal is to quickly get the LHSF Ambassadors checked in and on their way and keep the area sparkling clean. You are setting the tone for their experience—be friendly and welcoming! Help everyone feel at ease, welcome them, and thank them for their support of the Love Hope Strength Foundation and the Festival.

Your Ambassador HQ team leads will assign specific tasks. With hundreds of Ambassadors checking in, be proactive and offer assistance, clean up, replenish supplies as needed, etc. If you are on a morning shift, you'll help set up. The last shift helps to close down and secure the area.

Please note that Ambassador Grove is also the base station for the Backup Team, who are deployed throughout the Park in various assignments.

The Check-in Log

Ambassadors will check in according to last name at specific signed areas of the tent. If you are assigned to check in Ambassadors, you will sit at a laptop in order to access a check-in log via an online document. Lines will form at four stations according to last name. **It's important to enter information quickly and accurately.** In your role as an Ambassador HQ registrar, be very careful in noting who is checking in, and use care to mark the entry in the correct field, etc.

After registering an Ambassador in the online log, you'll issue a wristband that is registered and assigned to each Ambassador. You'll then direct the Ambassador to the next steps of getting a LHSF t-shirt, and meeting with their team leads in designated areas.

Throughout the day, you will update the logs with attendance notes, and the logs are used as a way to verify dropouts or identify other issues. All information is confidential! Since the online document can be seen by other registrars, be discreet and professional when writing in Ambassador notes.

Ambassador Early Check-In

Ambassadors can check in early for their shift and enjoy the Festival prior to their assigned shift time. There will be a special process for these Ambassadors and your team lead will provide specific instructions.

How Can I Prepare?

Visit the Festival's Website. In order to be a successful LHSF Ambassador at ACL, take the time to prepare for your team role. Visit the Festival's website (www.aclfestival.com) to review the Festival map, and become familiar with the Festival layout, such as stage locations, Information booths, the Access Center, etc.

As you review the Festival map, start to get your bearings. The Festival covers a large area and no matter which team you are on, a patron or Ambassador may turn to you for directions. It really helps to walk in having a good sense of direction (the Samsung Stage is East; the Honda Stage is West, the Access Center is west of the Barton Springs entrance, etc.).

LHSF Booth Location in ACL Cares: Study the Festival map and the LHSF Ambassador General Orientation and are clear as to the exact location of the Love Hope Strength Foundation booth in ACL Cares. **It's just east of the Barton Springs entrance.** As an Ambassador for LHSF, knowing where to direct patrons and Ambassadors to GET ON THE LIST is essential! Ask your team lead if you have any questions.

The LHSF Mission: Make sure you understand the GET ON THE LIST campaign by reading the Ambassador General Orientation, or by visiting the LHSF website for more information (www.lovehopestrength.org). You should be prepared to easily relay the "4 Steps to Save a Life" message to any patron or Ambassador.

We are hoping all Ambassadors will GET ON THE LIST by signing up for the international marrow registry. Take a few minutes to sign up at a special station in Ambassador Grove or visit the LHSF booth in ACL Cares. See how easy it is to sign up and know that this small action could help save a life, or give the gift of time, to someone in need.

Questions: email us at lovehopestrength@aclfestival.com.

See you soon!