Welcome to HOSA 2019 ILC and thank you for volunteering to be Courtesy Corps for our General Sessions

**Courtesey Corps Director ~ Julie Ray 850.687.7737 drjuliebray@gmail.com**

**Co-Director ~ Tavarus Rowe 803.206.7026 (Coronado Wednesday Night)**

**Courtesey Corps Description**~ Courtesy Corps volunteers assist at the General Sessions by taking tickets, checking for name badges, and checking if the HOSA members are in the official HOSA uniform and dress code (p.56). You will be on the doors for 10-15 minutes after the sessions starts.

It is desirable for HOSA Courtesy Corps to possess the following qualities: clear communication, compassion, professionalism, and kindness in telling a fellow HOSA member they cannot enter the General Session due to not being in dress code, not having their ticket or name badge. Advisors, guests and chaperones must have a ticket AND name badge. Dress code does not apply to them.

<table>
<thead>
<tr>
<th>GENERAL SESSION</th>
<th>STATES ASSIGNED</th>
<th>YOU ARRIVE</th>
<th>DOORS OPEN</th>
<th>EVENT STARTS</th>
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<tr>
<td>Opening Session</td>
<td>A-L</td>
<td>6:00</td>
<td>6:30</td>
<td>7:30</td>
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<td>Wednesday (assigned SEATS by number on ticket)</td>
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<td>Friday Recognition Session</td>
<td>M-N</td>
<td>6:15</td>
<td>6:45</td>
<td>7:30</td>
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<tr>
<td>Saturday Grand Awards Session</td>
<td>O-Tennessee</td>
<td>3:45</td>
<td>4:15</td>
<td>5:00</td>
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<tr>
<td>Saturday Grand Awards Session</td>
<td>Texas-W</td>
<td>7:00</td>
<td>7:30</td>
<td>8:15</td>
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*If you have a conflict with your assigned night due to other state obligations, see me after this orientation.*

**Courtesey Corps Responsibilities**

1. Meet in front of Vera Cruz on your assigned DAY and ARRIVAL time. Look for the COURTESY CORPS sign to check in and receive your blue CC ribbon. (There will be a sign in sheet.)
   
2. You will be given a door assignment and role at that time. You might be split up from your friends. Please be open to that!

3. Our goal is to have 4-5 people at a set of doors. **Your job is to manage the flow of participants at your doors with ease, check for dress code, check for name badges, and take tickets (tear in half).**

SAFETY is important….as a team, you control the flow of people through your door.

- **Ticket** – Tear in half. Give them one half and throw away the other.
- **Name badges.** EVERYONE must have a name badge even if they have a ticket. No exceptions. **They must have a name badge and ticket.**
- **Dress code** (on page 56 of your ILC program booklet).
  - **Dress code only applies to students.** Advisors, guests or other adults are designated by different colored ribbons.
  - **ALL must be in WHITE shirt, blue or black suit, slacks, or knee-length skirt, blue or black close toe shoes, ties with white dress shirt, HOSA scarf/ascot optional unless they are in official HOSA uniform.**
- About 10 minutes after the event starts, Tavarus or I will come by and release you to attend the event. (We may ask a few adults to stay a little longer.)
- Please share with me any recommendations or suggestions for improvement.

4. **Be professional, kind, empathetic, yet firm and use the “broken record technique”** if a student is not in compliance with the official HOSA General Sessions Dress Code, someone does not have a ticket, or does not have their name badge. **No exceptions.**

- “You look great, however, you need to be in closed-toe shoes. I’m sorry, you will not be able to attend the event.”
  - “But I didn’t know…I have to go back to my hotel and that will take forever…they let me in the other night!”
- “I’m sorry, but you must be in dress code.”
  - “But, I paid a lot of money to come and you can’t turn me away.”
- “I’m sorry, but you must be in dress code.”
- Use the same approach if they do not have a ticket or name badge. “I’m sorry, but you must have a name badge in order to enter.”

5. Please direct them to contact their state advisor if they have concerns, are disgruntled, or want to speak to “someone in charge.” YOU stay strong in enforcing the mandates from the HOSA Board of Directors (dress code, name badges and tickets).

6. However, if they are desiring to speak to someone now or you have a question, flag down Julie or Tavarus and we will speak with them. Encourage them to step to the side or someplace out of the flow of traffic and we will address the concerns.

7. **HOSA Staff and VIPs** are the only exceptions to enter the General Session without tickets or name badges. They have a special entrance, so it shouldn’t be a concern. If someone tells you they are HOSA National staff or a VIP (speaker, sponsor…) they are likely who they say they are. **Let them in.**