

STS
Manual
The Carolinas STS 2019

Take the opportunity to participate on the production team call. It will give you invaluable information such as production team chief, rooms at event site where activities occur, pre-sold ticket count, approximate VIP counts, and any additional information you may need to know. It also gives you an opportunity to ask any additional questions you may have.

*****Please note that this manual is specific to Local STS. Locations and processes contained within this document are subject to change based on specific locations*****

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Event Coordinator - TARA KIRKPATRICK

Banking

Guest Speaker & Speaker Arrangement Hotel Booking

Prepare STS Flyer for each event Update & Maintain STS Website

Close out Website Ticket Sales Communication with Corporate Responsible for all printing needs (• Come prepared with printed agendas for the Captains)

Training Coordinator - AMANDA EAST

Prep & Follow up Speakers - **MIKE KIRKPATRICK**

Agenda Power Points

Production Coordinator - JENNY WEALE

Oversee the production Captains of the STS

Fill Production Positions

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Set-up Team Captain - BRANDY TURNER

Contact with the Hotel Events Coordinator for Room Set

Communicate with Training Coordinator for Room Set (# of chairs) Info to hotel by Thurs

@ noon Decorations

Product Display

Room Layout and Set up

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Registration Team Captain - LAURIE MANCUSO

Registration - Pre Sorters

Refreshment Team Captain - REGAN ABLE

Water and Tea Station Attendants **LEAD** -

Guest Speaker Attendant

VIP Shake Team - **LEAD** -

VIP Table Attendants - **LEAD** -

Presentation Team Captain - CAITLYN THOMPSON

Time Keeper
AV Magic
Music Magic
Mic Runners
Speaker Prep
Stage Hands and Chairs on Stage HOM Crew

Photographer

Promotion Team Captain - MOLLY ABSHIRE

Advance Purchase Ticket Sales

Party Starters
Recognition Team
Energy Moment
Speaker Mentoring Zoom
Social Media Person

Team Captain Responsibilities

1. Coordinate your Teams tasks.
2. Recruit the necessary number of people to perform task.
3. Teach your Team how to perform the task
4. Set arrival time and time-line for the task
5. Communicate with team Look The Part, Dress for Success, Look Sharp
6. Recognize and thank your team
7. Communicate/report results to the Production Coordinator
8. Clean up- at the end of each STS your bins must be prepared for the next STS - Get #'s and needs to event coordinator before Monday following the event at 11am

EVENT COORDINATOR

- Request/Arrange for Guest Speaker for the event.
- Tentatively schedule guest speakers for the event.
- Arrange for lodging for the Guest Speaker.
- STS Corporate Communication Complete Registration Form and email to Corporate within 48 hours of the event.
- Schedule the Guest speaker into their speaking slots per their request.
- Develop a potential Speaker list with the Guest Speaker

TRAINING COORDINATOR

- Be available for the Speakers to call for support in putting their presentation together.
- Teach/train your Guest speaker/Speakers how to perform their task.
Preparing to Train at an STS - Telegram chat set up and info sent to speakers prior to event
- **Dress**
Dress professional -Business attire, No short skirts or dresses, Herbalife branded gear is great, Don't wear distracting clothing or jewelry (Remember: you want people to pay attention to your information – not your outfit 😊),Wear clothes and shoes that allow you to move around the stage
- Wear your buttons-Marketing plan button – GET – MIL – PRES, 3 – 5 – 10 stone pins, “I love Herbalife” or “lose weight now ask me how” ,Next event button “Extravaganza button” “LDW button” , have resale ticket band for next event

Power Point Presentation Already provided by STS

- Keep it simple!
- Always train to the lowest level person in the room
- Communicate with your AV person BEFORE you go on stage
- Let them know ahead of time if you have any special requests or needs during your presentation
- Pick your music (if necessary) before you go on stage

- **Wording**

- Use as few words as possible on each page 😊
- Less is better!
- Make the words BIG
- MUST be able to read font from back of the room
- **Color**
- Use BOLD colors that are easy to see from a distance
- Don't use too many colors. 1-3 colors per page is good

Pictures

- Make them BIG so they can be seen from the back of the room
- All pictures must be Herbalife appropriate
- No pictures that could be offensive to anyone in the room
- Remember: you will train to all sexes, religions, races, etc
- **Videos**
 - Communicate with the AV person – so your video is ready to go
- All videos played must be ok'd by a Training Coordinator
- Make all videos Herbalife appropriate
 - Mark Hughes and Jim Rohn videos are always the best choice!

- No videos that could be offensive to anyone in the room
- Always have someone else review your PPT before you go on stage
- Check for misspelled words
- Check to confirm all pictures format correctly
- Check to make sure there aren't too many words on each page ■ Check to make sure all colors used are visible from far away
- **Presentations that include a panel**
- Ask to meet with your panel members before your presentation
- Coach them to communicate their section clearly and quickly
Remember: if it's not necessary to say – it's necessary NOT to say 😊
- Have notes on each panel participant

What are the key points you want to bring out to the audience? After your presentation

o Ask yourself:

- Did I represent Herbalife to the best of my ability?
- Would Mark Hughes be proud of me today?
- Did I leave people feeling good about them, Herbalife and me?

o Pick 2-3 things you did well

o Pick 2-3 things you can improve upon next time you present

- Discuss your area strengths and weaknesses with the Guest speaker
- Discuss your strong points and what you would like to cover in the outline with the contacts.
- Develop a potential Speaker list for the event.
Prepare your presentation to fit your allotted time.
- Be on the Speaker Call

- Review the STS outline to understand the topics that must be covered in your assigned presentation
- Prepare your presentation with your working knowledge and personality. You may use a panel, another Speaker, or you may want to cover it yourself depending on the topic. Prepare your panel guests as well
- Present information that follows the “Rules & Regulations” as stated in the most current Career book.
- Remember you are representing Herbalife Corporate as a speaker. It is not the place to recognize your organization. Make everyone feel a part of the greater Herbalife.
- Always conduct yourself in a professional manner; swearing, ego, & arrogance has no place on the stage or in the event.
- Never talk over your time. All the Speakers have valuable information to share.
- Set the example of what an Herbalife Leader represents.

Master of Ceremony (MC)

- Brings up the next speaker and transitions full of enthusiasm and energy!
- Keeps the day moving.
- Set the energy level out of control!
- Promotes Advance Ticket Sales
Promote/encourage STS website-email registration and production team volunteers.

Website Communication

With this duty, there is close communication with the website caretaker,

Receive a photo of the speaker(s)

Receive bio of the speaker(s)

Email photos and bio immediately upon receipt

Requirements to include when sending information to Website Chief include:

Hotel information Date

Time

Location

Photo of speaker(s) Bio of speaker(s) and Video

Communicate with Website Chief on when to shut down the ticket sales on the site.

Timing on this is critical to avoid confusion for the registration team

Shutdown is typically the Wednesday before the STS, at midnight. (unless otherwise specified by the STS leadership)

Advance Purchase Tickets – Online Registration Captain

- Create an excel spreadsheet Columns titled FIRST NAME, LAST NAME
- Enter the names of the people who have purchased tickets
- Leave the appropriate amount of blank rows under each name for the number of tickets they have purchased as a whole (for example, if Jon Anderson purchased 5 tickets, his name would take up one row, and then there would be an additional 4 rows to fill in on the day of registration with the people in which he sold tickets)
- Alphabetize list by first name (this allows for easier searching and sorting of guest names)
- Charge all ticket purchase requests on your form of payment acceptance

- Make a list of any payment that fails a payment transaction
- Telephone the purchaser and confirm payment information written down was accurate
- Request another form of payment if necessary

Pre-event Responsibilities

PRODUCTION COORDINATOR

Production Coordinators, Production Telegram, Call, and the Saturday Production Meeting/Event

- • Coordinates with the Event Coordinator for the guest speaker availability for Pre Event Call
- • Each Production Team Captain is invited to RSVP to the Production Call. That invite is sent via Telegram by the Thursday before the call
- • The Production Call happens on day determined, the week of the STS event usually Wednesday @ 8pm - 8:30pm
- • Each Captain is encouraged to invite their specific production team members onto the call and the Production Coordinator sends a Telegram to the STS Production Team Chat and invites everyone to the call
- • Production Coordinator sends out Production call Telegram invites to all President's Team who are supporting that specific STS
- • Once everything is delegated and you have ALL Captain's cell phone numbers, be committed to be available at all times for any Captain'
- The Telegram format:
The Telegram sent to the Captains including the following:
Call date, time, and dial-in information
Request for an invite to their production team members

The CALL agenda:

- ● Using zoom.us, all Captains, teams, and Production coordinators come together at the designated time
- ● Begin the call with gratitude for leadership and contribution to the event
- ● Identify each Captain, section by section, and call out to their teams
- ● Confirm team members their description
- ● Ask which topics need discussion
- ● Finish up with any questions or requests
After Captain Production sections are complete, turn the call over to the leadership in charge of designating the Retail/Recruit panel members.
- Panel names are identified - By the **Training Coordinator**
- Be prepared with the panel names and know who is in charge before the call starts
- ● Finish up the call with gratitude once again, a call for leadership and energy
- ● REMINDER about the 8:00 am Production Team meeting on Saturday
Production Team arrival by 7:45am
- ● Greet everyone – be energetic and upbeat
- ● Bring Captain list
- ● Bring Captain Team Responsibility document

Description of the duties that fall under their “Captain”

The attached document listing production duties is titled, “Captain Team Responsibilities.”

- • Identify each Captains
- • Ask for questions
- • Ask if there are any changes/requests

Ushers/Door Greeters/PreSorters

Happy, Upbeat, No Problem Attitude, Dressed for Success are the volunteers you are looking for the fill these positions. These volunteers are to make everyone feel welcome and be excited for the attendees coming to this event. Here’s the attitude - Greet everyone as if they were in your downline. Smile, tell them they are going to have an awesome day. All Pre-Sorters, Ushers and Door Greeters must be trained on this for every event.

Pre-Sorters (2 – 4) Responsibilities:

- Sorters will direct traffic to registration
- Sorters that are working in the registration room will direct traffic to the appropriate registration tables
- Guest Ambassador (problem solver)
Greeters/Doors (2 at the door [per door] for entry and 1 at the door during event, rotating shifts) Responsibilities:
- Greeters will stand by the doors and check pin levels for the TAB TEAM meeting

- Greeters will allow entry once the TAB meeting has started with special instructions for that person (people) to enter the room quietly and quickly take their seat. Do Not Disturb the speaker on stage
- Greeters will check wrist bands for HOM entry (all attendees must have a wristband)
- Greeters will check wrist bands for reentry after the break only Blue and Green Wristbands will be allowed entry
Ushers (2 at STS, 2 – 4 at LDW) 1 for every 40 seat section Responsibilities:
- Ushers will assist people with seating
- Pay Attention to the section you are assigned and know where your open seats are
- Be assertive when asking people to fill in all chairs. “We are expecting a full house and we will need all available seats”. No seat saving – Ask if the person is here at the venue, if they are not, they cannot save the seat for them.
- Ushers will help move people back into the room after lunch is over
- The emcee will announce the return time before people are released for lunch
During event Responsibilities
An absolute requirement: a phone to receive text messages at all times.
The Production Assistant Coordinator is the “get things done” person. This person is responsible for taking care of all of the little jobs that need to be done on the fly.
These jobs may include, but are certainly not limited to:
- Getting more water in the room

- Photocopies as needed
- Getting more chairs in the room
The important thing to remember is that this duty is about delegation and making decisions. For example, if there are more chairs needed in the room, you make a phone call to the hotel host to make that happen.
This person must be able to make decisions quickly, and even sometimes on behalf of the STS leadership.
Make sure that you have the STS leadership's phone numbers!
- Make sure that the STS leadership has your phone number!

Production Coordinator should arrive earlier than the Production Team meeting. Ensure that you know the following contact persons:

Hotel host

Front Desk Personnel

Hotel AV Crew

Caterers

Any other personnel that are critical to the coordination of the event

Sitting near the back of the room or at an end seat (this will accommodate your frequent departures from the audience.)

It is always important not to disrupt their attention to the speakers.

SET-UP TEAM CAPTAIN

Onsite Registration Leader - LAURIE MANCUSO

The Registration Team is often the first people that an attendee meets, therefore it is imperative that this team is comprised of Upbeat, Happy, No Problem Attitude, Dressed for Success volunteers. Since this team is working at it's peak during the Leadership Meeting, the Onsite Registration Leader must work with the STS Tab Team Members to recruit Supervisors that are up and coming leaders to work registration.

Registration Team arrives at 7:45am to be trained by the Onsite Registration Leader

There are 3 ways in which participants can register for the event:

1. Purchase their ticket online at www.TheCarolinasSTS.com:
Registration typically closes the Thursday prior to the event

The person who is in charge of the website/PayPal account will download the registration list on Thursday night, and have the registration list alphabetized at the production meeting the morning of the event. 100% ready to print

2. Purchased a ticket at the previous STS:

Whoever is responsible for collecting the sheets at the previous STS will create an Excel Spreadsheet. On the spreadsheet, you'll see the name of the purchaser.

Count inventory of all Herbalife product remaining at STS

Report totals to Production Coordinator

Notify person in charge that Google Doc is completed

Another form of spread sheet can be used if not familiar with google doc

3. Paying the day of the event:

Cash or CC is acceptable but cc will be an additional \$2 fee (a receipt should be give with each transaction for checks & balances

No checks

Cash collected is given to the head of registration, who delivers the money to the production coordinator.

This system continues until the event begins

Registration Team will mark off attendees from Registration List, attach wristband and give lunch pack.

At the start of the event a small table at the back of the event room will accommodate any late arrivals

Onsite Registration Team Captain is responsible for counting the room after the shake break. Pick a time during a section when everyone will be in their seats.

Hotel Communication

Inside the event room

Theater style seating for general admission

Chair surplus readily available Speaker Tables

Speaker seating located in back of event area
Locate outlets for computers and ensure they are easily accessible
2 tables (Guest Speaker, MC, Training Coordinator & President's Team Members)

Tea Stations

1-2 stations on each side of the room with guest count of 300+ Request hotel place stir sticks and cups at each tea table Request hotel place trash cans by each tea table

Stage Set Up

Minimum expectations is for 300+ attendees

Stairs on either side of stage with **no railings** (this will accommodate people of all shapes and sizes)

2 8' tables for product display (prefer an Herbalife table skirt – if none available, request this table be skirted by the hotel)

STS Decorations

Arrive at event location the evening prior to the event (time TBD) OR Morning of depending on venue

General Decorations:

Display tables with the Herbalife table cloth, 2 tables Herbalife Products & 24

Decorations: Decorations are located in the room with all the products

Product Display

Decorations and product display are brought to the event by designated person Arrival Time:

Previous evening (time TBD) Display Recommendations:

Display should be BIG!

Group each line of products

Stack the Healthy Meals

Balloons are placed on both sides of the stage

Balloons can be ordered for special areas (event ticket sales, etc)

STS: The Clean-Up

- • A copy of what needs to be put away can be found in the set--up bin

- • The cleanup session takes approximately 30 minutes

- • Your teams responsibility is not complete until you have packed up and prepared your storage bins to be ready for the next event including inventory and reporting needed items to the production coordinator
There are several boxes or bins. Make sure the items listed are included in these bins. Here is the packing list that will be found in the product display bins:
Registration Box

- • Wrist Bands

- • Pens/Pencils/Markers/Highlighters

- • Receipt Books

- • Wall & Table Signs – No children/video taping table sign
Display and Decorations Box

- • Product Display Herbalife and 24 Line

- • Fold up banners If available

- • Wall banners/posters
The packing list goes back into the product display bin when list is completed

PRESENTATION TEAM CAPTAIN

AV MAGIC- Running the Computers at an STS

A Step-by-Step Guide

Objective: The objective of this document is to detail and outline a step-by-step process that empowers you to effectively and efficiently run the computers at a Herbalife Success Training Seminar (STS).

Items Needed:

- Laptop computer/ back up available
- The laptop needs to be compatible with Microsoft PowerPoint.
Zip drive Arrival Time:

Arrive 7:45 before the STS begins

Production Meeting:

- Attend the production meeting pre-STS (typically 1 hr. before STS)
- After the production meeting, locate the STS production team leader and get:

- o Day's agenda
- o Wireless presentation clicker
- o Projector adaptor for Mac's (if you are using a Mac computer)
- o Extra batteries for the wireless presentation clicker

Get the cell phone numbers of the STS production team leaders: o If any challenges arise during the STS contact them first

Computer Setup:

- Locate the computer/sound table and setup the laptop computer
- Locate the projector cable and connect to your laptop computers AVG port

- Connect your computer to the projector. Your computer should identify the projector automatically. If your computer does not connect automatically, go to your Control Panel
-> Hardware and Sound -> Connect to a projector (or the equivalent on your computer)

- Test your setup and make sure your computer screen is being displayed by the projectors
Prepare PowerPoint Presentations:

- Using your agenda, identify the day's presentations and the speakers who are giving the presentations

- Each speaker is responsible for giving their presentation to the computer tech. Guest speaker attendant is responsible for giving the Guest Speaker's Presentation to the computer tech

- Use a zip drive
 - ▪ If the speaker has a zip drive - take their zip drive and copy and paste their presentation(s) onto your desktop

 - ▪ If the speaker does not have a zip drive - download their presentation(s) from their computer onto your zip drive and copy and paste the presentation(s) onto your desktop

 - ▪ A second option is to have the speaker email you their presentation (see Connect to the Internet below)

 - ▪ Ask each speaker "Is anything you would like me to know about your presentation?"

- ■ Tell each speaker the wireless presentation clicker will be on stage ready
Open each presentation and check for:

Missing slides

Hidden slides

Empty slides

Mistakes or errors

Make sure the presentation runs smoothly from start to finish Keep all the presentations open throughout the day

Wireless Presentation Clicker:

Insert the clicker's USB adapter into a USB port

Open one presentations to Full Screen/Presentation mode Walk onto the stage and test the clicker

o Make sure the clicker works from all areas of the stage o Does the clicker need to be pointed at the computer? o

Do the forward and back buttons work?

After testing the clicker, leave the clicker on the water table on stage for the speakers

Connect To The Internet:

Ask the STS production leader or the hotel technical support staff for the hotel's wireless internet username and password

Make sure you are connected to the internet

Option to get wireless box from phone carrier for 50+ per month. Usually cheaper than Hotel Fee (can run up to 5 computers on it)

Get Ready for the Day:

Click the 'Background/Logo' channel button on the front of the receiver so it is highlighted. The presentation screens should be black or have the STS logo projected
Open the first PowerPoint presentation of the day into 'Slide Show' view (full screen)

Test the output channel on the receiver: Queue video for start of HOM

Click the channel button on the front of the receiver that your computer is connected to (see Computer Setup above) so the channel button is lit up

- The presentation should now be projecting onto the projection screens

- If the presentation is not projecting onto the projection screens, go back to the Computer Setup section above and double check your setup. If the problem persists, contact the hotel technical support staff to help you.

Music Magic-STS Sound /DJ

- (D.J.) arrives at 7:45 a.m.
- Music should be playing by start of TAB Team meeting
The DJ will play up-beat pop style music including the latest hits (no vulgar language or suggestive songs).

Speaker Prep

- The Speaker Mic'er introduces themselves to the guest speakers promptly following the 8 am Production Team Meeting
- Speaker Mic'er is responsible for moving the wireless mic from highlighted speaker to highlighted speaker
- Speaker Mic'er will either be sitting at the Computer (AV) table
- The speakers are mic'd at the back of the room
- Speaker Mic'er removes the mic as soon as the speaker returns to the back of the room
- The mic is then transferred to the next speaker

Mic Runners Run

- Mic runners are responsible for making sure that the wireless mics are where the speakers need them to be
- If the MC has people planted in the audience with testimonials, if the speaker is allowing questions, or if there are 2 or more speakers on stage (i.e.: panel), the

Mic Runners are responsible for making sure those people are mic'd

- Mic runners are responsible for the energy in the room with product testimonials – run to each of the speakers – high energy moments
- Mic Runners sit at the computer (AV) table for the day **The Time Keeper**
 - The Timer will be Active World Team or above as he/she begins the day in the morning AWT meeting
 - Timer arrives before 8 am to attend the Production Team meeting
 - Obtain and gather any changes to the agenda. Keep a hard copy agenda in hand all day

The agenda may change several times throughout the day. Go with the flow and be ready to receive communication via text that the agenda has changed Communication is with the Training Coordinator (seated in the back) Communication is via text messaging – ensure that your phone is charged and keep a spare charger with you

Alert the DJ (after the MC excuses everyone for lunch) to begin playing “Simply the Best” at 5 minutes before lunch break is done
Begin rounding up the crowd about 8 minutes before lunch break is done. Be assertive and smiley. :) Ushers will be assisting as well

It is your responsibility to make sure the event begins on time in the morning, starts on time after lunch, and finishes on time at the end of the day
Make sure you get with speaker to inquire the countdown they prefer (i.e. 30 min. card, 15 min. card, etc.)

You will be seated in the front and center (unless a time keeping monitor is available) to be able to make eye contact with the speakers as they view your time cards....lucky you!

Stage Hands

The responsibility of the Stage Hands is to make sure that the person speaking always has what they need during their presentation.

Stage Hands

Stage hands assist people on and off stage

Stage hands assist large groups on and off the stage (i.e.: new Supervisors brought up in a group)

If the speaker does a panel, it is the job of the stage hands to communicate who they are and ask how many people are being interviewed

Ask if the speaker would like a chair

Make sure any chairs are put on stage and taken off the stage

The chairs are brought on stage after the MC says "Everybody up on your feet" (while the music is on)

The chairs are removed at the end of the speakers' section during audience applause

New job for stage hands – train as necessary **Room Proctor** New position

Maintains order in the room, asks people to take their seat (no standing in the back of the room, keeps the room quiet, monitors for video taping.

Monitors Room Temperature – reports any adjustments needed to Production

Coordinator

HOM Crew

Pacers-

There are 5 pacers each holding a sign, marking their place in the line for product and business testimonials. There are signs that break down the lines as follows: spread out

Product: 25-50 lbs., 51-75 lbs., 75-99 lbs., 100+ lbs., Health Testimonials

Business: \$500-\$2,499; \$2,500-\$4,999; \$5,000-9,999; \$10,000-21,999; \$22,000+ Signs are held up high so people know where to go when they are coming up to share their product and income testimonials

Dimming of the lights – stage hands must have working knowledge of the lights and

made aware of any points in the agenda requiring a change in lighting – ie video, skits

Spread the line out all the way to the back of the room

Help keep side conversations to a minimum in line so the line moves smoothly and quickly Head Pacer is right at the stage, making sure there is the next person to speak

on the stage, packaged and ready to go
Name, where they are from and 30 second story

Income Stories:

There is 1 income story and the most important parts are:

What they did prior to Herbalife

Do they work full or part time

How much money they made last month

Process:

The packagers and pacers go to the front of the room when the MC asks the audience if anyone has lost one pound or more with Herbalife to stand up

At this time, Pacers (with their signs) head up to the front of the room

Pacers stay near the DJ when their group is done until their income section is complete

Pacers may leave at the end of the income section after their group is finished on stage line

STS: The Clean-Up

- ● A copy of what needs to be put away can be found in the product display bin

- ● The cleanup session takes approximately 30 minutes

- ● Your teams responsibility is not complete until you have packed up and prepared your storage bins to be ready for the next event including inventory and reporting needed items to the production coordinator
There are several boxes or bins. Make sure the items listed are included in these bins. Here is the packing list that will be found in the product display bins:
AV Boxes

- ● Projector clicker and computer adapter

- ● Container filled with techie goodies retrieved from the computer station

HOM Crew

- Pacer Signs
- Packager “Cue” Cards

REFRESHMENTS TEAM CAPTAIN

Lunch Packet Team

The lunch packet products and bags are typically found in the registration area room (ensure you confirm the location on the production team call)

Counting Product Inventory before beginning assembly

The most efficient way we've found is the following:

Start with the flyers (pre counted as to how many lunch packs to assemble) Keep some boxes to repack

Place one of each of the following into an Herbalife plastic bag:

Flyers and Drawing Ticket Form
Express Meal Bar or Formula 1 with PDM Lift Off
Deluxe Protein Bars
Soy Nuts

One item per bag and then the bag is sealed). Flavor combination is irrelevant.

Count the number of packets in the box, and write the number on the outside of the box
Communication with the Refreshment Team Captain

Advise when you arrive

When the packets are complete The quantity completed
Where the packets are located Extra products left over

Distribution of Lunch Packets

Upon registration distributors will be given the appropriate snack pack by the registration team

Unpaid Guest will not be given a snack pack. Anyone who is not listed on the online registration will be treated as a guest. (Unless purchasing a ticket) They may come back at the lunch break, register and receive lunch pack

Mark their wrist band with an “X” once they receive their packet.

Water and Tea Station Attendants

The water and Tea Stations are to be filled by the hotel staff. These will be filled and checked on as needed by not only the hotel staff as well as the attendants in charge of Tea and water. WATER WATER WATER – be sure the water is available at all times (Hot & Cold)

Water Stations Location:

Along each side of the room

One of each flavor tea is to be placed on each table

The refreshment captain will place tea on each table before the start of the TAB team meeting

The refreshment captain will poke a small hole into each tea canister (i.e., toothpick, plastic coffee stir stick, etc.) to conserve tea – remove cap from table

Place measuring spoon (1/2 teaspoons) next to tea canisters

DO NOT remove the foil cover from the tea container

Speaker tables will also have water on each table and will be filled as needed.

The speaker attendant will fill the Speaker water

Lunch

The hotel staff will fill as needed but it is highly suggested that all water stations be checked every 30 min. to 1 hour. (pay attention to consumption, you can tell how to set up “check” times).

Water station located outside room will be to be stocked with all water available to accommodate making lunch shakes. Water station attendants may have to assist hotel with moving water dispensers to outside the room for shake break.

Speaker Table Snacks

A bowl or platter should be available to accommodate snacks Speaker Table - bowl can be refilled as needed:

One bottle of Aloe Concentrate and or Aloe (upon request) Protein Bars

Lift-Off

H30

Note: Aloe Concentrate and Drinkable Aloe may not be on hand in the event. As the budget allows we can purchase more of this product.

Guest Speaker Ambassador - Tara

Speaker Gift Bag/Basket. A gift is a bag/basket is placed in the speaker's hotel room before they arrive at STS.

Bottled Water
Fruit 3-4 pieces apples/bananas Gum
Nuts 2 packages
Chocolate Bar
Mints

Assigned person will purchase all speaker supplies.

Assigned person will deliver the Speaker Gift Bag to the hotel
Delivery of the gift bag takes place either the day before the speaker arrives, or the day of the event prior to the speaker arrival
Speaker Gift Bag is to be dropped off at the hotel front desk and delivered to the speaker room by hotel staff

Guest Speaker Gift

Speaker gift is a book about Florida (i.e. photo book of State, State/city history book, etc.)

Assigned person can purchase this book at a local bookstore
Keep receipts so they can be reimbursed the day of the STS

The book should be passed around to the TAB Team to be signed the day of the event

Guest Speaker Attendant

Arrive at the event 7:30 a.m. fully prepared (consume your own shake, tea, & tablets)

Have a notebook
Have 2-3 writing instruments accessible at all times

Complete the following by 8:25 a.m.:

Study daily schedule/outline
Check "Just in Case" bin. The following items should be present:

25 note cards
Sharpie: 2 black, 2 red, 2 green Extra Pens
Extra mints/Gum
Face Quencher
Hand Sanitizer

Best Defense
Shout Wipes
Kleenex
Band-Aids
Lint brush “sticky” roller

Check Guest Table set:

Copy of event agenda
Water
Cups
Aloe

Protein Bars
Liftoff
H30
Beverage Drink Mixes

Be aware of restroom location (escort if necessary)

Upon Guest Arrival Greet and introduce yourself: I am _____ and I will be assisting you for the day.

Ask if there anything they need?

Give the guest speakers Presentation Information to Computer Team (This is new procedure)

Stay in sight of guest speaker at ALL times!

Work with individual personalities – be aware and cognizant
Each speaker is different in comfort level (close to them or at a good distance) Each speaker is different in preparation (interruptions or not)

After STS check on time schedule from Event Coordinator

Know the event lunch schedule (check with event coordinator)
1 hour before lunch break, ask if guest speaker would like a shake for lunch or food for lunch
What time, based on their schedule, does the guest speaker want to eat
If guest speaker wants food offer the menu (allow 30 minutes for delivery)
Get STS Debit Card from Event Coordinator for lunch purchase.

Give inventory to the Presentation Captain of anything that needs to be restocked in the “just in case bin”.

STS: The Clean-Up

- • A copy of what needs to be put away can be found in the product display bin
- • The cleanup session may take approximately 30 minutes
- • Your teams responsibility is not complete until you have packed up and prepared your storage bins to be ready for the next event including inventory and reporting needed items to the production coordinator
There are several boxes or bins. Make sure the items listed are included in these bins. Here is the packing list that will be found in the bins:

- Left Over Products Speaker's Table, Tea tables, snack packs (if any)

- Thank you cards

VIP Shake Team Responsibilities

Start Time:

Quantity of Shakes: The quantity of shakes is related to the number of President's team members present as well as VIP qualifiers.

- This number may be identified on the STS Production team call
- This number may be identified the morning of the event by the Refreshment Team Captain
Have this number of shakes prepared at the time the lunch is scheduled/ identified
- Once President's Team members and VIP individuals arrive, continue to keep blending if people are still coming
- Once the flow of people starts decreasing, go into 'stand-by' mode and be ready to blend additional shakes as needed
Shake supplies (Herbalife products): **Supplied By Corp**

- The Formula One and Protein Drink Mix will be available for use at the event site.
- Typically 3 flavors of shakes are prepared for the qualifiers
Additional Shake Ingredients:
- Depart from product training approximately 30 minutes before the 1st part of the day is complete
- Be in communication with the production coordinator as the agenda and times change frequently throughout the day

Refreshment Team Captain purchases additional needed ingredients to prepare shakes

- Keep your receipt and give to the Production Team Coordinator
- Avoid high cost ingredients such as strawberries and raspberries
Miscellaneous Supplies (blender/ice/spatula, etc.): **Supplied By Corp**
The Refreshment Team Captain is also responsible for bringing or delegating additional supplies necessary. These include but are not limited to:
- Blenders
- Measuring cups
- Washcloths
- Cutting boards
- Spatulas
- Measuring spoons
- Paring knife, etc.

Ice and water pitchers:

- Requested at the event site
- In the morning, request ice and water be delivered to the shake room by 11:30 a.m. (BASED ON LUNCH SCHEDULE)
- Be sure to have someone in charge of verifying delivery of the ice and water
If ice and water is not in the requested location by 11:30, seek out a staff member to have it delivered immediately
Clean up: Allow approximately 30 minutes to clean up. You may request that the event site staff rinse the pitchers and utensils for you.
Remaining Herbalife Product: Return to Corp
- Unopened F1 and PDM can go back into boxes
- Open containers have a designated tote to be stored in and used first at the next event. Use this tote to also store and keep extra ingredients.
Shake Team Member Count:
Shake Team size of 8-12 is optimal
Suggested Shake Team Assembly Line:
An efficient flow identified is as follows:

One person mixing shakes (water, ingredients, and ice)

One person blending,

One person pouring shakes.

2 pitchers per flavor (make double batches)

One to two blender bottoms that way you can pour and mix while one is blending

If you have extra bodies they can be filling water pitchers and watching the flow of people, as well as keeping an eye on the shakes to see which flavors may be needed.

PROMOTION TEAM CAPTAIN

Advance Ticket Sales

Leader is to find happy, energetic, fun runners. This is a show – the music is pumping and people are raising their hands – it has to be exciting and full of energy – we want everyone excited about getting their ticket to the next event!

- Run and be full of energy to distribute and collect forms when MC prompts sales Tally sales for next event, dinners, etc and correspond with MC so it can be announced regularly
- If there is any missing information on the forms report to the MC so you can go back to the person and collect info.
- Conduct drawings for presales
Completed forms are to be given to the Online Registration Leader by the Advance Ticket Sales Leader NEW PROCEDURE

Photographer

The purpose of taking pictures at the event is to create excitement and give recognition to those who attended. Posting them online ASAP allows for people to tag themselves and creates interest from their COI seeing them at this event online.

Take many pictures of entire event.

Be responsible to upload to designated website for others to enjoy within 24 hours of event. Exact shots – New Supervisors, World Team, AWT, Get Team, Mill Team, Pres

Production team (behind the scenes) Panel Members with Guest Speaker at lunch No pictures from the back showing a bunch of empty seats

Social Media - This Position is important to help Pre and post promote the event. Coordinate with photographer to make sure photos are uploaded to FB page and help drive ticket sales

Can be posting pictures on Facebook throughout the day of the event

Party Starters

- High energy- leads team on stage at start of day.
- Bring attendees back into room after shake break so the meeting is started on time.
- Lead an afternoon stretch break.

Recognition Team

- Prepares certificates for recognition ceremony
- Coordinates meeting the flower person at the event and makes sure they are available before they are needed.
- Prize(s) for the Marketing Plan Section (Newest Distributor, SC) Prize runner
Makes sure all the recognition materials are on the stage when necessary.
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