

# Insert Association Logo

Tournament Staff Training & Information

“Tournament Name”

“Name of Person Presenting Information”

Location

Date

# Agenda

- List topics to be discussed during the session
- Introductions?
- Values?
- Tournament Functions?
  - Jobs and positions
  - Brackets/side pots
- Promotions?
- Q&A?

# “1<sup>st</sup> Item on Agenda”

- This is a good time for an introduction. All tournament directors/managers and board members should introduce themselves, so all staff know who they are
  - Include pictures of your directors/managers
  - Include background/history of each director/manager
- Examples
  - Board
  - Tournament Staff
  - Volunteers

## “2<sup>nd</sup> item on the Agenda”

- This will be a good time to explain what your association values most.
- Setting the expectations with your staff and explaining to them what is most important to your association will help to make sure they exceed your expectations of them
  - This is a great time to speak to customer service best practices and how you want your team members to handle difficult conversations
- Examples:
  - Always smiling
  - Acknowledge people as soon as possible
  - Bowlers treated with respect
  - Providing a fun environment

## “3<sup>rd</sup> item on Agenda”

- This is a good time to speak to the tournament functions and the different jobs that keep the event running
- List and explain the various tournament positions and how they impact event quality, i.e., score runner, door greeter, check-in attendant, etc.
- This would be a good time to pass out a survey listing each of the positions and ask each volunteer/staff member what they would be interested in doing.
- **This topic could take a couple of slides!!!**
  - Check-in procedures
  - Any specific rules your staff will need to know
  - What to do in case of a problem and who to contact

## “4<sup>th</sup> Agenda Item”

- Every bowler that participates in your event will likely want more information about future events. Promoting for future tournaments will be a great idea to educate your staff on.
- Remember, there is no better marketing than face-to-face marketing.
- Events to promote...
  - Next year’s tournament
  - Other association fundraisers
  - Local tournaments within the area
  - National/State tournaments

# “5<sup>th</sup> Item on Agenda”

- If you have more information to cover, feel free to speak to them and add them to your agenda.
  - Special prizes
  - Fundraisers
  - Past champions/Hall of Fame members bowling

# “Last Item to Agenda” (Q&A)

- Always finish your informative session with a Q&A. This will give a chance for your staff and volunteers to ask any questions to gain better clarity on the different areas of the event.



# Closing

- ALWAYS THANK YOUR STAFF!!!
- There is nothing more important than making sure that your staff feels recognized for the work and volunteer hours they put in. **If your staff has fun, your bowlers will have fun!**

# Insert Association Logo

Tournament Onboarding

“Tournament Name”

“Name of Person Presenting Information”

“Contact Information”

# More Notes

- Please keep in mind:
  - You may need to add slides to the document. Feel free to add information to each item on the agenda
  - Every association is different. There is not a one size fits all training document for running events. Creating this document will help to set your event's efficiency and structure apart from other events
  - **HAVE FUN WITH THIS.** This will likely be your first opportunity to make an impression on a volunteer for the event. This is a great way to help recruit future help for the association