



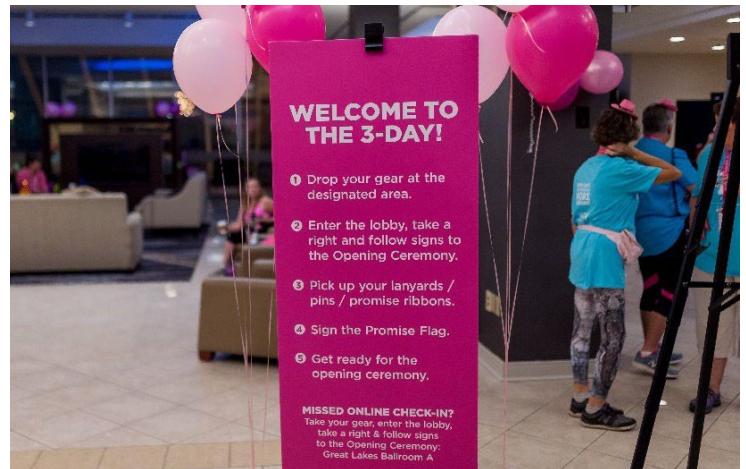
## HOTEL CREW TRAINING

Everything you need to know about being a member of a hotel crew team at the Susan G. Komen 3-Day®.

We are excited to have you as a member of a hotel crew team. Even though our camp will be hosted inside a hotel, setting up camp and delivering a wonderful experience takes a lot of hard work and many people with distinct skills and talents. We are excited to have YOU as a member of our team. Please read on for everything you need to know about creating a memorable and meaningful hotel camp experience for our participants.

### THE 3-DAY® PINK BUBBLE

The Komen 3-Day camp is a magical place! We can't wait to welcome you to your home away from home for three days. Prepare to be inspired in unimaginable ways.



### CREW STRUCTURE

Our crew is divided into two separate — but equally important — groups, crew stationed on the route and crew stationed at the hotel.

Route crew members are responsible for safely moving the walkers forward on the route and encouraging them every step of the way.

Hotel crew members are responsible for helping to create a home away from home by providing services and activities to make everyone feel comfortable. We'll have all the amenities that make the welcome and outside 3-Day camp so special like the Remembrance Area and the 3-Day Main Street, but we will also get cozy beds and hot showers all to ourselves. In addition, your crew may be asked to help with tasks specifically unique to your hotel.

### FLEXIBILITY IS KEY

There are many areas in the hotel camp. Hotel crew will rotate to serve in each area based on physical ability. We ask that all crew members remain flexible and willing to help wherever needed to best meet the needs of the event. However, some tasks are more physically strenuous than others so communicate with your Captain if you do not feel comfortable performing certain responsibilities.

### CAMP HOURS

Camp has specific opening and closing times. Hotel crew will make sure walkers have started walking or are on the Sweep & Shuttle van headed to the lunch stop each morning.

When camp closes on Saturday morning, hotel crew can relax and enjoy the downtime! Once walkers arrive back to camp, crew members will begin working again.

### COMMAND CENTER

The Command Center is the 3-Day operations hub. Open 24 hours a day, this is where crew members can get reimbursed for gas receipts, reprint event credentials and retrieve valuables at the lost and found.

### HOTEL CREW RESPONSIBILITIES



#### 1-DAY / 2-DAY WALKER CHECK-IN

On Saturday morning, crew members will check 2-Day Walkers in and help them get their credentials. On Saturday afternoon and Sunday morning, crew members

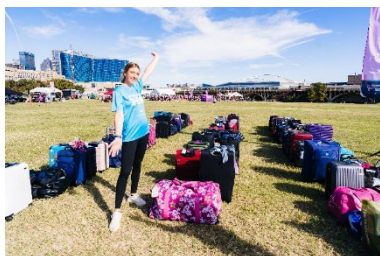
will check in 1-Day Walkers and provide their credentials.

### HOTEL TRANSPORT

Hotel crew may drive passenger vans and/or mini vans to shuttle crew members between the crew vehicle lot and hotel.

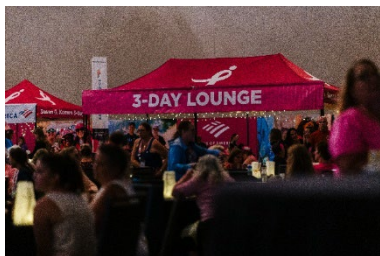
### INFORMATION TABLE

Camp crew will serve at the 3-Day information hub throughout the weekend, answering participant questions, managing lost and found and helping to check in 20-mile walkers, camp performers and volunteers.



#### LUGGAGE

The hotel crew will play an integral role managing and securing participant luggage on Friday and will manage luggage collection, transportation and retrieval on Sunday.



#### MAIN STREET

Crew members help staff the 3-Day Lounge, ShopKomen and Bank of America areas of Main Street. The Pick-up Point is the area where participants can pick up

their legacy pins and fundraising rewards, as well as check for mail from friends/family.



#### MEDICAL

The Medical area is managed by the Medical crew, our friends in red. Walkers and crew can get medical aid in the Medical

area on Friday and Saturday afternoon/evening and until camp closes on Saturday and Sunday morning.



#### WALK-IN/WALK-OUT

Crew members are stationed at the official entrance to camp to scan walkers in and out each day.

They also spread 3-Day spirit by cheering for the walkers as they arrive at camp in the afternoon and head out on to the route in the morning.

#### VOLUNTEER CHECK-IN

Crew members greet and check-in volunteers on Sunday morning.

**WE CAN'T WAIT TO SERVE WITH YOU!**