



Hillsong Conference

Guest Drivers

Thanks so much for taking the time to volunteer this year at Hillsong Conference. The information you will need for this week can be found in this information packet. If you have any further questions, please refer to the volunteers website or don't hesitate to ask.

Vehicles

- **Petrol**

- Ensure that the vehicle is filled at the beginning of every day.
- Never stop to get petrol with a guest in the car.
- If you have an account with a petrol station include information here:
 - Station Name and Address
 - Station Name and Address

You must show your pass, fill out the form their staff have, and provide them with your registration number; otherwise you will have to pay.

Please keep every petrol receipt.

- **Car Wash**

- Ensure that your vehicle is always clean prior to picking up guests (Floors vacuumed, windows clean, outside clean, etc.)
- We have TWO car wash options available:
 1. Include Name and Address of Car Wash
 2. Include Name and Address of Car Wash

You must show your pass, fill out the form their staff have, and provide them with your registration number; otherwise you will have to pay

Please keep every car wash receipt.

- **Waters & Mints**

- Ensure that there are plenty of waters and mints in your vehicle before you start your day. If there are none of the above in your vehicle, contact oversight or please buy some and keep your receipt for reimbursement.

- **Music**

- You will be provided with the new Hillsong Album. Please play this (at an appropriate sound level) in your vehicle when you have guests with you.

- **Tolls**

- Personal Vehicle – please email your statement to oversight post conference, highlighting the tolls used for driving in & around conference. We will then reimburse you.

- **Hire Vehicle**
 - If you use a Hire Vehicle include information here
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- **Personal Vehicle**
 - You will need to arrange to pick up a drivers pack (water, mints, album, petty cash) from Church, prior to your first day of driving:
 - Oversight information (Name and Mobile Number)

Pre-Guest Pick-up (ALL DRIVERS)

- **Communication of WHO you are picking up and WHEN**
 - You will receive a text the night before your pick, with the following information:
 - Guest
 - Domestic OR International
 - Arrival Time
 - Flight Number
 - Arriving From
 - Hotel OR Drop Off Location
 - Always respond to this text communicating that you have received it and everything is ok.
 - On the morning of the pick-up you will receive a text asking if you're good for the pick-up. Please simply reply 'good' or 'ok'. This is to ensure no alarms have failed us!
 - On the morning if a driver fails to respond to this text, you will receive a call for confirmation.
 - **Our Goal is that no guest is left at the airport. #NoOneCatchesATaxi**
- **Research**
 - Prior to picking your guest up at the airport, make sure that you have researched your guest to know what they look like, and brief knowledge of them. Do a Google search to find a photo.
- **Arrival Sign**
 - We will have team at the airport with printed off airport arrival signs to help you locate guests when they arrive

- **Check Flight Times**
 - Please keep an eye on the flight. International flights can change up to 1 hour either way depending on weather.
 - **App:** SydneyAirport
 - **Website:** <http://www.sydneyairport.com.au>
 - **Phone:** 131223

- **Be Early**
 - Do not underestimate traffic. It is better to be one hour early & wait than to be one minute late & miss the guest.
 - Always be at the airport, and at the gate, 15 minutes before the arrival time.
 - For DOMESTIC arrivals always clear security and meet the guest at the gate as they disembark the plane.

- **Airport Parking**
 - For both International and Domestic Terminals, park as close as you can to your gate; don't make your guest walk across a car park. You can check on what gate a flight will be arriving through via the airport webpage given above.
 - Be sure to keep your parking receipt for reimbursement.

Pre Guest Pick-up

- **Guest Hampers**
 - Hampers will be pre-delivered to your guest's room by the Hamper Team, and will be waiting for them on their arrival.

- **Hotel Check-in (Key Speaker Drivers Only)**
 - Prior to picking up your guest from the airport, please check them into their hotel and take the room keys with you to give to your guest.
 - Please be professional & polite when communicating with hotel staff. We have great relationships with them and we want to continue that.

- **Guest Itinerary & Passes**
 - Guest itineraries & passes will be placed inside their hampers.

- o If you are driving a Key Speaker or one of our Global Team, you will need to pick up itineraries and passes from Guest Relations at Church.

Pick-up

- **Appearance**
 - o Please dress in a presentable manner (i.e. no thongs, shorts, torn shirts). Smart casual – collared shirt, jackets, good trousers and nice shoes. Look Smart!!
- **Cleanliness**
 - o Please ensure your breath smells fresh, especially in the morning or after your coffee. It is always good to have mints with you.
- **Greeting The Guest**
 - o Make sure you present yourself to your guest; this is where knowing who you are picking up is vital. Smile and speak clearly.
 - o Offer to take their bags, luggage cart, or even hand bags. Some may not want you to, but it is about the willingness to help/serve.
 - o Open all doors for your guest whether it be building or car.

Driving

- **Know Where You Are Going**
 - o Know the best & quickest routes. Know where you are going. Do plenty of practise runs to become familiar with them.
 - o Know where to drop off and park.
 - o **NO GPS – know your routes before you are driving.**
 - o (Maps for Monday Network Lunch and Friday night after party can be found at the bottom of this document)
- **Safety**
 - o Drive safely! The goal is for the guest to be able to relax in the car.
 - o Please ensure that all passengers have their seat belts on before you drive. Some of our guests will arrive from countries where seat belts are not compulsory.

- o Drive smart not recklessly. There's a difference between smart driving and speeding.
- **Fines**
 - o Church will not pay for any speeding tickets, parking fines, fines for texting whilst driving, fines for no seat belts, etc.
 - o If you do receive a fine it will be your responsibility to pay, and the demerit points will go against your license.
- **Conversation**
 - o Our role is to transport guests from A to B. It is not to build relationships with them.
 - o Please speak only when spoken to, allowing the guest to direct and lead the conversation. Many would have just stepped off a long flight and we want to provide them with a relaxed atmosphere. **Be okay with silence.**
 - o Don't answer questions you're not in authority to answer.
- **Etiquette**
 - o Ensure all doors are unlocked when picking up a guest i.e. ensure central locking is off.
 - o Never fill up petrol with a guest in the car. Ensure the vehicle always has plenty of petrol.
 - o Ask the guest if they are comfortable with the temperature in the vehicle.
- **Petty Cash**
 - o Where needed, you will be given a specific amount of petty cash for the duration of your driving. This cash is only to be used for Airport Parking.
 - o **Please keep all receipts for any purchases.** This is important as we need to keep records of where we spend our finances as a church. These will need to be returned to church.

Hotel

- **Drop Off**
 - o Never just drop the guest off at the hotel when they have arrived. Always take the guest in and make sure their luggage gets to their room. If there are any problems with check in, contact Guest Relations Manager.

Seating (For Weekend Services)

- Make sure you let our Guest Seating team know if the guest you are driving is not coming to a session or is coming but running late (please don't give away seats, text the appropriate people).
- The contact person for guest seating is [Insert Name and Number here]
- Please know where your guest is sitting so that you can walk them straight to their seats with no confusion.

Post driving

- **Hire Vehicle Return**
 - If your team has hired vehicles you may include information regarding the hired vehicles here
- **Petty Cash**
 - Keep all receipts for reimbursement; if you don't have a receipt you will not be reimbursed.
 - Please return all receipts, unused water, album, etc. to:
 - Church Oversight [Insert Name and Number here]