



REGISTRATION CALL TEAM

The Registration Call Team members hold a very important position for the Weekend. You are the first contact the Attendees have with us and begin the process of creating safety for the Attendees. It is important that you have a warm and helpful presence on the phone and be available to answer questions for them as needed.

OVERVIEW

- Meet with the Registration Coordinator before you begin contacting Attendees
- Contact each registrant by phone starting at 6 weeks out and then within 48 hours after each new registration.
- Give each woman information (stated below) and allow women to ask questions.
- Ensure correctness of information on the Google Spreadsheet, including dietary needs and medical concerns.
- Update the registration spreadsheet as you talk to women.
- Update Registration Coordinator with any out of the ordinary attendee information that may not be clear on the spreadsheet (Registration Coordinator will be monitoring the spreadsheet)
- Read over the [FAQ page on our website](#) to familiarize yourself with the content.

WAITING LIST

Once the weekend is full, it will begin to collect waiting list registrations. This is something the event coordinator handles, however, should an attendee drop out, notify the Registration Coordinator so she can contact the Event Coordinator know ASAP so she can get the next person on the list registered. She will update the Registration Coordinator as she adds women to the weekend, who will then assign them to the call team.

Google REGISTRATION SPREADSHEET DETAILS

Look for an invitation to edit the Google Registration Spreadsheet (It's often named something like "WATC State Year Month") from Cross MG or from the Weekend Leader. This is a live document that has all of the pertinent information for each attendee. Any editing or deleting you do can be seen by anyone with access to it.

NOTE: Please do not delete or move any columns or rows or any of the existing information unless there is a correction that needs to be made when you are talking to the Attendees. 'Control Z' will undo any accidental deletions or changes.

The columns that are specific to registration calls are:

Call Team Member - The Registration Coordinator will assign a Call Team Member to each registrant. Alert the call team that they have a new attendee to contact each time. They should contact them within 48 hours of being alerted.

Call Log/Contact Comments - Record the date each attendee is called and whether the call team member talked to them, left a voicemail, or left a text message. If you leave a voicemail, always text the Attendee to let her know you left her a message.

Medical Needs/Dietary Needs/Allergies - Document any medical or dietary needs.

Scholarship Needs - Do not offer any scholarships but document if an attendee needs a scholarship. Give them the application link to request a scholarship:

<https://crossministrygroup.org/watc-financial-assistance-application/>

Prayer Requests - Let them know we will be praying for them and document any specific requests. End the call by praying for them.

Registration Notes - Document any important information that we need to be aware of.

Carpool Notes - Document if they already have plans to carpool with anyone.

Out-of-Town Travel Details - We will send out a Travel Form for them to fill out with travel details, transportation needs, and bedding needs.

Trauma Question (TQ): They answer this question in their registration and the WL will be the one to call them and talk with them about this question, you do not have to talk about this with the attendee.

SAMPLE CALL SCRIPT FOR ATTENDEES

“Hi! My name is _____ and I’m with Women at the Cross, do you have a few minutes to talk? (If yes, proceed with the sample script, if no, ask and then schedule a time when you can have a phone conversation.)

We are looking forward to seeing you on [Friday date of the weekend]! Our staff have been praying for you and the other women who will be attending. We are glad you are going to join us.

I want to share some details for the weekend.

You’ll need to bring comfortable clothing, a journal or notebook, a water bottle, linens (twin size bedding or a sleeping bag, towel and a washcloth [this is site-specific, so find out from the WL if linens are needed]), closed-toe shoes to wear on Saturday, and a flashlight.

We will be asking you to give up your phone and any time-telling devices for the weekend. We’ll give you an emergency number for your loved ones to get in contact with you as needed as the weekend gets closer. You will be receiving an email about a week out from the weekend with a reminder of what to pack and the emergency contact number.

[There is also a FAQ page on our website if they want to look at that. The website is www.crossmg.org.]

If you haven’t paid already, payment is due by [three weeks out date]. **[Let them know that they will receive an invoice via email from the Event Coordinator.]**

If they have dietary issues or medical issues: Make sure you understand their needs.

Please arrive at the retreat center between 1:15 and 1:30 on Friday [**verify arrival time with Weekend Leader**]. We are not able to welcome you before this time, and we cannot start the weekend until each woman has arrived.

Do you have any questions?

Before we say good-bye, do you have any specific prayer requests? **[Complete this part of the Registration Spreadsheet.]** (After she shares, end the call by praying for her, mention the prayer request, if she shared one, and pray blessing and safety as she prepares for the weekend)

Thank you for taking the time to talk with me. We look forward to seeing you on the weekend.
Good-bye.

For Out of Town Attendees

You will be receiving an email with a Travel Form that is important for you to fill out. It is important that you arrive at the airport no later than _____. [10:30 am for Denver, 12pm for Louisville, airport and site dependent for EC- be aware of the best airports to arrive at and the distance from the airport to the camp site so you can help them with travel arrangements.]

SAMPLE TEXT AFTER LEAVING A VOICEMAIL OR CALLING AND RECEIVED NO ANSWER

Hi ____! This is _____ from Women at the Cross. We are looking forward to seeing you in _____ weeks! I have some information I want to share with you as you get ready and pack, so when you have some time, could you call me back? If I don't hear from you this weekend, I'll call you back on _____. Bless you!

ANSWERING COMMON QUESTIONS

Arrival Time

Tell the women to arrive between 1:15 and 1:30 PM [**verify arrival time with Weekend Leader**]. We will not be able to welcome women before this time, and we cannot begin until all have arrived.

Late Arrival/Early Departure

If a person indicates that they cannot be there the whole weekend, ask them to give you details of the reason and the time they plan on arriving or leaving. Take note of the details and then tell them you will get back to them. Contact the Weekend Leader with this information. As a rule, we do not allow people to miss parts of the weekend. Sometimes we do make exceptions and let a person arrive up to an hour late. The Weekend Leader will make a decision if this is the best time for them to attend the weekend given what they will miss.

Thursday Arrival

Out-of-Town attendees who arrive on Thursday and are not staying with friends may choose to stay Thursday Night at the retreat center in some regions. The cost varies by location, check with the Weekend Leader or the Events Coordinator to see if it's possible and what the cost is. Because of the nature of the set-up that needs to happen, we ask that they make plans to spend the Friday off-site until 1:15 PM [**verify arrival time with Weekend Leader**]. Tell them to plan on being off-site by 8:00 AM. There may be other out-of-state attendees who have driven with whom they can coordinate plans to sightsee in the surrounding areas.

Is there an agenda or a schedule for the weekend?

There is not an agenda, but you may tell them to anticipate some brief teachings as a large group and times to connect in small groups. There are experiential aspects throughout each day. Do NOT say it is a secret. Speak in generalities about the weekend, but don't say you can't tell them anything. See below.

Weekend Description

Women at the Cross is an experiential weekend where we look at what it means to live as women at the foot of the Cross. We will identify how we might be creating barriers to be who God has called us to be – in our families, with our friends, and in the world - and take steps toward discovering who we were created to be in Jesus.

There are brief teachings and times spent in small groups that offer opportunities to take a look at our own hearts before God and others. It's a time to receive significant support from other women. We emphasize confidentiality and creating a safe environment for everyone who attends. (Feel free to talk about the content of the weekend: false self/true self, taking a look at what might be covered up in our lives, learning about coming to God in humility/weakness...)

Phone/Electronic Usage

We value eliminating distractions for you on the weekend. You will be asked to not use cell phones or any other electronics on the weekend. If you don't leave them in the car, we will ask you to give them to us at registration. We promise to keep them safe. Emergency phone access is available. You will be emailed before the weekend and given an emergency contact number.

How do I make my final payment?

The Event Coordinator will send an invoice through email. Follow the link in that email to make final payment.

Cancellations

If an attendee cancels within 3 weeks of the weekend, their payment can be moved to another weekend. We do not give refunds in the last 3 weeks. If they cancel before the 3 week deadline, their fee (minus credit card charges) will be refunded. They will be mailed a check.

Scholarships

If someone requests a scholarship, let them know that the ministry can offer UP TO a \$100 scholarship and they need to fill out the Financial Assistance Application. Do not offer this to anyone who does not ask for it. You can also suggest they talk to their church, as well as the people who invited them to the weekend to see if they can help cover the cost, if the \$100 off is not sufficient.

Here's the link: <https://crossministrygroup.org/watc-financial-assistance-application/>