

FOR VOLUNTEERS STAFFING AN A.A. EXHIBIT

Dear A.A. Friends,

We know you will find staffing A.A.'s exhibit booth a rewarding way to do A.A. service. Here are a few suggestions we hope will be helpful:

- First impressions matter! Please “dress up:” slacks, sweaters, sports coats, business suits, skirts, dresses or other appropriate business dress. Do not wear jeans, sneakers, sweatshirts, sweatpants or shorts. It is important that A.A. volunteers be on time, well groomed and courteous.
- When a professional approaches the booth, stand and welcome him or her with a cheerful “good morning” or “hello,” as appropriate. Professionals visiting an exhibit area are more inclined to stop at a particular booth when they are given a warm smile and a friendly greeting.
- We suggest the following approaches (or something similar) as people approach the booth:
 - “May we help you?”
 - “Would you like some information on A.A.?”
 - “Could we mail you some A.A. literature?”
- When talking with professionals visiting the A.A. booth, it is important to let them know:
 - That we are not there to “recruit them” as A.A. members! We are there because we believe they may come into contact with alcoholics in the course of their work, and we want them to know about A.A. as a resource.
 - That those staffing the booth are all volunteers and members of A.A. This usually brings out some good questions.
 - That you are happy to answer any questions they may have about A.A., and that if you don't know the answer, you would be happy to have someone get back to them. Please then pass the question along to your Area C.P.C. Chair or to the C.P.C. Coordinator at G.S.O.

A.A. LITERATURE AND OTHER MATERIAL

- Two or three pamphlets are probably all anyone will want to take with them, as most conventioners are loaded down with material from other booths. Please inform visitors that filling out a mailing (P.I.) label will assure that they are sent A.A. literature via postal mail (at no cost). If anonymity might be an issue, mention that our mailings do not indicate that A.A. is the source.
- If allowed, you may wish to leave a few of the pamphlets and some *About A.A.* subscription cards and P.I. labels on the table overnight for professionals who might pass by.
- Please display the books published by A.A. World Services, Inc., copies of the *About A.A.* newsletter, the *About A.A.* subscription cards, and the P.I. labels (the latter two may be completed by booth volunteers or visitors). **After the event, the completed P.I. labels, *About A.A.* subscription cards, and an Evaluation Form are returned to the C.P.C. Coordinator at G.S.O., usually through the Area C.P.C. Chair or other designated C.P.C. contact.**
- Central Office/Intergroup Lists and local A.A. meeting lists are usually kept on hand as a reference for people visiting the booth, and for traveling A.A. members who wish to have local meeting information. (Be sure not to give out members' full names or other confidential information.)

Thank you for your service!

C.P.C. Coordinator, General Service Office, 475 Riverside Drive, 11th floor, New York, NY 10115
Phone (212) 870-3107, Fax (212) 870-3003, cpc@aa.org