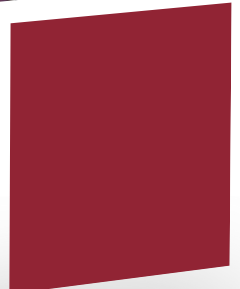
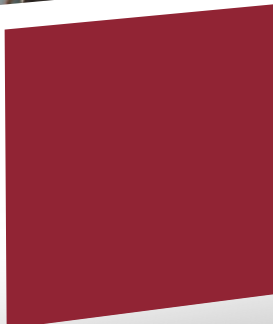




Attendant Training Program





Attendant Training Program

UNIT 1 | Serving as an Attendant at Conventions and Assemblies

Introduction and Announcements

Welcome by Branch Committee

Part 1: Spiritual Man

Part 2: Remembering Those We Serve

Review Discussion:

1. How would knowing the circumstances of those who attend affect the way you deal with each one as an attendant?



UNIT 1 | Serving as an Attendant at Conventions and Assemblies

Review Discussion:

1. What specific assistance did the attendants provide?

2. What spirit or attitude dominated the actions of these attendants?

3. How should this affect the way you view your assignment?



UNIT 2 | Giving Attention to Specific Areas of Need

Part 1: Safety Conscious & Protective Care

Part 2: The Elderly and Infirm

Review Discussion:

1. What did you observe that might cause an accident?

2. In what other situations might our being observant prevent an accident?



UNIT 2 | Giving Attention to Specific Areas of Need

3. How can we take better care of the elderly and infirm?

Part 3: Those with Special Needs

Part 4: Responding to Various Emergencies



UNIT 2 | Giving Attention to Specific Areas of Need

Review Discussion:

1. What principles should be applied when caring for the unique circumstances of those with special needs?

2. What appropriate steps should be taken when responding to an accident?

Intermission (10:00)



UNIT 2 | Giving Attention to Specific Areas of Need

Part 5: Preparing for Emergencies

Part 6: Lost Persons

Review Discussion:

1. What critical steps must be taken when someone is reported missing?

Part 7: Handling Difficulties



UNIT 2 | Giving Attention to Specific Areas of Need

Review Discussion:

1. Why is it more effective to greet and engage non-witness visitors in conversation than to follow them inside the facility?

2. What methods were used to draw out the man and discern his attitude?

Demonstration



UNIT 3 | Organizing the Attendant Department

Part 1: Determining the Number of Attendants Needed

Part 2: Recruiting Reminders

Part 3: Attendant Organization

Part 4: Assignments and Scheduling



UNIT 3 | Organizing the Attendant Department

Part 5: Attendant Overseers, Assistant Overseer, Key Men, Captains

Part 6: Attendant Meeting

Review Discussion:

1. What responsibilities do all attendants have in common?

2. Why is it important to know the brothers you are personally recruiting?



UNIT 3 | Organizing the Attendant Department

3. What factors are considered when making assignments?

Intermission (10:00)



UNIT 4 | Attendant Assignments & Responsibilities

Part 1: Move-In Day

Part 2: Exterior: Drop-off/Pickup Locations

Part 3: Exterior: Sidewalks & Plazas

Part 4: Exterior: Entrances & Exits

UNIT 4 | Attendant Assignments & Responsibilities

Review Discussion:

1. How should the elderly and infirm drop-off/ pickup area be coordinated?

2. What should be implemented for a controlled entry?

Part 5: Interior: Lobbies & Corridors

Part 6: Interior: Stairwells & Ramps



UNIT 4 | Attendant Assignments & Responsibilities

Part 7: Interior: Escalators & Elevators

Review Discussion:

1. What are some of the key functions of the lobby and corridor attendants?

2. What should you keep in mind when assigned to escalators and elevators?

Part 8: Seating



UNIT 4 | Attendant Assignments & Responsibilities

Part 9: Stage

Part 10: Baptism

Review Discussion:

1. How can attendants work together as a team in their assigned section?

2. How should the attendants assigned to the stage be organized?



UNIT 5 | Local Operating Plan Review

NOTES

A large, empty rectangular box with a thin black border, intended for taking notes during the training session.

Concluding Video – Branch Committee Representative