

Observations and Recommendations

Lead by example. If a job needs doing quickly staff should lead the way.

Use volunteer knowledge: The information booth at the entrance to the enterprise building was a key resource for determining what types of things delegates needed, and how to satisfy them. The coordinator constantly quizzed booth volunteers for the "latest requests".

Start with a plan, and respond flexibly. About half of the 25 job types in the original schedule were never assigned, and about 5 new job types emerged.

Know what volunteer skills are on-site: Language skills, technical expertise and driving skills (including class four license) were needed frequently on an ad hoc basis. The coordinator kept an informal list of where these skills resided at any given time.

Feed and water volunteers regularly. Each volunteer was given a People's Summit T-shirt as well as a daily ration of one coffee and one muffin. The coordinator roamed constantly to ensure continuous contact with the volunteers, and hence to out clients - the delegates.