

## DEVELOPING SPECIAL PROGRAMMES

The mandate of the **Special Activities and Programmes** division is to realize the objectives set by the summit organization in terms of the spousal programme, the delegates' programme, the use of volunteers ("volunteers' programme"), and any other special programme which might be considered.

### Delegates' Services and Programme

The Delegate Services section is responsible for the following:

1. developing and delivering a programme of activities for delegates
2. preparing the delegates' programme booklet and delegates' welcome kits
3. developing a listing of services available for delegates: ie. banking, airline, post offices, travel services/information, etc.

If the summit is limited in duration and very work intensive, a specially developed programme for delegates is a waste of effort. Instead, the local visitors' and/or convention bureaus can be asked to maintain kiosks on-site or in areas easily accessible to both delegates and media (ie. hotels, meeting sites, media centres).

Alternatively, volunteers can be stationed in various locations at hotels and meeting sites with information "at their fingertips". As a back-up, hotel concierges should be alerted and asked to offer their normal services, assisted by the local convention bureau or volunteers as required. Delegates are often too busy to avail themselves of even the most rudimentary extra-curricular programme offered by the organizers. Because of this, the best service for delegates would be the preparation of an inventory of outside activities, tours and so on which already exist. The most used activity is very often the City Highlights Tour offered by local bus companies.

Delegates' kits usually contain information directly relating to the Summit, along with an inventory of available local activities, restaurants, etc., plus additional tourism information supplied by the local Convention and Visitors Associations. The assembling of these kits just before the summit is an ideal job for volunteers.