

Compassion Mobile Experience

VOLUNTEER BRIEFING



THANK YOU!

We're grateful to be partnering with you in yet another effort to "release children from poverty in Jesus' name." If you haven't already, please watch the twenty minute Compassion Mobile Experience podcast found [here](#) before reading this Compassion Mobile Experience Volunteer briefing.

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Start them off with a warm welcome.

You can ensure a warm welcome by greeting our guests with a smile and eye-contact.

Notice that the Advocate isn't mingling with other volunteers or Compassion staff but giving attention to the guest.

You'll be using an app to prepare guests for their experience. Please take a few minutes to be oriented to this critical aspect of your role by clicking [here](#).

Intake Room:

This is where our guests' experience begins.





World Impact Room:

Our guests can find children to sponsor here.



After taking in the Compassion Mobile Experience, guests will end up in the World Impact Room.

They may try to return their device to you but ask them to hold onto it until they exit the room. We want their experience to be uninterrupted.

Invite them to look around the room. Let them know that you're available, and then allow for them to have any space that they need.

Communicate your availability non-verbally by keeping eye contact, smiling, being quick to respond, and not crossing your arms.

Special Guests:

People wearing a Special Guest lanyard should enter through the RSVP line (though no reservation is necessary). Please note that a Tour Manager is taking additional care of this guest. The Tour Manager will escort them through the World Impact Room to the VIP Lounge where they'll discuss their experience.



In conclusion, THANK YOU for taking some time to prepare to represent God's work through Compassion. We're hopeful that your time will be enjoyable and you're welcome to ask questions of your Advocate Manager and of the Compassion staff that will be at your tour stop.

Enjoy!

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