

Ambassador Co-Ordinator (Outbound) - Overview Friendship Force of Perth (Inc)

1. Club President provides list of requested Exchanges and waits for allocation by FFI. We usually receive advice from FFI in January. FFI advise the allocated Exchange Number.
2. Club President requests interest from club members to act as Ambassador Co-ordinator (AC) – Management Committee to approve the appointment.
3. Club President provides details of the appointed AC to FFI and the host club.
4. Club President / Management Committee calls for Expressions of Interest from club members who may wish to participate in the outbound exchanges.

RESPONSIBILITIES OF AN AMBASSADOR CO-ORDINATOR (AC)

- AC to contact counterpart Host Co-Ordinator in other club/s to confirm dates for exchange and also provide an indication of expected numbers.
 - Consider if your fellow travellers wish to have a few days break in between exchanges before setting the dates.
 - Be aware that many clubs have either a minimum or maximum number of ambassadors they will accept.
 - Be conscious of time delays when communicating with other club/s, and possible language difficulties – Google Translate is useful.
- Appoint a small committee to assist – a designated 2nd in command in the event of illness or emergency and a member to look after finances.
- Do not make any promises to members that they can participate in an exchange. If there are too many applications, selection will be based upon the club “Participation List”.

PREPARATION

- Your primary roles **prior** to the exchange/s are to negotiate with the host club/s for desired dates, interview/recruit potential ambassadors and secure the required documentation from ambassadors in order to forward to the host club/s. Copies of the required documents are attached as follows:
 - Annexure 1 Ambassador Application and Agreement Form (*retained by you*)
 - Annexure 2 Health and Mobility Checklist (*provided to you by Host Club to assist in ambassador selection*)
 - A sample Health & Mobility Policy is also attached at Annexure 2

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- Annexure 3 Ambassador Emergency Contact Form (*complete, based on information in Ambassador Application. Retain a copy to take on exchange. Provide a copy to Perth club President*)
- Annexure 4 Ambassador and Host Matching Form (*complete and forward to Host Club. A completed copy will be returned in due course, indicating host details*)
- You will also call for deposits to secure ambassador position and then arrange with the Club Treasurer to forward the balance of funds due to Friendship Force by the required date, being payment in full 60 days prior to exchange date.
- Once the Hosting Co-Ordinator at the designated club/s has secured their hosts, they will return the completed Ambassador & Host Matching form, which you can then provide to your ambassadors. Encourage your ambassadors to make early contact with their hosts.
- Prepare a programme / itinerary covering all plans for the exchange/s and provide to each ambassador.
- Compile a list of emergency contacts and provide 1 copy to Perth Club President and take a copy with you on exchange (see Annexure 3).
- Confirm with the Host Co-Ordinator/s what you need to take for any official functions in their city – such as Mayoral letter, gifts, etc. Arrange accordingly.
- You will be required to hold at least two, preferably more, workshops with the group of ambassadors to cover such things as:
 - Confirming Friendship Force expectations for ambassador behaviour in the way of co-operation, flexibility, acceptance, appreciation
 - Plan any group presentations – such as singing or a skit
 - Determine if the group will be travelling together or if individuals will make their own travel plans
 - Provide your own travel details and invite others to book the same flights, etc
 - Meeting points / timetables
 - Plans for free time between exchanges
 - Educating the group about expected cultural norms in the host country

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- Providing some travel tips – luggage, gifts
- Will a certain dress code be required?
- Obtain copy of all ambassadors' travel insurance Certificates of Currency
- An example of a prior “handbook” provided to each ambassador on a journey is attached as Annexure 6.

DURING THE EXCHANGE/S

- Your primary role **during** the exchange/s is to be the first point of contact for all negotiations with the host club and with your ambassadors.
- You will be required to represent your group in any formal situations (eg: Civic reception).
- You will be required to ensure your ambassadors eagerly participate in every planned activity and be on time.
- You will assist your ambassadors in case of any incident – illness, accident.
- You will liaise with the Host Co-Ordinator on behalf of the ambassadors if there are any problems at all – these could be misunderstandings due to language or culture, personality clash, transportation issues for example.

CONCLUSION OF EXCHANGE

- At the **conclusion** of the exchange hold a “reunion” with the ambassadors to discuss any issues that require follow up report to FFI.
- Submit on-line Evaluation Form. Copy attached as Annexure 5.
- Finalise the exchange monies and make any refunds which may be due.
- Submit a written report to the FF Perth Management Committee.
- Submit a report (and photos if possible) to the newsletter editor – perhaps appoint one of the ambassadors to complete this. Some coordinators nominate a different ambassador for each day to keep a daily “diary”.

GENERAL NOTES

- The FF Perth Rules of Association state an Exchange Director (now known as Ambassador Co-Ordinator) is entitled to attend the 3 committee meetings prior to the exchange to

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provide a report on planning progress. If you wish to attend, please contact the Club President first.

- A progress report is required by the Management Committee each month.
 - An update on your exchange is to be provided to the newsletter editor to keep all club members informed on the exchange.
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- The Friendship Force website includes copies of all policies, procedures and documents that are relevant to conducting an exchange. Please utilise the information available to assist you. <https://friendshipforce-aussie.org/guidelines/>

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Annexure 1

Ambassador Application and Agreement Form



friendship force
INTERNATIONAL

AMBASSADOR APPLICATION AND AGREEMENT

A Friendship Force Journey offers an opportunity for people from different parts of the world to share their lives with each other in the spirit of friendship. The success of the experience depends on the extent to which participants can build friendships, exercise flexibility, adapt to unforeseen difficulties, and promote understanding. The following information is needed to help Friendship Force International and Ambassador Coordinators select Ambassadors who are representative of their community or region and is a sincere global citizen in the service of Friendship Force's mission to make the world a friendlier, more peaceful place. In the event the applicant is not able to meet in person with the Ambassador Coordinator, you will be asked to provide references and other supporting documentation. Detailed information also helps us match Ambassadors with host families and activities of interest designed to make the program experience a more enriching opportunity for you. Each applicant must complete and sign the Application and Agreement. Thank you for your cooperation.

AMBASSADOR INFORMATION

Last name:		First:	Middle:	Marital status:		
Is this your legal name? <input type="checkbox"/> Yes <input type="checkbox"/> No	If not, what is your legal name? (as shown on passport)			Birth date: (MM/DD/YY)	Age:	Gender:
Address:						
Home phone no.:		Cell phone no.:		Email:		
Nationality:		Passport Number:		Passport Expiration Date:		
If traveling with someone else, please complete below (each applicant should submit their own application).						
Name:		Relationship:		Age:		
Journey number and/or name you are applying to:						

AMBASSADOR PERSONAL HISTORY

Please note any languages you speak other than your own and your proficiency (Excellent, Good, Fair, Poor)

I can speak/write:	Proficiency:	I can speak/write:	Proficiency:
Are you currently working? <input type="checkbox"/> Yes <input type="checkbox"/> No	Occupation (previous if retired):		
Have you ever participated in a home-stay (or similar) before? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, were you a: (Host, Visitor, Both)		
Are you a member of the Friendship Force? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, which club?	If no, how did you learn about FFI?	
Please describe your interests and hobbies relative to the destination or theme you are applying for:			
Do you Smoke? <input type="checkbox"/> Yes <input type="checkbox"/> No	Do you mind if your host smokes inside the home? <input type="checkbox"/> Yes <input type="checkbox"/> No	Are you comfortable with pets living inside the host's home? <input type="checkbox"/> Yes <input type="checkbox"/> No	

HEALTH AND MOBILITY

Participation in a Friendship Force home-stay may require a greater level of physical activity than an Ambassador is accustomed to, such as carrying luggage, climbing stairs, riding public transportation, and walking longer distances, among others. For more specific health and mobility requirements for this program, please ask the Ambassador Coordinator for the Health and Mobility Checklist from the host club.

Ambassadors may be required to provide supporting medical documentation to be accepted.

Are you able to carry your own luggage upstairs, and/or over long periods of time by yourself? <input type="checkbox"/> Yes <input type="checkbox"/> No	If no, please elaborate:
Are you able to climb a flight of stairs several times a day if needed, without assistance? <input type="checkbox"/> Yes <input type="checkbox"/> No	If no, please elaborate:
Are you able to ride and navigate on public transportation easily, perhaps several times in a day? <input type="checkbox"/> Yes <input type="checkbox"/> No	If no, please elaborate:
In the past three years, have you had any major health issue that would preclude you from carrying out active elements of a Friendship Force journey? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please elaborate:
How would you describe your own day to day activity level at home, on your own?	Please select one: <input type="checkbox"/> Not very active <input type="checkbox"/> Active Sometimes <input type="checkbox"/> Active every day <input type="checkbox"/> Very active
Do you have any particular diet, health, medical or allergy issues that require special consideration? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please specify (examples- vegetarian, allergy to penicillin or animals, high blood pressure) Ambassadors may be required to provide supporting medical documentation from their doctor to be accepted on this program.

Please provide a reference that your Ambassador Coordinator or Friendship Force International may contact to verify your ability to participate fully in this program. (preferably the last Ambassador or Host Coordinator that you traveled with):

Name:	Phone number:	Email:	Relationship to you:
Name:	Phone number:	Email:	Relationship to you:

EMERGENCY CONTACT INFORMATION

Person to contact in case of emergency:	Relationship:	Home phone:	Work phone:	Email:
Name:				
Name:				

STATEMENT OF PURPOSE

Friendship Force International considers each ambassador and each host to be a "Citizen Diplomat," whom we entrust as a person who is committed to improving international relationships through people-to-people diplomacy during and after the program. To help us and your Ambassador Coordinator evaluate your application, please write a brief personal goal that you wish to accomplish from this experience. Please also describe how you will keep the personal and institutional relationships alive after you return home.

FRIENDSHIP FORCE INTERNATIONAL AMBASSADOR APPLICATION AND AGREEMENT

Friendship Force International was founded in 1977 with a single mission: *to promote global understanding across the barriers that separate people*. A nonprofit organization, Friendship Force International is active in more than 70 countries, promoting friendship and goodwill through an extensive program of more than 400 homestays each year. In consideration of his/her selection, the person signing this Agreement ("Ambassador") agrees to the following:

1. The Ambassador Fee entitles the Ambassador to participate in a specific journey and covers only the items specified in the itinerary. The schedule of payment of Ambassador Fees must be observed.

2. The Ambassador recognizes that connected with any travel there are risks of loss, damage, and injury to persons and property, and the Ambassador is willing to assume and bear those risks. The Ambassador also recognizes that he/she is responsible for complying with all laws of all countries visited. Therefore, the Ambassador, in consideration of his/her selection by Friendship Force International, agrees to and does hereby release, indemnify, and hold harmless Friendship Force International (*which shall include the directors, officers, and employees thereof, as well as its volunteer workers*) from all claims, actions, and causes of action based upon or by reason of any loss, damage, or injury to the Ambassador's person or property, arising out of or in any manner connected with any aspect of the program or by reason of the Ambassador's failure to comply with any law in any country in which he/she may travel in connection with the program. Friendship Force International shall have no liability or obligation to return the Ambassador to his/her home community if the Ambassador should miss the return trip due to illness, injury, failure to report to the airport at the prescribed time, or for any other reason.

3. All Friendship Force Ambassadors are required to secure adequate travel and medical insurance to cover emergencies during their journey. No travel, health, or accident insurance is provided by Friendship Force International, although one may be recommended. This requirement can be fulfilled through the Ambassador's existing insurance policy if it covers international travel, including emergency repatriation, or through a separate travel insurance policy. All travel will be subject to regulations and limitations contained in the ticket(s) issued to the Ambassador.

4. Any request for cancellation of this agreement must be made in writing to the local Ambassador and Host Coordinator and to the Friendship Force International Regional Support Manager overseeing the specific journey. If an Ambassador cancels more than 60 days before departure, FFI will refund all FFI Ambassador Fees and Host Club Program Fees already paid. If an Ambassador cancels 60 days or less prior to the departure, FFI has no obligation to refund the ambassador fee paid. If FFI cancels a journey, all FFI Ambassador Fees and Host Club Program Fees paid will be returned to Ambassadors. If this ambassador agreement is not for a club-to-club journey, but instead for a themed or Global Journey please consult your FFI Regional Support Manager for cancellation and refund policies.

5. Friendship Force International may cancel this agreement if it is unsuccessful in establishing a journey which satisfies the goals of Friendship Force International for any reason, including cancellation of or unacceptable changes to the airline arrangements or failure of the local committee to recruit the required number of Ambassadors. In such cases, the Ambassador Fee will be refunded except the \$25 portion designated as non-refundable.

6. If Friendship Force International is making travel arrangements for your journey, any price increase for transportation will be passed on to the Ambassador until the time that the full Ambassador Fee is received at the headquarters office of Friendship Force International in Atlanta, Georgia, USA. After that time, no increase will be passed on to the Ambassador, except in the case of carrier or routing changes beyond the control of Friendship Force International.

7. The Friendship Force Ambassador hereby agrees to follow the provisions stated above and: a) to accept travel arrangements as arranged by Friendship Force International, where applicable b) to participate fully in the homestay arrangements as arranged (unless previously discussed and adjusted), c) to pay the Ambassador Fee when due, d) to accept the decision making authority of the Ambassador and Host Coordinator during the program, e) to accept that the journey is a public event and that the photograph and name of the Ambassador may be used by the local and national media, Friendship Force clubs and Friendship Force International in their publications, online and social media; and f) to comply with all commitments made to Friendship Force

International as covered by this form, and the 'Policies and Procedures' Ambassador standards established by Friendship Force International found [here](#).

8. Upon acceptance of the Ambassador into the program, this Agreement shall become effective and binding upon Friendship Force International and the Ambassador, and shall be governed by the laws of the state of Georgia, USA. No representations, or statements, whether oral or written, other than those contained herein, shall be binding on Friendship Force International. In the event the Ambassador fails to abide by any of the terms and conditions of this agreement, Friendship Force International may terminate this Agreement without any penalty or liability to Friendship Force International.

Ambassador Pledge:

My main objective as I join this journey is for cultural understanding, global friendship building and to make the world a more peaceful place. My health is good enough to keep up with the group activities as planned in the initial itinerary and I state that my answers in the Health and Mobility section of this form are true and accurate.

As an ambassador, I am aware that my actions reflect on myself as a citizen diplomat, and as a representative of Friendship Force and its mission, the country and community I come from and the club I am a member of. I promise to conduct myself in an exemplary manner. I understand the Ambassador Coordinator of this journey has been given authority by Friendship Force International headquarters to lead and conduct this program for the best interests of all parties concerned. The Ambassador and Host Coordinator has the authority to remove any person from a journey who is not in compliance with the goals of Friendship Force International. In case there is a need to use hotels or other accommodations as auxiliary housing, or a need or desire on my part for a single room on the add-on part of the program, I will bear the expense.

I have read the Ambassador Agreement provided with this Application and accept its terms.

I hereby agree to secure adequate travel and medical insurance for the duration of the journey.

Yes No

If no, I hereby waive the requirement of Friendship Force International which states that all participants carry travel insurance; and I agree to release Friendship Force International, its agents, the Ambassador Coordinator, my host and any vendors who participate in this program from liability, loss or damages:

I agree

I certify that I am 18 years of age or older and have completed this application to the best of my knowledge and believe it is true.

Signature of Ambassador

Date

Signature of Parent or Guardian

Date

**If Ambassador is under 18 years old,
both signatures are required.**

Ambassadors under 18 must travel with a parent or guardian. Ambassadors under 16 must be hosted together with a parent or guardian.

Name of guardian for youth under 18: _____

*If I am below 18, I am including a letter of responsibility by my guardian, parent or adult supervisor allowing me to take part in all activities of this program.

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Annexure 2

Health and Mobility Checklist

Health and Mobility Policy



Health and Mobility Checklist for Friendship Force Journeys

The Friendship Force Board of Directors adopted a new Health and Mobility policy in 2012 that emphasizes the need for the ambassador and host coordinators to communicate about the level of physical activity required during their journey and the ability of ambassadors to meet those requirements. The policy states:

The Host Coordinator shall provide the Ambassador Coordinator information describing the level of physical activity that will be required during the journey, including the amount of walking as well as the living conditions and type of transportation that will be used during the journey. (FFI provides a checklist on our website to assist in this process.)
FFI 2017 Policies and Guidelines for Clubs and Programs, Section VII, page 12

Host Coordinator: Complete this checklist and give it to the ambassador coordinator. Providing this information well in advance allows the ambassador coordinator to recruit well-qualified ambassadors to participate on this journey.

Ambassador Coordinator: You should receive this completed form from your host coordinator. Share this information with your applicants and use it when screening and accepting ambassadors.

The host coordinator is not required to use this form. They may develop his/her own guide, but they must provide the ambassador coordinator with information describing the level of physical activity required.

If you have any questions, please contact your Friendship Force Regional Support Manager.

Check all that apply.

Transportation

Transportation during this journey will include:

- Rented tour bus
- Private cars
- Public transportation

Walking

Walking during this journey will include:

- Indoor walking over an hour (Ex: museums or historic buildings)
- Outdoor walking on smooth, paved sidewalks
- Outdoor walking on uneven pavement or cobblestones
- Outdoor walking on unpaved trails
- Climbing hills or hiking

Activities

The most strenuous activities on this journey will include:

- Walking
- Low energy physical activities
- High energy physical activities (Ex: Hiking, swimming, skiing)
- Ambassadors will have the option to choose between high energy or low energy activities

The itinerary will be:

- Highly structured: Most days will include a full schedule of activities
- Moderately structured: Several days will include unscheduled free time
- Loosely structured: Most days will include unscheduled free time.

Health and Mobility Checklist Continued

Home Hosting

Stairs - Our hosts include homes with:

- No stairs
- Only a few stairs
- One flight of stairs
- Multiple flights of stairs
- Elevator

Most of our guests will:

- Share a bathroom with their hosts
- Have access to a guest bathroom

The bathrooms our guests will use are mostly located:

- On the same floor as the guest bedroom(s)
- On a different floor as the guest bedroom(s)

Sleeping Arrangements - Most of our guests will be offered:

- A bed with a mattress
- A pull-out sofa bed or roll-away bed
- A sofa
- A mattress on the floor
- Other: _____

Most of our hosts:

- Allow smoking in the home
- Do not allow smoking in the home
- Have a place where smoking is allowed

Most of our guests will:

- Share a bedroom with his/her traveling companion
- Be offered an individual bedroom
- Share a bedroom with members of the host family
- Sleep in a living room or other shared room

Hosts can accommodate guests with dietary restrictions or pet allergies:

- Most of our hosts
- Some of our hosts
- None of our hosts

Hotel accommodations

(Fill in this section if your journey includes an optional tour with hotel accommodations)

Guests will stay in one or more hotels that:

- Require climbing stairs (no elevator)
- Include a working elevator
- Include handicap-accessible bathrooms
- Offer a smoking or nonsmoking preference
- Do not offer a smoking or nonsmoking preference
- Offer in-room bathrooms
- Include only shared/public bathrooms
- Require several guests to share one room (Ex: hostels)

All ambassadors are expected to lift and carry their own luggage throughout the airport, in and out of cars or buses, and inside the host home.

Notes:

Ambassadors: Do you have particular needs or questions about this journey? Please share them with your ambassador coordinator, who will communicate with your hosts and share their response with you.



Journey Health and Mobility Policy

Friendship Force of [Club Name]

Sample Journey Health and Mobility Policy

1. Ambassador Coordinators are responsible for ensuring that Ambassadors on their journeys understand and certify that they can comply with the physical requirements of the journey program. While Friendship Force journeys are not considered unusually demanding, Ambassadors need to be able to keep up with the typical daily activities of their Hosts. Walking for extended periods of time, carrying one's own luggage, riding public transportation, and climbing stairs are all normal activities within a journey. Participants also need to be alert, capable of following directions, and able to fulfill the goal of The Friendship Force as an Ambassador of friendship and goodwill. It is important that all participants in journeys be prepared to recognize their own limitations.
2. **Ways in which Ambassador Coordinators can screen potential Ambassadors include:**
 - (a) Review the health section of the Ambassador Application Form with the applicant and make sure that any potential or current health or mobility problems are adequately noted.
 - (b) Ask applicants direct questions about their daily routine, travel habits, and level of physical and mental abilities and explain the nature of activities proposed on the journey plan.
 - (c) If the applicant has travelled previously with FFI, check with the applicant's most recent Ambassador Coordinator regarding any reasons why the applicant should not participate on the planned journey. If the applicant is new to FFI, ask for a referee who can speak knowledgeably about the applicant's level of physical and mental capabilities to fulfill the requirements of the journey.
 - (d) If concerns remain, provide the applicant with a list of the planned activities for the journey and ask for a letter from their health provider indicating if the applicant will be able to meet the requirements of the journey.
 - (e) The Ambassador Coordinator, fellow ambassadors or hosts cannot be either asked or expected to provide individual assistance to guests for walking, dining or other personal needs. Ambassadors needing such assistance must be accompanied by an able companion/carer who will be responsible for providing that assistance. This should be made clear to any potential ambassadors when making application to be part of a journey.
 - (f) If a potential ambassador is unable to satisfy the Ambassador Coordinator as to their ability to manage their health limitations and/or physical disabilities such that they can reasonably participate in a journey then the Ambassador Coordinator, in consultation with the Board, can refuse an ambassador's application.



3. FFI does support the participation of Ambassadors with health limitations and physical disabilities. However, without exception, Ambassadors can only be accepted on a journey upon full disclosure of their limitations to both the ambassador and host Ambassador Coordinators and written agreement from the host journey community and/or travel suppliers that they are able to accommodate the limitation.
4. During an journey, if either the ambassador or host Ambassador Coordinator finds that a physical or mental limitation, which was not fully disclosed in advance, interferes with the Ambassador's ability to participate fully in the journey program, including the home-stay, then that participant can be asked to depart the program or be moved to an alternate housing arrangement at their own expense.

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Annexure 3

Ambassador Emergency Contact Form

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Annexure 4

Ambassador and Host Matching Form



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AMBASSADOR AND HOST MATCHING FORM

Journey Number

Ambassador(s) Information			Host(s) Information	
Name		Special Needs (diet, smoker/ non-smoker, physical limitations, allergies)	Name	
Address			Address	
Phone			Phone	
Email		Interests	Email	
Gender			Interests	
Age				
Preferred roommate				
Languages Spoken				
Ambassador(s) Information			Host(s) Information	
Name		Special Needs (diet, smoker/ non-smoker, physical limitations, allergies)	Name	
Address			Address	
Phone			Phone	
Email		Interests	Email	
Gender			Interests	
Age				
Preferred roommate				
Languages Spoken				



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Ambassador(s) Information			Host(s) Information	
Name		Special Needs (diet, smoker/ non-smoker, physical limitations, allergies)	Name	
Address			Address	
Phone			Phone	
Email		Interests	Email	
Gender			Interests	
Age				
Preferred roommate				
Languages Spoken				

Ambassador(s) Information			Host(s) Information	
Name		Special Needs (diet, smoker/ non-smoker, physical limitations, allergies)	Name	
Address			Address	
Phone			Phone	
Email		Interests	Email	
Gender			Interests	
Age				
Preferred roommate				
Languages Spoken				

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Annexure 5

Evaluation Form



Post-Journey Evaluation Form

Journey Name: _____





Journey Number: _____ Exchange Date: _____

Friendship Force of _____ Program Coordinator _____
(Name of your club here)

Complete all that apply:

Ambassador Coordinator Host Coordinator Ambassador Host

How would you rate:

				
Preparation before the Journey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Week 1, overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Week 2, overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Week 3, overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Itinerary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Host family and ambassador time together	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pre-Journey Tour (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post-Journey Tour (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendship Force International	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For Coordinator ONLY- counterpart Coordinator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Annexure 6

Sample handbook for ambassador participants

The Friendship Force
of Perth

Ambassadors'
Handbook

For
Exchange
To
Myagi
and
Ota-Gunma
JAPAN

October 2017

Pre-flight Checklist

Arrangements to make:

- Arrange for pet care
- Arrange for plant and lawn care
- Stop newspaper delivery
- Arrange for mail pick-up
- Leave your contact telephone numbers during the exchange with family/friends
- Other:

Packing your bags:

- Friendship Force name badge
- Comfortable walking shoes
- Camera, film, and batteries –may be difficult to find and more costly than at home
- Wallet/money belt/pouch to secure valuables
- List of addresses and telephone numbers to take with you
- Extra pair of prescription glasses
- Sunglasses, sun hat, sunscreen
- Medications and prescriptions
- Folding umbrella and light rain coat
- Coat, jacket and/or light sweater
- Reading material for quiet moments or while you are waiting
- Flashlight

Important documents:

- Passport and **visa**
- Airline tickets
- Spending money – traveler's checks/cash. Remember to keep some currency for your trip home.
- Make 2 copies of the identification page of your passport, airline ticket, traveler's checks and health insurance card. Leave one set with someone at home and carry the other set in a separate place from the original documents.
- Additional identification such as your driver's license or copy of your birth certificate.
- Medical and travel insurance policy and contact information

Carry-on luggage:

- Pack all medications in your carry-on luggage
- Pack essentials for 24 hours, in the event your luggage is lost

Leaving for the airport:

- Leave a house key with friends/relatives/neighbors
- Check all appliances and heating units for proper settings
- Check all faucets/washing machine hoses for complete turn-off
- Doors and windows closed and locked

Ambassador Hints

Have a positive, open mind; leave negative thoughts at home. Remember that you are a guest in a foreign country and have no right to criticize the people, customs, or government. Do not expect to find your country in another country.

Learn to be independent. Do some research on the country you are visiting so that you can use your free time to its best advantage. Enjoy the activities your hosts have planned for you, but be able to amuse yourself part of the time. Explore the neighborhood, write postcards, read, play with the children, or go on sightseeing and shopping trips alone when the family is busy.

Punctuality is a must for all activities. When moving in a large group, one person's tardiness can make the whole group late. Be patient if lines are long and service is slow. Expect plans to be delayed and changed sometimes.

Take with you photographs of your home, family, and city to share with your hosts so they have a better understanding of you. Postcards from your own community can show others what your town or city looks like.

Be considerate of limited resources. For example, your hosts' hot water supply may not equal what you are accustomed to at home, so use it sparingly.

Be reasonable about your purchases of things to take home. Don't let shopping seem more important than making friends and learning about a different culture.

For some Hosts, this will be their first Friendship Force experience. You are not only going as a citizen Ambassador, but as a representative for The Friendship Force. It would be sad if you host never chose to be involved again because of your actions or lack of appreciation.

Lastly, being a good Ambassador starts at home. The kind and thoughtful manner in which you treat your fellow exchange delegates will leave a lasting impression upon your Hosts. Travel like Gandhi – with simple clothes, open eyes, and uncluttered mind.

Ambassador Conduct Pledge

As an Ambassador with The Friendship Force, I agree with the goal of the organization: to create an environment where personal friendships are established across the barriers that separate people.

My main objective as I join this exchange is for cultural understanding and friendship. As a citizen Ambassador, I am aware that my actions reflect on the club and the country from which I travel. I promise to conduct myself in an exemplary manner.

I understand that the Exchange Director of this exchange has been given the authority by The Friendship Force to lead and conduct this exchange for the best interests of all parties concerned. The Exchange Director has the authority to remove any person from a host home who is not in compliance with the goals of The

WHERE MANNERS MATTER

Slipping seamlessly into the flow of everyday Japan requires a little preparation. There's no need to fold yourself into an origami pretzel but respect, patience and a smattering of the local body language will dynamically enrich your travel experience in this deeply cultural, often quirky and endlessly fascinating land.

SIMPLY GOOD MANNERS

1 Pay it back. The locals are extremely polite and you should be too. Saying "konichiwa" (g'day), "konbanwa" (good evening), "sumimasen" (excuse me) and "arigato" (thank you) will be much appreciated.

2 Hands by your sides. Traditionally, people gently bow on greeting. It's polite to return the gesture but being overzealous can cause insult so mirror the angle to keep you in the safe zone.

3 Back seat driver. Taxi drivers have two basic rules – sit in the back unless there's no room and don't touch the door handles – back doors open automatically.

4 Shoes off. In Japanese homes, certain temple precincts and more traditional restaurants and businesses you'll be required to remove footwear before entering – leaving impurities at the door. Theft is rare – your shoes are safe. Further elude fashion crimes by wearing clean, hole-free socks.

5 Hush now. Switch your mobile phone's sound off and avoid taking calls when in restaurants, shops and on public transport. If you must pick up, whisper.

6 Cover up. Be respectful when visiting sacred sites, temples and shrines – avoid skimpy clothes, flash photography and speaking too loudly.

7 Don't go empty-handed. When invited to someone's home take a gift, preferably food or drink, which has been lovingly packaged – it doesn't need to be expensive but avoid something easily sourced from a supermarket. Department store food halls are your best bet.

8 Subtlety is a virtue. Never, ever grab a geisha to gain her attention for a photo. If the situation feels right you can politely gesture and you may be granted permission. A gentle "sumimasen" can work a treat.

10 Persevere. Many locals speak more English than they let on. Be friendly, buy your neighbour a drink and you never know where the conversation will lead.

11 Beg to differ. There is no culture of bargaining in Japan, but flea markets are occasionally open to polite lower offers.

12 Off-side. If someone makes a cross with their wrists in front of their chest it means – you can't do that! Or stop!

13 Don't be tardy for the party. Don't be early either – especially when dining. Right on time is the name of the game. If the local trains can do it, then so can you.

DINING'S CRYPTIC CODE

1 Only chants. "Itadakimasu" is that word you hear, often loudly upon entering restaurants – there's no need to respond to this welcome but it's polite to smile.

2 There's a chair in there. Be aware that some traditional restaurants (and most homes) require you to sit on the floor to eat. If you can't handle it then speak up immediately – often there's an emergency seat on hand.

3 First things first. Shortly after you are seated, drink (nomimono) orders will be taken. It's not a push to get you out in a hurry – they simply want to ensure you are comfortable for pondering the menu.

4 I'll have what they're having. If colleagues copy the boss's order be sure to follow suit.

5 Dirty habits. Always use the provided oshibori (wet towel) to wipe your hands before eating.

6 Bottoms up! When sharing a flask of sake or bottled wine with friends – pour each other's drinks. Don't serve yourself and always cheer "kampai!" before you start.

7 Hot water. The legal drinking age in Japan is 20. Avoid breaking the law by sticking with the free tea.

8 No smoke without fire. Some restaurants and bars still permit smoking. Smokers should note that puffing anything other than cigarettes comes with a side of jail time. Just ask Paul McCartney.

9 Wax on. Some restaurants display

10 Gently does it. It's tempting to order every delicious izakaya share plate at once but take it slowly. Request just a few dishes at a time, eat and repeat for a gold star.

11 Early appreciation. Say "itadakimasu" before you commence imbibing and you'll earn brownie points. If the word looks too hard – faintly mumbling "eat a duck you must" will get you a pass.

12 Wooden you know it. Pointing, poking, waving about, impaling tasty morsels and styling hair are chopstick (ohashi) no-nos. Chopsticks should sit on the provided "rest" or the side of your bowl. Only at a funeral do you see chopsticks standing upright in a dish.

13 Slurping good time. Enjoying that bowl of noodles? Then make some noise!

14 Cheque mate. Ready to pay for your meal? Simply make a small cross with your index (pointer) fingers so the server can see it. In some parts of Japan cash is very much the preferred currency.

15 Gotcha some attention. Saying "arigato" to your hosts is a given – but a genuine "gochisosama-deshita" as you leave will seriously acknowledge the team's efforts and put you in good stead for return visits.

16 Fond farewells. In fancy joints it's not uncommon for the chef to exit their restaurant and bow in thanks as you leave. They often hold their stance until you are out of sight so don't linger – but do turn to nod returning thanks.

17 Do the right thing. It's considered poor form to eat, even an ice cream, while walking unless in the park or at a market. Most "holes in walls" will provide a bench seat – use it and return any rubbish to the shopkeeper if there are no bins.

18 Top Tip. It's simple – don't tip! Knowing they've done their best is reward enough for the Japanese.



GEISHA



SITTING PRETTY

Cultural Tips:

Foreigners visiting Japan are not expected to know the conventions that dictate how Japanese behave in public. The best advice is, if in doubt, copy what everyone else is doing.

- The Japanese prefer consensus over disagreement, and rarely show strong emotions. Flaring into a temper if your hotel room wasn't ready, for example would be considered inappropriate behaviour and people might not know how to react.
- Avoid blowing your nose in public as this is considered rude; sniffing, however, is seen as your ability to resist temptation.
- It's understood that foreigners are unable to sit on their knees for any length of time so if you have to sit on the floor, it's OK to sit cross-legged but don't point your legs towards anyone.
- Take your shoes off as you enter a minshuku, ryokan (Japanese Inn), temple or someone's home; shoes and slippers are never worn on tatami mats.
- Chopstick etiquette is important to the Japanese. Pitfalls to avoid include "Spearing" food with chopsticks or using them to rummage through dishes. Avoid passing food between pairs of chopsticks, and never stick them upright in a bowl of rice as these are associated with death.
- Slurping noodles is supposed to improve the flavour, and is encouraged. It's also common to bring the bowl up to your mouth to ensure you don't spill the liquid.
- If drinking beer or sake with a group, it's polite to pour someone else's glass and wait for yours to be filled.
- Except at a festival, it's not customary to eat while walking in the street, though at most you might receive some bemused stares.
- Punctuality is sacred; the Japanese seem to abide by the "5 minute rule" rule for meetings and appointments.
- Business cards are also sacred. Though tourists are not expected to have them, it's a good idea to carry some if you have them. Egon can supply FF cards if you want them. If you are offered a business card, it's considered bad form to put it straight into your pocket, and even worse if you get out a pen and scrawl noted on it. It's best to look at it for a while before putting it away.
- If you are expecting to visit someone's home bring a souvenir from your home country as a gift, otherwise bottles of whisky, chocolates, flowers or tea towels are perfect.

If this appears daunting, remember that our Japanese friends know we are from a different culture, and acting as a local is not expected.

Panic Sheet For Ambassadors

In a hosting situation that poses a real problem, before panicking, remember that Friendship Force Ambassadors are expected to possess and exercise a great deal of TACT and DIPLOMACY in solving problems that may arise between Ambassador and Host.

Try to communicate with your Host about problems which may be resolved by minor changes, and respect your Host's situation. When all else fails, phone your Exchange Director for help quietly and in a manner respectful of your Host. Do not cause them to be embarrassed or to "lose face."

Illness of a minor nature – Communicate your problem with your hosts who may be able to help you ease your discomfort if it is related to food, jet lag or simple exhaustion, etc.

Major medical emergency – Again, your host is probably the best immediate source of help and will know of the nearest hospital or doctor to phone. If the situation is an emergency, you or your host should notify your Exchange Director before leaving for the hospital or doctor. Otherwise, do it as soon as possible.

Carry your personal medical insurance information with you. Some medical insurance companies will require you to pay all the bills and then submit copies of them for reimbursement after you return home. Some may also require you to notify them before any medical treatment is started.

Miscellaneous problems – Remember that many problems will resolve themselves with time and tact. Many "problem" situations are only a result of jet lag or culture shock, and are often the basis for amusing travel stories when you arrive home and feel more rested and relaxed. What seems like today's crisis may be tomorrow's anecdote!

Kyoto

Sapporo

Hiroshima

Sapporo

HOKKAIDO
北海道

Sea of Okhotsk
オホーツク海

Sea of Japan
日本海

HONSHU
本州

Kyoto

Osaka

Nagoya

Tokyo

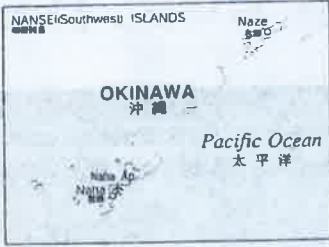
Hiroshima

Fukuoka

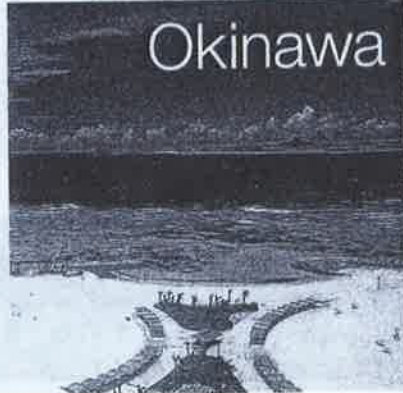
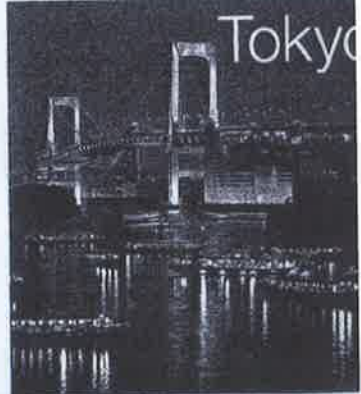
Pacific Ocean
太平洋

SHIKOKU
四国

KYUSHU
九州



- Major Cities
- Shinkansen (JR)
- ≡ Japan Railways (JR)
- ✈ Major International Airports
- ✈ Other International Airports



Railway vocabulary

Booking a ticket making a reservation
 adult *adul*
 child *kodomo*
 fare adjustment office *kyōri kyūkan*
 berth *shūbai*
 itinerary *itinerari*
 railway line *sen*
 no-smoking car *kyōshūkyūsha*
 refund *shūtai-seki*
 reserved seat *shūbai-seki*
 reservation *shūbai*
 seat *seki*
 sleeper train *shūdansha*
 ticket *ketippu*
 ticket office *ketippu-kyūkan*
 (for seat reservations) *shūbai-kyūkan*
 timetable *hōkoku-hyō*
 transfer ticket *tenkō-keppu*
 Travel Service Center *ryōko-senita*
 unreserved seat *juū-seki*

At the station
 entrance *iriguchi*
 exit *degi*
 fare adjustment office *kyōri kyūkan*
 handicapped *shibari no jiyū*
 platform *platafōm*
 station *eki*
 ticket gate/sicket *ketippu-gate*
 underground *chikatsuta*
 subway/metro *shūwaymetto*

On the train
 departure *shūppan*
 arrival *torikata*
 buffet *byūfē*
 conductor *shūshūsan*
 Green car *kinansha*
 luggage *hōgaku*
 ordinary class *hōrō*
 ordinary class coach/train *shū*
 railway lunchbox *reishū*

Railway phrases

How can I get to [Kyoto] from here?
Koko kara [Kyōto] made waitsureba dōnōsu ka

I'd like to reserve a seat on the next train to [Kyoto]
Tsugi no [Kyōto] ni ressha wa nani ni shippatsu shimasu ka

What time does the train to [Kyoto] leave?
[Kyōto] ni itte no ressha wa dōno toki kara shippatsu shimasu ka

[Kyoto] leave from?
Kono ressha dōno toki kara shippatsu shimasu ka

Can you tell me where my seat is on this train?
Godomo no nani-ga-seki ka

Hotel
 I'd like to book a single/double/triple room
Shūdan/doban/fūsan no heya o yoshaku shite it desu ka

I'd like a room but no meals
Shūdan o omeishi shimasu

Can I check in please?
Chēk-in onegaishimasu

I'd like to check out please
Chēk-āut onegaishimasu

Do you accept Amex/Visa card?
Amekisu/Visa kaado wa tsukaimasu ka

Restaurant

I'd like to make a reservation
 Do you have a menu in English?
 What is this?
 I'd like this please
 What time does the restaurant open/close?

Resshōkan
Shokuryō no ryōshi o shite it desu ka
Eigo no menyū wa arimasu ka
Kore wa nani desu ka
Resshōkan wa nani ni koto ni naru jiyūde airu ka

JAPAN RAIL SEAT RESERVATION TICKET

From (Himeji) **姫路** → To (Tokyo) **東京**

Ticket name (Shinkansen seat reservation ticket) **新幹線指定席**

Departure time **8月10日 (木)** **160号**

Date (Month/Day) **8月10日**

Train type (Hikari) **ひかり**

Train number **13-3-踊子号**

Seat reservation charge (no charge for Japan Rail pass holders) **12 (4)**

Car number **2022-81**

Date reservation made (Year (Japanese system), month, day) **2022-81**

Seat number: **Row 4, Seat A** (A = window seat)

Arrival time **13:56 (17:55)**

Non-smoking car

Useful kanji

男性 **男性**
 女性 **女性**
 禁煙 **禁煙**
 指定席 **指定席**
 自由席 **自由席**

日 月 年 時 分 秒
 Day Month Year Hour Minute Second

入口 **入口**
 出口 **出口**
 北 南 東 西
 Entrance Exit North South East West

みどりの窓口

Reservations office symbol
 Look for this *Midori no Madateki* in green window symbol at JR stations; it indicates a ticket-seat reservation office



JAPAN EXCHANGES

OTA - GUNMA

12987

AMBASSADORS

Couples

Colin and Linda **ALLEN**

Ian and Geraldine **COOK**

Ronald (Ron) and Daphne **CUTHBERTSON**

Leslie and Susan (Sue) **FARKAS**

Veronica **FRANKLIN** and Robert **MANSELL**

Julie **LONGBON** and Brian **PICKETT**

Kevin and Marjorie **PAGE**

Individuals

Susan (Sue) **EYERS**

Geoffrey (Geoff) **GRAHAM**

Helen **Paynter**

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HOST FAMILY

Sansei and Chinami **SHIBATA**

Kyo and Yasuko **MIYAZAKI**

Masakazu and Misae **KANAI**

Naoki and Yukiko **KOBAYASHI**

Haruo and Kyoko **KASUKAWA**

Etsuko and Takeshi **KANAI**

Shojiro and Kimiko **TAKETSUKA**

Katsuyoshi and Megumi **OGURA**

Terumi **NZGASAWA**

Megumi **KONITA**

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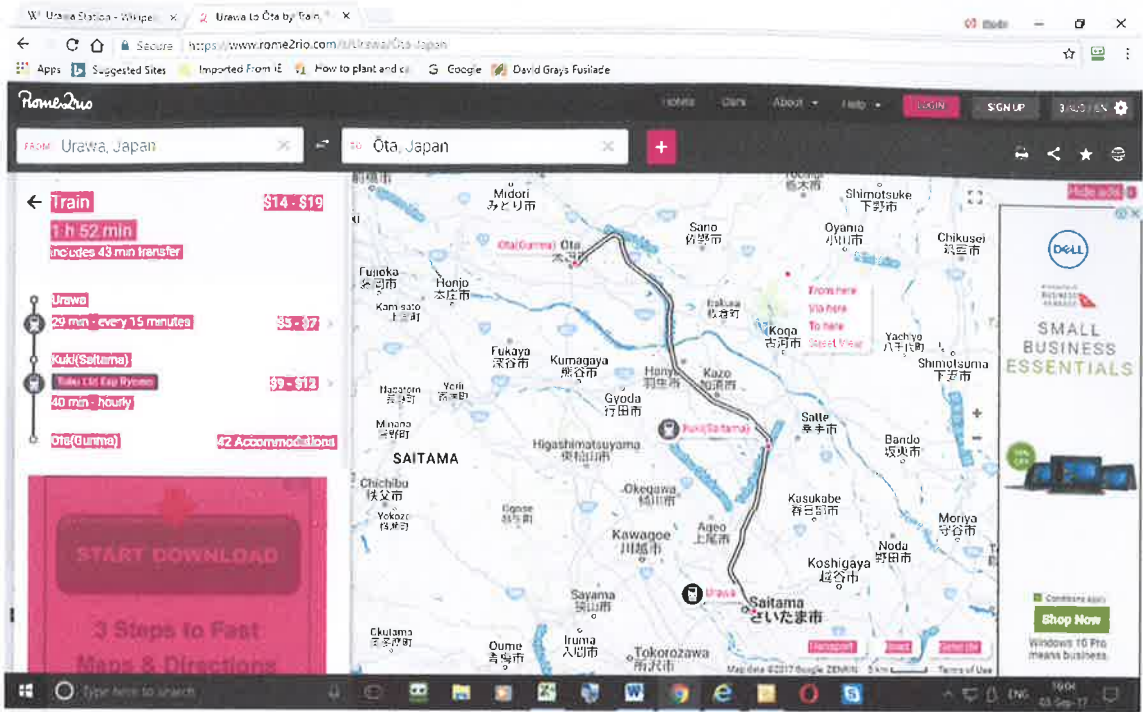
megkpink@gmail.com

teru-nakaji73-lala@docomo.ne.jp

koni1@plum.ocn.ne.jp



hmpitove@gmail.com



At Kuki station take Tobu Line (Tobu Isesaki line or Tobu Akgi line) not JR or Japanese Railway. The train should be bound for Ota or Isesaki or Akagi. It takes about 45 minutes to get to Ota by an express train. (You need a 770-yen reserved seat ticket beside a rail way ticket) Ota is fifth station. There are sixteen stations between Kuki and Ota. It costs 1420 yen total including reservation. Tickets and reservations can be purchased at Kuki Station so we need to be there (Kuki) at least by 1420

\$16.00

Tobu Ltd Exp Ryomo
JK
40 min to Ota.

How much is it? Ikura desuka?
 "Cheers" Kampai

USEFUL JAPANESE

Hello	Konnichiwa
Good Morning	Ohayo ^{ohyo} gozaimasu <i>gezaimas</i>
Good Evening	Konbanwa -
Good Night	Oyasumi nasai <i>Oia zemi</i>
Nice to meet you	Hajimemashite <i>he</i>
What is your name?	Onamae wa nan desu ka. <i>oro a may -</i>
My name is ~	Watashi wa - desu <i>des / mes</i>
How are you?	Ogenki desu ka <i>sesu</i>
I'm fine	Hai, genki desu
Thank you	Domo arigato ^{door moor} - <i>guzamas</i>
Please	Kudasai <i>oi</i>
Excuse me	Sumimasen
Goodbye	Sayonara
Yes	Hai
No	Iie <i>EE yet</i>
I understand	Wakarimashita
I don't understand	Wakarimasen
Do you speak English?	Eigo o hanashimasu ka.
I'm lost	Michi ni mayoimashita
Where is the toilet?	Toire wa doko desu ka <i>where is</i>

"Learning Japanese"
Ja neyha
Safre mekter

(Just prior to eating)
 (When finished eating)

Itadakimasu *Ikadakis*
 Gochisosamadeshita *sar moda deska*

Vegetable

One	ichi	
Two	ni	<i>Gochi saru</i>
Three	san	<i>sama</i>
Four	shi / yon	
Five	go	
Six	roku	
Seven	shichi / nana	
Eight	hachi	
Nine	kyuu	
Ten	juu <i>juu</i>	<i>K Mart</i>



gifs - whiskey - Australia
and other cards cards

Tokyo Station (→ [Keihin-Tohoku Line](#), [Chuo Main Line](#), Keiyo Line, [Marunouchi Subway Line](#), Shinkansen [all major lines from Tokyo], Sobu Main Line, Tokaido Main Line, [Yokosuka Line](#))
Attractions near Tokyo Station: [Imperial Palace](#) & [Marunouchi](#) shopping district.

Yurakucho (→ [Keihin-Tohoku Line](#), Yurakucho Subway Line)
Attractions near Yurakucho Station: [Ginza](#), [Ginza shopping](#), [Imperial Palace](#)

Shimbashi (→ [Ginza Subway Line](#), [Keihin-Tohoku Line](#), Toei Asakusa Line, [Yurikamome](#))
Attractions near Shimbashi Station: [Tsukiji Fish Market](#), [Hama Rikyu Garden](#)

Hamamatsucho (→ [Keihin-Tohoku Line](#), Toei Asakusa Line, Toei Oedo Line, Tokyo Monorail)
Attractions near Hamamatsucho Station: [Tokyo Tower](#), [Zojoji Temple](#), [Kyu Shiba Rikyu Gardens](#)

Tamachi (→ [Keihin-Tohoku Line](#))

Shinagawa (→ [Keihin-Tohoku Line](#), Keiiky Main Line, Tokaido Main Line, Tokaido Shinkansen, Yokosuka Line)
Attractions near Shinagawa Station: [Shinagawa shopping, hotel, and entertainment district](#), [Shinagawa Kumin Park](#)

Green line

Yamanote Line.

Japan Visitor