

TEAM LEADER EXPECTATIONS

Thank you for your interest to come to The Hope Centre with your team! We understand bringing a large group to a foreign and largely undeveloped country can prove to be challenging and a little daunting at times. So, we have set this guide up so that we can ensure clear communication between yourself as the team leader, and AOC. We envision that our guest coordinator Gabrielle will communicate directly with yourself, who will then pass the information on to the team. This document is supplemented by the Visitors Guide.

YOUR RESPONSIBILITIES TO OVERSEE AND COMMUNICATE:

SCHEDULE

On your arrival we will give you the schedule and we ask you to pass it on to your team. It is a good idea to go over this together each night before the next day, and in the morning. As a general rule in Cambodia, plans are always subject to change, so please be gracious in this regard. Please make an effort to have your team organised and on time.

CULTURAL DIFFERENCES

This is very broad! But we ask that you enforce the guidelines put in place for clothing, physical touch etc. This is in our Visitors Guide which you can pass on to the team. If a team member compromises this then we ask that you are the one to take them aside and remind them of cultural differences.

FOOD

Sometimes when in a village your team may be offered a meal. Some villagers have low incomes, but value generosity so may offer you food. Cambodia has very tasty food, but very different, so we ask all guests to accept food graciously and with a smile, even if it's interesting. This shows honour to our hosts and helps maintain the good relationship on behalf of AOC.

SAFETY

When riding on the back of the truck, guests must be seated on the base of the ute, not sitting on the side. Seat belts must be used when inside the truck.

POWER

In Cambodia power cuts do happen. Also due to the quality of power lines, overloading the Hope Center with excessive A/C and hot showers may trip the breakers/fuses. We ask you to take this into consideration when staying with us. We will communicate with you as to what to do when this happens, eg if you are staying on site and there are no English speaking staff around. Please call us when power cuts or water issues occur and we can investigate.

TEAM WELFARE

We encourage you to continually gauge team dynamics and debrief your team regularly throughout your time with us. You can give us feedback on any specific needs or changes. We really appreciate your feedback for your overall time with us too!

VISITORS' GUIDE

Ensure you and all team members have read our visitors guide. This covers cultural protocol.

