



Coach Recruiting Packet

Recruiting Process Outline - We take each player through the same recruiting process to insure everyone receives the same information at the same time and in the same order.

1. **America's Team provides the coach with a list of players and their email addresses.** The coach's responsibility is to send a blast email to all these players. America's Team will compose this email for the coach. The coach simply needs to copy/paste the email, and then copy/paste all the players email addresses into the BCC and send the email.
2. **America's Team will contact all the players the coach just emailed.** America's Team will text the players asking permission to send the official invitation.
3. **America's Team will send players their official invitation.** Once a player grants America's Team permission, we will email their official invitation to review with their parents. The invitation is full of information...The Itinerary and Registration Booklet, College Recruiting and Testimonials, Fundraising and Registration Instructions.
4. **America's Team will follow up with all players.** During these follow up calls, emails and texts, we will offer to answer any questions the players or parents have. Our goal is to get them all the information they need to make their decision.
5. **Player Registration Deadline.** Each player will have 30 days to confirm their spot on the team. Once their deadline passes, the player is still able to register, but America's Team cannot guarantee their spot on the team, as we will begin recruiting other players to take that spot on the team.
6. **A Player Registers.** After a player registers to be on the team, America's Team will send the player a confirmation email. America's Team will also alert the coach that the player has signed up for their team. The coach will then email the player, welcoming the player to the team. America's Team will send the coach the email and the player's name and contact info. The coach can simply copy/paste the email and send to the player.

Coach's Role in Recruiting – America's Team aims to take as much burden off the coach in recruiting as possible. The coach has two roles in recruiting. The first is sending out the initial email, introducing America's Team. After introducing America's Team, the coach's role is to answer any emails or questions that come from the players or parents. Part of this role is to be a champion for America's Team...be excited to have the player on the team and to provide them with this once in a lifetime experience! America's Team will do everything to minimize the coach getting questions from players and parents, by being proactive in reaching out to the players and parents to answer questions before they need to reach out to the coach.

Player/Parent FAQ's – Good info for coaches to know and understand

1. Question from Player – I want to be on the team...now what?
 - a. When a player verbally commits to the team that's great...but they must sign up online to make it official. Just telling you they want to be on the team is not good enough. They must sign up online and pay the deposit. They are not on the roster and we will not hold their spot until they are signed up online with deposit. We will provide the coach with registration instructions and the player has also been sent those instructions.
2. Question from Player/Parent – Player is already signed up, and now other family members want to travel. How do we sign up family members?
 - a. That's awesome they want to travel with the team. To secure their spot on the travel roster, they will need to complete the same registration/deposit process as the players. If they have multiple family members traveling, they will need to complete a separate registration/deposit for each person. For example, if they have 3 family members traveling, they will need to complete 3 separate registrations/deposits...1 for each person. Each person will have their own account id and password. The coach will have registration instructions., or they can call our office if they need help signing up.
 - b. As far as ACIS is concerned, every passenger is the same. There is no difference between a player and a parent/family member. So, therefore the registration process is the exact same. It's important that they know they must complete a separate registration for each person, as one person could sign up and think that takes care of all 3 of their family members, so we try to make it clear that each individual person needs to register and will get their own id and password.

3. Question from Player/Parent – General Safety and Security

Below are detailed answers of each layer of protection and safety.

- a. US State Department – Before we even travel, if the State Dept puts any kind of warning on a specific destination, we heed their advice and do as they instruct. So, if they tell US citizens not to go to a particular part of the world, we don't go. Or if they put a travel warning because of sickness or disease, we again do what they tell us.
- b. # Of Chaperons – Depending on sports. For softball, lacrosse and baseball, we guarantee a minimum of 3 chaperons for the team. There will be 2 coaches and 1 tour manager. For basketball and volleyball, we guarantee 2 chaperons. 1 coach and 1 tour manager.
- c. Tour Manager – These folks will be the coach and players best friend. They are with the team 24/7 and take care of all logistics...hotels, restaurants, tours, getting to/from games, they run the tour. Our tour managers are highly trained professionals, that know exactly what to do in any situation that may arise during a tour.
- d. Travel Assist – We are part of Travel Assist, which is a global organization of doctors and hospitals. So, no matter where we are in the world, we know exactly which doctors we see and which hospitals we take the kids to. There is never any guess work on our part. We already have a plan, should an injury or emergency arise.
- e. Overseas Offices – ACIS has offices in Rome, Madrid, Paris and London. So, we have people there on the ground all the time, getting a pulse of the countries. This also allows us to have more people on the ground in the event of an emergency. Again, there is no guesswork on our part and we have the infrastructure in place to take care of our travelers, no matter the situation.
- f. 24/7/365 Duty Officer – ACIS has someone on call every hour of every day of the year. So, in case of an emergency, a parent is one call away from knowing what's going on with their child. And, if an emergency happens back at home, the parents can reach their children in one call too. So it works both ways.

4. Question from player/parent – If we have more than 1 person traveling, how many deposits do we need to pay?
 - a. Each person traveling is required to register and pay the deposit. So, for example, if you have 3 people in your family traveling, you will need to complete 3 separate registrations, and each person is required to pay the deposit.

5. Question from player – I want to be on the team, but need a little more time to decide. Can I have some more time?
 - i. We are more than happy to give someone a little extra time, especially if they communicate to us they are interested. We really appreciate them keeping us in the loop...communication is good!
 - ii. Ask them for their questions to see what is holding them back. If we can identify what is holding them back, we can then work to overcome that objection.
 - iii. Set a deadline that they agree to for a decision. We don't want them to just drag us along. Find out what is holding them back, get those questions answered, and then get their decision. A "NO" is better than a "MAYBE."

6. Question from parent – What is the cost for a family member?
 - a. The cost for a family member is the same as a player. This guarantees them everything the players get, only they don't get to play. Same flights and hotels, meals and tours, tour manager and bus, insurance, etc...
 - i. The reason it is the same cost is they cost us the same. Airlines don't give us a discount for parents, hotels charge the same, and restaurants charge the same. The only thing they could say is that they are not getting to play in the games, and that is correct. But, when we price out the tours, we base the cost of the games on 30 passengers, so everyone pays for the games. If we didn't do it this way, we would just have to charge the players more up front to cover the games. So, it works out to be the same money, we just spread it amongst all the travelers, and not just the players.

7. Player registers, but doesn't pay the deposit.
 - a. They have to pay the deposit to be on the team. Without the deposit, we can't hold the spot. ACIS will cancel them after 7 days with no deposit. They can pay the deposit online or they can mail a check to ACIS.

8. Player thinks they are on the team, but we don't have them registered.
 - a. Ask them if they have the confirmation email from ACIS? If their registration was completed, they would have received this. Please send the confirmation email to our office and we will find out why they are not showing up on the roster. But, if they completed the registration, no worries. Email them registration instructions, and have them call our office if they need help signing up. Follow up 1 week later to make sure they are on the roster.

9. Questions about Rooming

- a. Our standard tour is 3 people to a room, with each person getting their own bed. So, there is no awkward thing about who is going to share a bed with whom. We encourage the players to stay in rooms together, as it enhances the experience. The other example is if you have 3 family members traveling, a lot of them will stay in 1 room too.
- b. If two people want to share a room and guarantee that they won't have a 3rd person in their room, they can do that, but they both will be charged the double room surcharge. Examples of this are...when a parent and child want to share a room, and be by themselves. Or, a husband/wife room together and don't want their child to room with them. Or, if you have 2 adult women or men that want to share a room together.
- c. If a person wants a room all by themselves, they can do that too, but they will have to pay the single room surcharge. This typically is a parent traveling alone that doesn't want to share a room with anyone.