



PATA MICRONESIA CHAPTER  
EDUCATION COMMITTEE  
STANDARD OPERATING PROCEDURE (SOP)  
Between PATA Micronesia Chapter and Trainer(s)

The Education Committee (Committee) will be conducting training throughout the region of Micronesia and the course facilitators (Trainers) will be selected by the Committee and accepted by the Trainer. Once the Committee has selected and Trainer has accepted this SOP will go into effect and must be acknowledged by the Committee and Trainer by signing in the appropriate place.

Please note that when the word "Chapter" is used it refers to PATA Micronesia Chapter.

The Committee and Trainer will adhere to the following:

1. The Chapter intends to hold a education outreach as follows:
  - a. Subject:
  - b. Dates:
  - c. Location:
  - d. Sponsoring National Tourist Organization (NOT) or State Tourist Organization (STO)
2. Airfare: The Chapter will take care of required air transportation at "no" cost to the Trainer.
3. Ground Transportation, Lodging (hotel/motel/etc.), and meals for the Trainer: The sponsoring NTO/STO will take care of these matters at no cost to the Chapter or Trainer.
4. Training Facility and incidentals (i.e., multimedia projector, etc.): The sponsoring NTO/STO will take care of these matters at no cost to the Chapter or Trainer.
5. **"Micronesia: Experience the Warmth"** All training must include a brief orientation of the Chapter's Brand campaign, **"Micronesia: Experience the Warmth."** This is the drive towards improving the overall service quality within Micronesia. It is creating that positive image that will make our regional destination appealing to our existing and emerging markets. The Committee will assist with necessary information and materials so Trainer can perform this topic.
6. Trainer is highly encouraged to include hands-on and/or role-play situations to reinforce the subject competencies to create greater leaning retention.

7. Unless agreed otherwise, all training materials will be the property of the Chapter.
8. Training Evaluations: To be conducted upon completion of the workshop to improve the Chapter's training goals and objectives.
9. Trainers Fees: Traditionally the Trainers have never requested a fee for their training services. If you the Trainer feels special circumstances exist whereby you are deserving of a Fee for Service arrangement please bring that to the attention of the Committee in writing immediately.
10. Trainer's requests: If the Trainer has any special requests; please provide them to the Committee immediately. Historically Trainers have desired sponsoring NTO/STO for no cost tours such as diving.
11. Trainer requires the following items at the venue of training;
 

a. Laptop	___ Yes ___ No
b. Projector	___ Yes ___ No
c. Microphone/PA System	___ Yes ___ No
d. Other _____	

12. Comments, if any:

I understand and agree with this  
 "STANDARD OPERATING PROCEDURE (SOP) BETWEEN THE PATA MICRONESIA  
 CHAPTER AND TRAINER(S)"

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Trainer's Name printed / Signature / Date

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PATA Micronesia Chapter's: Name printed / Signature / Date