

# Answers in Genesis Conference Line Training (DC 2007)

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## Purpose of the AiG conference line

The AiG DC phone line, (866) 552-1936, is one way for people to find out information about the Answers in Genesis conference taking place in May. It also serves as a way for pastors to RSVP for the Christian Leaders Meeting (CLM) and for Christian schools and home school groups to register groups over 25 for the event. For more information on the phone tree structure, see the end of this document.

## How to determine your coverage schedule

The phone coverage schedule is available online at <http://www.google.com/calendar/embed?src=1eqb8u7cvgveojnbu0gt8e51rk%40group.calendar.google.com&mode=MONTH>. Each day will have events listed for “SM registration”, “CLM registration”, and “Live person”, during the time periods that the AiG committee is responsible for answering the phones. E-mail [Jeremy Gibson](mailto:Jeremy.Gibson@ai.org) or call him at (703) 407-2596, to sign up or remove your name from a shift. Shifts may be for an entire day or a half day.

## Procedure for registering pastors for CLM

Record the **pastor’s name**, **phone number**, the **name of the church**, the **address of the church**, and the **number attending**. If you receive this information as a voice mail message, call the person back to confirm their registration. When calling back confirm the rest of the information in the database. Finally, update the online database with the information received at <http://criacionismo.org/aiG/reports/index.php>.

To update the database, search for the name of the church or pastor. Modify the attending CLM field of the record. If any of the information received differs from what is in the database, record the new information in the Notes field. If there is NOT a record in the database for the pastor that accepted the invitation to come to the CLM, click the Add button and add the info for the church and pastor. Be sure to fill out the attending 2007 CLM fields in the database. For step by step instructions on using the online database please see: [http://www.the-gleasons.com/to\\_add\\_or\\_update\\_local\\_creation.htm](http://www.the-gleasons.com/to_add_or_update_local_creation.htm).

If you do not have computer access, at the end of your shift relay the information collected to Jeremy via phone at (703) 407-2596.

## **Procedure for registering groups of 25 or more for Student Meetings**

Record the **name of the caller, name of the group, phone number, address of the group, the number attending the K-6 SM, and the number attending the grades 7-12 SM.** If you receive this information as a voicemail message, call the person back to confirm their registration. When calling back confirm the rest of the information in the database. Finally, update the online database with the information received at [http://criacionismo.org/aig/edit/SM\\_Registration.php](http://criacionismo.org/aig/edit/SM_Registration.php).

To update the database, search for the name of the Christian school or home school group. Modify the appropriate "Children attending SM" field of the record. If any of the information received differs from what is in the database, record the new information in the Notes field. If there is NOT a record in the database for the school, click the Add button and add the info for the school or group. The instructions for using the SM database are similar to the CLM one. For more information please see: [http://www.the-gleasons.com/to\\_add\\_or\\_update\\_local\\_creation.htm](http://www.the-gleasons.com/to_add_or_update_local_creation.htm).

If you do not have computer access, at the end of your shift relay the information collected to Jeremy via phone at (703) 407-2596.

## **How to check for messages via e-mail**

Messages recorded by people registering for a SM or the CLM or wishing a call-back will be sent to you as MP3 files via e-mail. In order to listen to the message you will need a computer program able to play MP3 files. Several free players are available to download (Windows Media Player, iTunes, WinAmp, etc.) from the internet at no charge. Contact [Jeremy Gibson](#) for assistance setting this up if needed.

## **How to check for messages via phone**

If you do not have internet access it is possible to check for messages via your phone. Call the AiG hotline, (866) 552-1936, and during the greeting message, press \*. When prompted enter the extension to check (701 for CLM, 702 for Student Meeting, 0 for general messages) and then the PIN (Contact [Jeremy](#) for the PIN). Option 7 is to check for voice messages.

## **How to distinguish AiG calls from personal calls.**

When you receive an AiG phone call, a recording will announce that a call is being transferred to you, so you can greet the caller appropriately. Also if you have caller ID,

the number will show up as coming from the AiG toll free number. You will not receive any AiG calls outside of the shift you signed up for. The phone system is set up to only forward your calls to the number(s) you provide only during your shift.

## What if I need to leave the house?

It is not critical to have a person by the phone at all times. If you need to leave for any reason, just check your e-mail or call the conference line to check for any missed calls. Also, if you have a cell phone, you may provide that as a secondary forwarding number to answer calls away from home. The phone system has the ability to poll several different phone numbers and connect the caller to the first live person it reaches. If you find out you cannot be available for your shift for any reason, please contact [Jeremy Gibson](#).

## Caller frequently asked questions

Callers may have various other questions about the CLM, conference, or student meeting. Below is some basic information about the event, most of which is available on the event website at <http://www.answersingenesis.org/dc>. If you do not know the answer to a question and it's not answered below, offer to take a message and contact someone on the committee to find the answer and follow up. Additional frequently asked questions are available online at <http://www.the- Gleasons.com/FAQs%20for%20AiG%20DC%202007%20Callers%20V4.pdf>

## *Registration*

### CLM

RSVP for the CLM (March 27, 2007) is currently available via phone (option 1). The only other way for pastors to RSVP is via mail (card included with invitation). The invitation states that the **pastor**, the **pastor's spouse**, and another **key leader from their ministry** are invited to the CLM. If the caller asks if it is possible to bring additional pastors or leaders let them know that is fine. (We don't want to turn anyone away; however, we want to have enough food and space prepared.) Callers should already know the information below from the invitation, but here it is for reference:

Who: Ken Ham

What: How to equip you to uphold the authority of the Bible from the very first verse and to preview of the upcoming AiG conference in May.

When: Tuesday, March 27, 2007, 12:00 PM – 1:30 PM (catered lunch provided)

Where: Tysons Westpark Hotel (just off route 7 and Westpark Drive in Tysons)

8401 Westpark Drive  
McLean, VA 22102

## **Student Meetings**

The student meetings on Friday with Ken Ham are free. **There are two different meetings**, one 9:30-11:00 (for grades K-6) and one 1:00-2:30 (for grades 7-12). Only groups over 25 need to register. Registration for the student meetings is currently available only via the phone line (option 2).

## **Conference Registration**

This is not available via the phone line. Registration is available online at <http://www.answersingenesis.org/dc> and by clicking on the “Register Online” link.

## **Creation Adventure Workshop w/Buddy Davis**

This is not available via the phone line. Registration is available online only at <http://www.answersingenesis.org/dc> and by clicking on the “Register Online” link. Please inform people that **all of the children’s workshops are the same** and to **only register their child for one time slot**.

## **Speakers**

The speakers at the conference will be Ken Ham, Buddy Davis, and Danny Faulkner.

## **Date**

The conference is being held Friday, May 18 to Saturday, May 19. See the agenda topic for more information on topics and schedule.

## **Costs**

Single person \$25, Family \$35, Student/senior \$12, Creation Adventure Workshop (ages 7-10) \$15/child. The student meetings on Friday are free. All money is payable at the door (not online or via phone).

## **Directions**

The conference is taking place at the Community Church of Ashburn, just north of Dulles Airport in Ashburn, VA. The church address and directions from different locations are below.

### **Address:**

The Community Church of Ashburn  
19790 Ashburn Road

Ashburn, VA 20147

**From Leesburg:**

Take route 7 East. Take Claiborne Parkway, South exit.  
At stop sign turn left onto Russell Branch Parkway.  
At stop sign turn left onto Ashburn Rd.  
Turn right into last driveway.

**From Reston:**

Take route 7 West into Ashburn.  
Take Claiborne Parkway, South exit.  
At stop sign turn left onto Russell Branch Parkway.  
At stop sign turn left onto Ashburn Rd.  
Turn right into last driveway.

**From Washington DC:**

Take 66 West to the Toll Road Route 267 West.  
Take the exit for Route 28 North. Stay on Route 28 approximately 6 miles.  
Take Route 7 West exit. Take Claiborne Parkway South exit.  
At stop sign turn left onto Russell Branch Parkway.  
At stop sign turn left onto Ashburn Rd. Turn right into last driveway.

**From the south (Prince William, Fauquier, and SW Fairfax):**

Take Route 28 North to the end.  
Take Route 7 West exit. Take Claiborne Parkway South exit.  
At stop sign turn left onto Russell Branch Parkway.  
At stop sign turn left onto Ashburn Rd. Turn right into last driveway.

From the north (Frederick County Maryland, etc)

Take Route 15 South to Leesburg  
Take Route 7 East in Leesburg.  
Take Claiborne Parkway South exit.  
At stop sign turn left onto Russell Branch Parkway.  
At stop sign turn left onto Ashburn Rd. Turn right into last driveway.

## **Conference Agenda:**

### **Friday, May 18, 2007**

- 9:30 AM to 11:00 AM [Ken Ham](#): Dinosaurs, Genesis, and the Gospel  
(Free student meeting) (Grades K-6)
- 1:00 PM to 2:30 PM [Ken Ham](#): Teaching Students to Defend the Christian Faith  
Beginning with Genesis.  
(Free student meeting) (Grades 7-12)
- 6:00 PM to 6:30 PM Early Bird Video # 1  
(All Ages)
- 6:40 PM to 7:00 PM [Buddy Davis](#): Concert  
(All Ages)
- 7:00 PM to 8:00 PM [Ken Ham](#): Genesis: Key to Reclaiming the Culture.  
(Ages 11 & Up)
- 7:00 PM to 9:30 PM [Buddy Davis](#): Creation Adventure Workshop  
(Ages 7-10 Separate Registration Required)
- 8:30 PM to 9:30 PM [Danny Faulkner](#): The Origin Of Science And Its Biblical Basis  
(Ages 11 & Up)

### **Saturday, May 19, 2007**

- 8:30 AM to 9:00 AM Early Bird Video #2  
(All Ages)
- 9:10 AM to 9:30 AM [Buddy Davis](#): Concert  
(All Ages)
- 9:30 AM to 10:30 AM [Ken Ham](#): How to Defend the Faith in Today's Secular World  
(Ages 11 & Up)
- 9:30 AM to 11:00 AM [Buddy Davis](#): Creation Adventure Workshop  
(Ages 7-10: Separate Registration Required)
- 11:00 AM to 12:00 PM [Danny Faulkner](#): Creation Astronomy: Design And Recent  
Origin (Ages 11 & Up)
- 12:00 PM to 2:00 PM Lunch Break
- 1:30 PM to 2:00 PM Early Bird Video # 3  
(All Ages)
- 2:00 PM to 3:00 PM [Ken Ham](#): Why Won't they Listen?  
(Ages 11 & Up)
- 2:00 PM to 4:30 PM [Buddy Davis](#): Creation Adventure Workshop  
(Ages 7-10: Separate Registration Required)
- 3:30 PM to 4:30 PM [Danny Faulkner](#): Comets, The Kuiper Belt, and Pluto  
(Ages 11 & Up)

## Phone tree structure and text

The text of the phone tree system is below. Each indent is a “branch” of the tree. For example, to hear hotel information in Ashburn, the user would press 3, then 2, then 1. Items in parentheses are actions or more text.

*Thank you for calling the 2007 DC Answers in Genesis conference line. The conference will be held on May 18 & 19 at the Community Church of Ashburn located in northern Virginia. Please choose from one of the following options. (If at any time you would like to return to the previous menu, please press 9.)*

*To register for the Christian Leader's Meeting, press 1*

*(Transfer to person/voicemail)*

*To register groups of 25 or more for a Student Meeting, press 2*

*(Transfer to person/voicemail)*

*For directions to Ashburn Community Church and area hotel information, press 3*

*For directions to the church, press 1*

*Ashburn Community Church is located at 19790 Ashburn Rd. Ashburn, VA 20147, just north of Dulles airport*

*For directions from Washington DC, press 1*

*(Give directions from DC - 66W to 267W)*

*For directions from areas north of DC, press 2*

*(Give directions from 495 to 267W to 28N)*

*For directions from the beltway, press 3*

*(Give directions from DC - 495 to 66W to 28N to 7W)*

*For directions from Leesburg and points west, press 4*

*(Give directions from Leesburg - 7 east)*

*For directions from points south, including Prince William, Fauquier, and western Fairfax counties, press 5*

*(Give directions from 28N to 7)*

*For area hotel information, press 2*

*For hotels in Ashburn, press 1*

*(Give hotels in Ashburn)*

*For hotels in Sterling, press 2*

*(Give hotels in Sterling)*

*For hotels in Leesburg, press 3*

*(Give hotels in Leesburg)*

*For hotels in Herndon, press 4*

*(Give hotels in Herndon)*

*For the agenda of the conference including Children's Creation Adventure Workshop information and costs, press 4*

*For the Friday conference agenda, press 1*

*(Give Friday conference agenda)*

*For the Saturday conference agenda, press 2*

*(Give Saturday conference agenda)*  
*For the Children's Creation Adventure Workshop information, press 3*  
*(Give children's workshop information)*  
*For cost information, press 4*  
*(Give cost information)*  
*To volunteer or be connected with a person, press 0*  
*(Transfer to person/voicemail)*  
*Also, for more information please visit [www.answersingenesis.org/dc](http://www.answersingenesis.org/dc)*