

# Small World

## New Joiner Onboarding Guide

*For every new host, city team member, and volunteer joining the Small World family.*

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### Who We Are

Small World is a pan-India IRL community platform. We build art, craft, social, sports, and conversation experiences that create real memories — not entertainment.

| *"We're not building events. We're building rooms where life happens."*

We believe:

- **IRL > URL** — real connection beats scrolling
- **Creation > Consumption** — people want to make things, not just watch
- **Belonging is a real business** — community is the product

### The 4 Agreements — Our Non-Negotiables

- **Be impeccable with your word** — Do what you say, every single time
- **Don't take anything personally** — Feedback is about growth, not judgement
- **Don't make assumptions** — Ask, clarify, confirm before acting
- **Always do your best** — Even when it's hard

These are not motivational quotes. They are how we operate every day.

## STEP 1 Welcome & Orientation

*Day 1 — Understanding Small World*

### What happens on Day 1

- Welcome message shared in the city team group by City Head
- New joiner introduced to the relevant WhatsApp groups
- Reporting manager clearly communicated by City Head
- This onboarding document shared along with the Small World OS

### You must read on Day 1

- **Small World OS** — the full operating system (already shared with you)
- Host Operations Checklist — your bible for every event
- Recruitment Checklist — understand how the team works
- Projects Checklist — understand how brand projects run

### Communication rules you follow from Day 1

- **Groups > DMs** — all updates go in the group, not privately

- **Clarity beats politeness** — be direct, short, and actionable
- If it's not written, it's not done
- Bias towards action over discussion

## STEP 2 Know Your Role

*Understanding what you're here to do*

### The Org Structure

- Founder
- Regional Managers — own a group of cities
- City Heads — own one city, report to Regional Manager
- Hosts — Art / Social / Sports / Trips
- Ambassadors & Volunteers — pipeline for future hosts
- Schedulers & Procurement/Ops Support

**The Golden Rule: No role exists without being on-ground. Managers must host. Leaders must execute.**

### What you own

- **As a Host:** create a 7-star experience for every participant
- **As a City Team Member:** keep the city healthy, growing, and running
- **As a Volunteer/Ambassador:** support on ground, learn the ropes, earn your way up

## STEP 3 Training

*Learn before you lead*

### What you need to learn

- Watch the training video for every workshop in your city's active catalogue
- Shadow at least one experienced host before your first solo event
- Learn the materials kit — what's in it, how to pack it, what's mandatory
- Understand the 7-Star Experience — what guests should feel at every stage

### The 7-Star Experience

Every guest must leave feeling:

- Welcomed — from the moment they walk in
- Safe — comfortable environment, no pressure
- Seen — host knows their name, acknowledges them
- Proud — of what they made or experienced
- Happy they stepped out — they'll come back and tell others

### Customer Experience Rules

- Prevention > Resolution — fix problems before they escalate
- No refunds mindset — handle issues on the ground

- If something goes wrong, take ownership immediately
- Escalate early — never sit on a problem silently

## STEP 4 Your First Event

*The host operations standard*

### Before you leave home

- Pack all workshop materials + 10% buffer for walk-ins
- Pack cling wrap
- Carry 10% discount coupon codes — one per guest for next booking
- Confirm venue is expecting you (WhatsApp the venue contact)

### At the venue — 15 minutes before start

- Arrive 15 minutes early, no exceptions
- Set up the table — materials laid out, space looks welcoming
- Send a geo-tagged photo to the city group as proof of presence

### When guests arrive

- Greet every guest by name at the door
- Introduce yourself warmly — your name, your role
- Tell them what Small World is in 2–3 lines
- Set clear expectations — what we'll do today, how long, what they'll take home

### During the workshop

- Run the session as planned — energy up, every participant engaged
- Assist guests who are struggling — no one should feel left behind
- Handle walk-ins calmly — you always have buffer material

### After the workshop

- Hand out the 10% discount coupon code to every guest
- Ask happy guests for a short video review — never pressure anyone
- ★ **5-star video review = ₹50 incentive for you**
- Post ticket screenshot in the city group
- Post a photo of guests during the workshop in the city group

## STEP 5 Payouts & Accountability

*How performance links to earnings*

### How payouts work

- Host fees are directly linked to attendance and execution — not just showing up
- No blind payouts — every payment is tied to proof
- Attendance is tracked via the central Google Sheet — selfie + timestamp

- Clarity on payout is given upfront by City Head — ask before you start

## Incentives

- ₹50 per 5-star video review collected from guests
- Performance over time opens up city team roles and growth opportunities

## What we don't tolerate

- Lurking without contribution
- Managers who don't execute on the ground
- Repeated mistakes without learning
- Lack of ownership — if something broke, own it

## STEP 2 How to Grow at Small World

*What winning looks like*

Small World promotes from within. The fastest path up is through doing.

- **Show up consistently** — reliability is the most valued trait here
- **Take ownership** — don't wait to be told, act
- **Learn fast** — watch, ask, apply
- **Build in public** — share updates in groups, not DMs
- **Care deeply about people** — guests, teammates, partners

| *"Rejection for breakfast — make asks daily. Growth comes from doing."*

## Your First Points of Contact

When you join, these are your go-to people:

CITY HEAD

REGIONAL MANAGER

CHIEF OF STAFF

CEO