

GENERAL INFO GUIDE: WE18 VOLUNTEERS

This general info guide contains information that is pertinent to all volunteers. SWE recommends printing this before conference for an on-hand reference.

TO START YOUR SHIFT

- All volunteers are required to download the WE18 conference app before conference!
- Report to the volunteer room prior to your shift starting – reference your Volunteer Role Info Guide (estimate: 10-30 minutes prior to shift)
- Find the point-of-contact you report to, and take her cell phone number (refer to Org Chart on next page)

VOLUNTEER DRESS CODE

- Dress code for volunteers is business casual
- Wear your volunteer scarf while on-duty

CODE OF CONDUCT

- You may be asked to switch roles and/or fill-in where help is needed!
- Keep in mind: not everything will run perfectly when conducting a major conference, so your flexibility is important. Focus on the positive, especially the solution.
- Although rare, you may receive complaints and encounter unprofessional behavior. Please be professional and gracious. Find SWE or venue staff when something is out of your control.
- Provide superior customer service during your volunteer shift to ensure attendees, exhibitors, speakers, etc. experience a welcome conference environment

IMPORTANT LOCATIONS

- Volunteer Room: Room 201, Minneapolis Convention Center
- Invent It. Build It.: Exhibit Hall A, Lower Level
- Tours: Shuttle station located near Ballroom AB, First Level
- To view floor plans, download the app or refer to the venue website.

COMMUNICATIONS

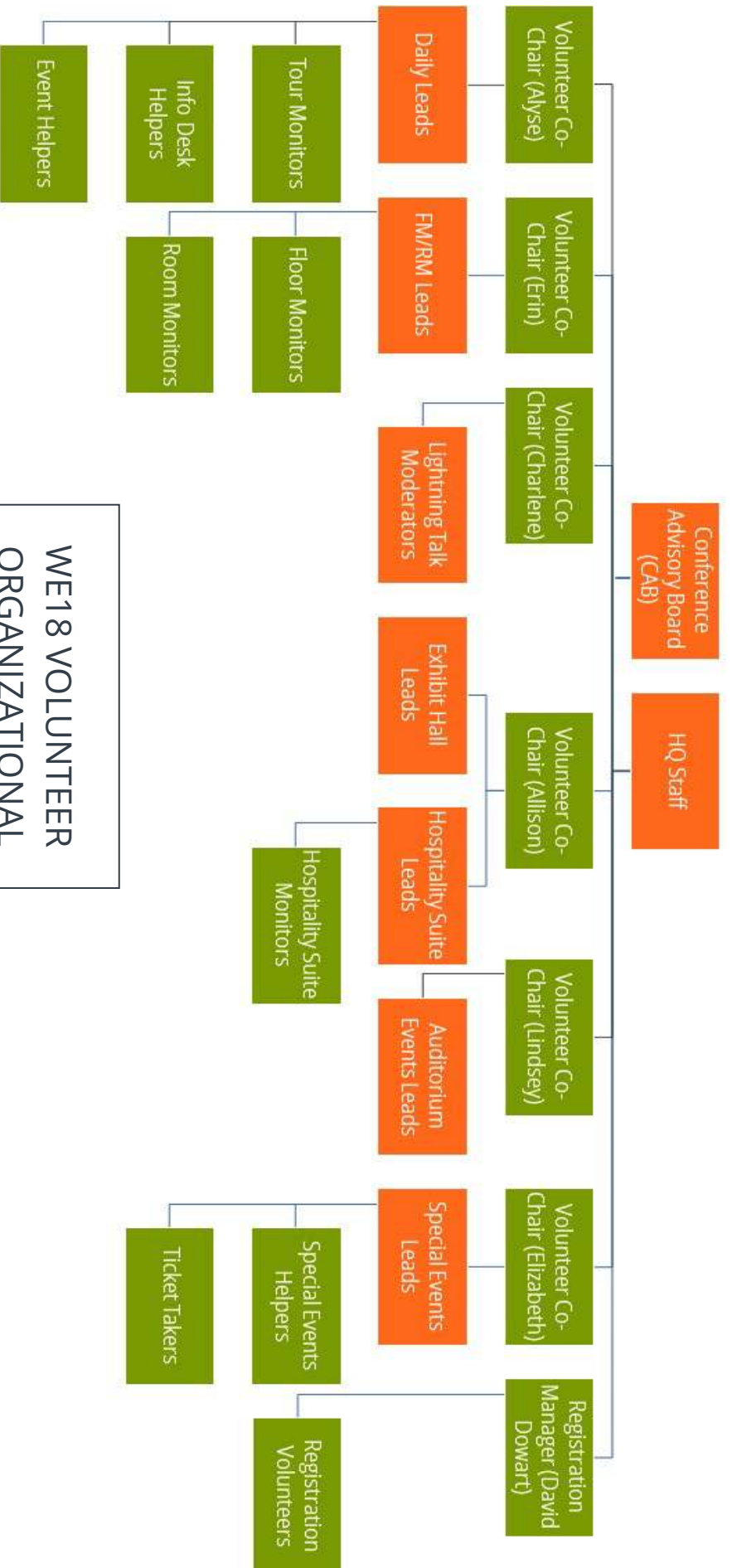
- Report to your Volunteer Co-Chair or Lead Volunteer with any issues you cannot take care of on your own
- Technical issues? Find AV staff in black shirts around the conference venue. They will be available in most hallways, wearing black shirts
- You will need your cell phone and a phone charger

SECURITY

- Fire Marshal: Provided through the Fire Prevention Bureau.
- Medical Services: First aid personnel on the floor.
- Police Officers: Provided through the Minneapolis Police Department.

We18

The World's Largest Conference
for Women Engineers



WE18 VOLUNTEER
ORGANIZATIONAL
CHART

VOLUNTEER INFO GUIDE: EVENT HELPER

This general info guide contains information that is pertinent to Event Helpers. SWE recommends printing this before conference for an on-hand reference.

REPORTS TO:

Daily Lead

SPECIFIC DUTIES:

- Be available for miscellaneous tasks as needed, such as running errands, assisting under-staffed areas, replacing no-show volunteers, etc.

CHECKLIST:

- Check-in with Daily Leads in the volunteer room to see where you are needed at the beginning of your shift
- If unassigned to a task, check-in with HQ staff (in the area) to see what errands can be run, where help is needed, etc. HQ staff can be identified by their name badges.

WHAT TO DO WHEN...

You're not sure how to complete your task?

- Ask for help! Daily Leads, lead volunteers, fellow volunteers and HQ staff are available to assist all volunteers and provide guidance

A room, hallway, etc. is over-crowded?

- Help your room monitors with crowds at the door, post the "Room at Capacity" signs, stop people from entering, make room for people leaving, etc.