

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

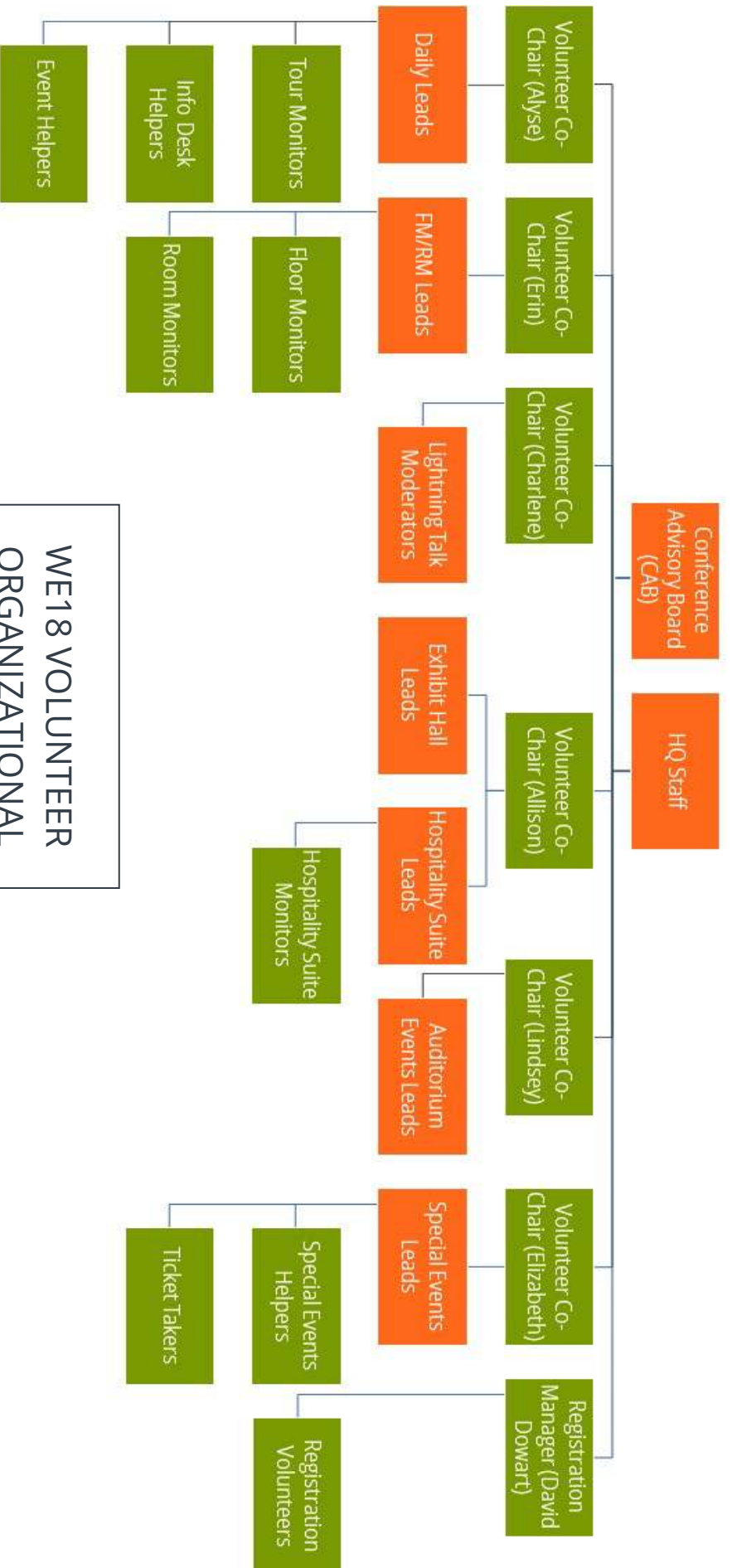
- Report to your Volunteer Co-Chair or Lead Volunteer with any issues you cannot take care of on your own
- Technical issues? Find AV staff in black shirts around the conference venue. They will be available in most hallways, wearing black shirts
- You will need your cell phone and a phone charger

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: FLOOR MONITOR

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

REPORTS TO

Floor Monitor/Room Monitor Lead on duty

SPECIFIC DUTIES & SCHEDULING NOTES

- The floor Monitor will arrive to connect with the previous floor monitor for her area, and stay to turn over duty to the next floor monitor
- Number of areas to be covered will depend on the specific facility. At WE18, there will be two areas on each of four levels, plus help needed for the Hilton Minneapolis and Hyatt Minneapolis

CHECKLIST

- Make sure you have a cell phone in order to contact your Daily Lead or Floor Monitor/Room Monitor Lead on-duty
- Check-in with each Room Monitor for each room in the section assigned for any issues
- Notify Room Monitor Lead if there is no Room Monitor in place. Provide assistance if Room Monitor Lead can't be reached
- Check section of meeting space against programs that are currently happening, check that signs are correct
- Your replacement's shift should begin ten minutes before your shift is over – make sure to communicate specific duties and important information about the position to her

WHAT TO DO WHEN...

Rooms are over-crowded?

- It is the room monitor's job to make sure that the room doesn't fill past capacity – there should not be people in the aisles or along the sides of the room. Make sure room monitors have this under control, and seek help if needed

A room is having tech issues?

- Locate the nearest AV staff in the hallway
- If you cannot find AV staff outside the room, then contact Daily Lead on cell phone, and ask her to call AV