

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

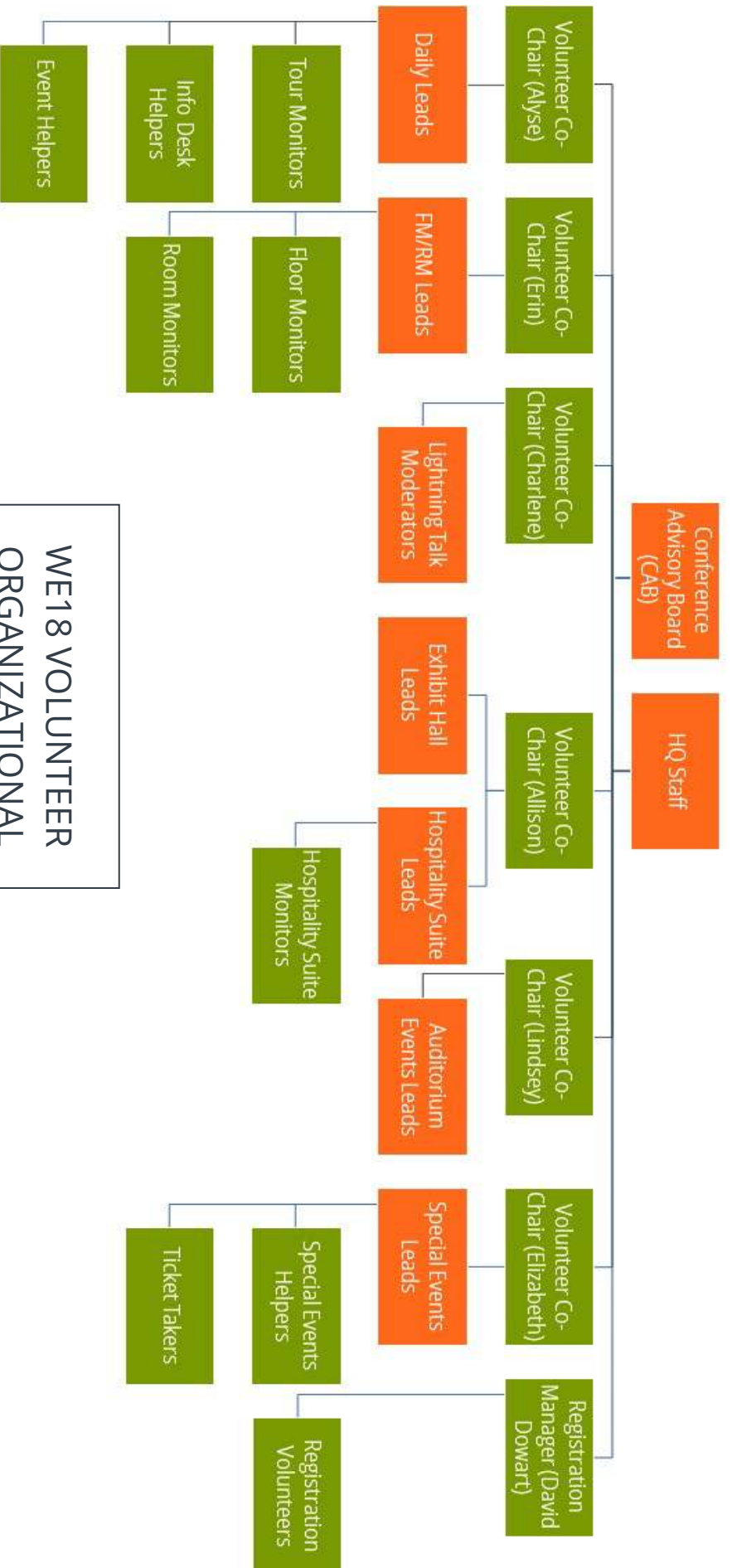
- Report to your Volunteer Co-Chair or Lead Volunteer with any issues you cannot take care of on your own
- Technical issues? Find AV staff in black shirts around the conference venue. They will be available in most hallways, wearing black shirts
- You will need your cell phone and a phone charger

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: INFO DESK HELPER

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

REPORTS TO

Daily Lead

GENERAL DUTIES

- Stay at Info Desk to provide information and directions as needed.
- This area should not have any time breaks, so previous info desk helper should stay long enough to update and connect with the next person coming on duty.
- Provide alert, helpful customer service to everyone who walks by

SPECIFIC DUTIES

- Info desk positions:
 - Session Info desk (2nd floor)
 - Registration info desk
 - Spark Center (and surrounding areas) info desk
 - Info desk (M Level, L Level)
 - Ballroom and General area Info desk (first point of stopping) for those arriving from Hilton Side
 - 103 rooms area
- Info desks are responsible for providing session location info, food info and directions, along with other general information to attendees.
 - Registration Info Desk Helpers will also monitor ribbon wall and tote bag area, keeping area neat and clean, and replenishing supplies as needed
- 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

CHECKLIST

- Tablet or laptop will be provided at the desk with sets of needed information, which includes, but not limited to: overall contacts, show vendors, general city instructions, key websites, mobile app download instructions, and other instructions for the key components of the career fair, including membership, sessions, housing, special events, registration, and any other miscellaneous issues.
- Cell phone and charger – you may be contacted by Daily Lead or fellow volunteers

WHAT TO DO WHEN...

You don't know the answer to something?

- Look it up on the tablet provided at your booth, or your cell phone if needed. If there is information you cannot find, contact your Daily Lead via cell phone