

# 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

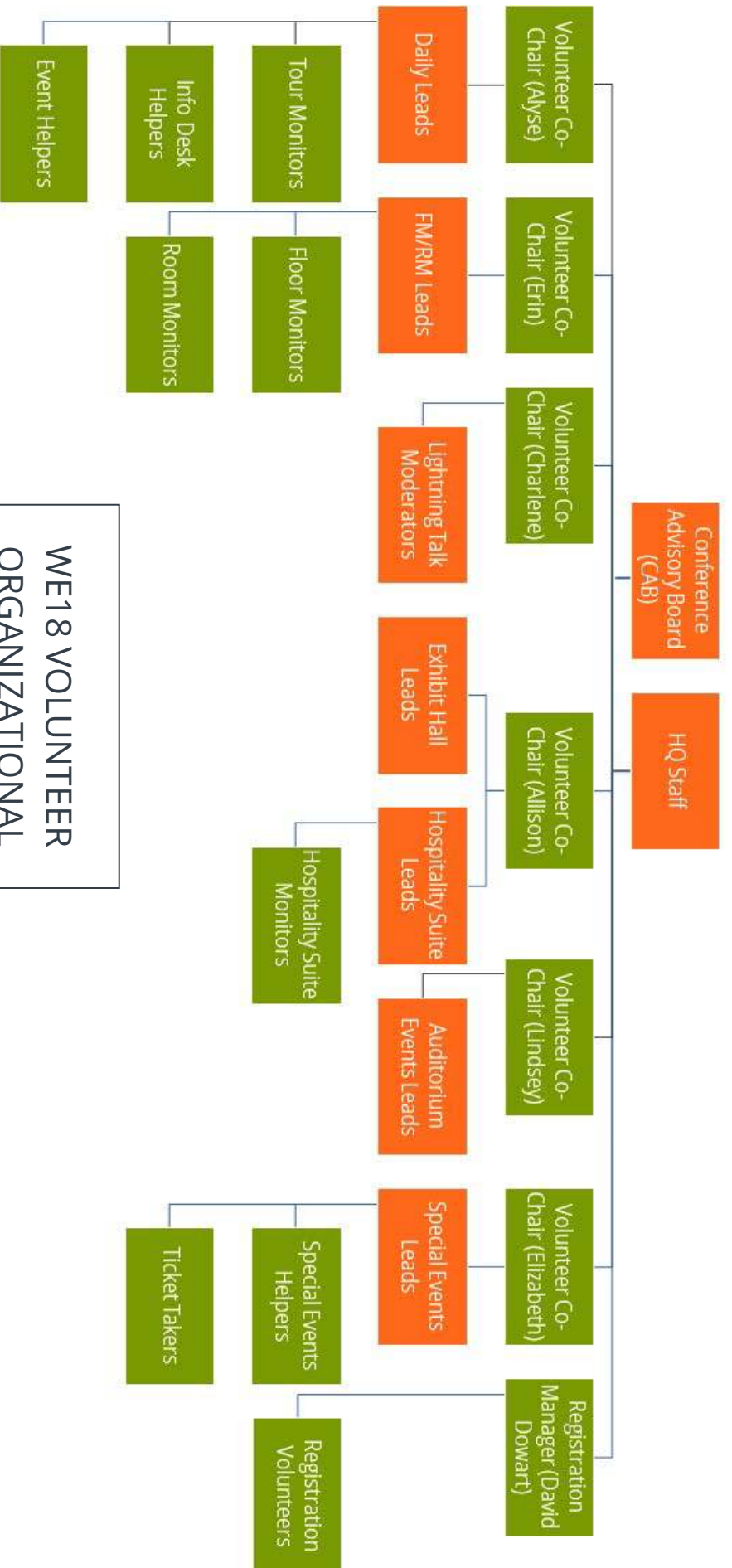
- Report to your Volunteer Co-Chair or Lead Volunteer with any issues you cannot take care of on your own
- Technical issues? Find AV staff in black shirts around the conference venue. They will be available in most hallways, wearing black shirts
- You will need your cell phone and a phone charger

## 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: TICKET TAKER

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

## REPORTS TO

Special Events Lead

## SPECIFIC DUTIES

- Arrive at event early to ensure doors remain closed while staff and hotel are setting up event.
- Stand at assigned post and ensure that all attendees enter paid functions with tickets.
- Say hello to all attendees and VIP attendees who walk into the event
- Help find seating if necessary, and if there is another ticket taker to cover your post
- Monitor and observe badges of attendees
- Help with other duties as requested

## WHAT TO DO WHEN...

An attendee is missing a ticket?

- If they are not able to locate their ticket (i.e. in their hotel room, etc.), bring them to a the Special Events Lead or a HQ staff member

