

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

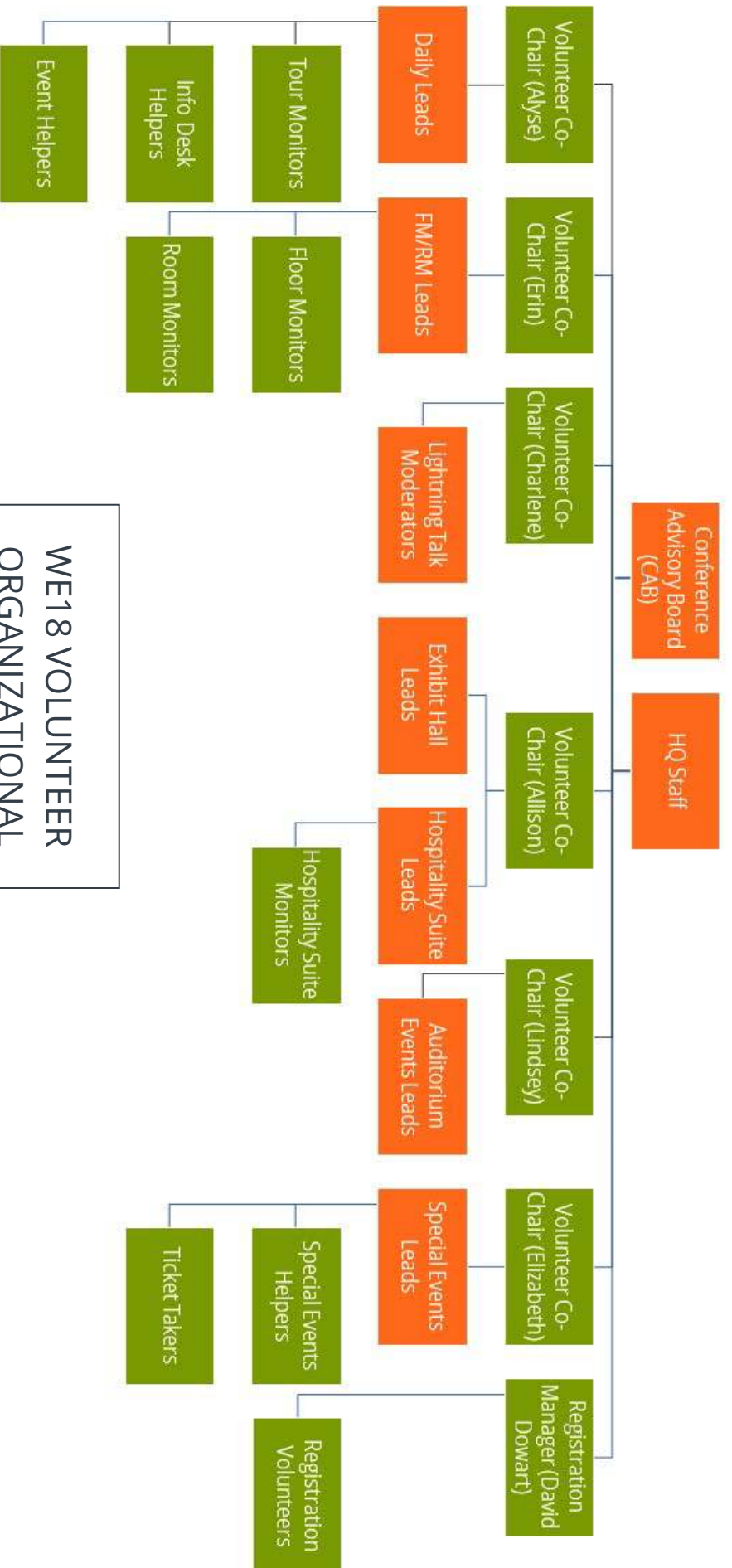
- Report to your Volunteer Co-Chair or Lead Volunteer with any issues you cannot take care of on your own
- Technical issues? Find AV staff in black shirts around the conference venue. They will be available in most hallways, wearing black shirts
- You will need your cell phone and a phone charger

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: TOUR MONITOR

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

REPORTS TO

Daily Lead

GENERAL DUTIES

- Be responsible for the group you are leading
- Troubleshoot any problems that may arise on a tour

SPECIFIC DUTIES

- Use the tour roster to check-in all attendees before the tour
- Make sure all attendees that arrive to a tour are also accounted for upon return
- Take any tour complaints and pass them on to Daily Lead

CHECKLIST

- Before your tour, make sure to pick up the following from the volunteer room. If the materials are not available in the volunteer room, check-in with your Daily Lead or a HQ staff member
 - Tour roster
 - Hand-held sign
 - Facility directions
 - Tour facility contact
 - Contacts for questions/direction if an issue arises
- Have your cell phone with you in case you need to contact your Daily Lead or a fellow volunteer
- After your tour, make sure to fill-out the room evaluation and return to your Daily Lead

WHAT TO DO WHEN...

A tour attendee does not come back on the shuttle?

- Have that person sign next to their name on the tour roster, that they opted to come back separately