

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

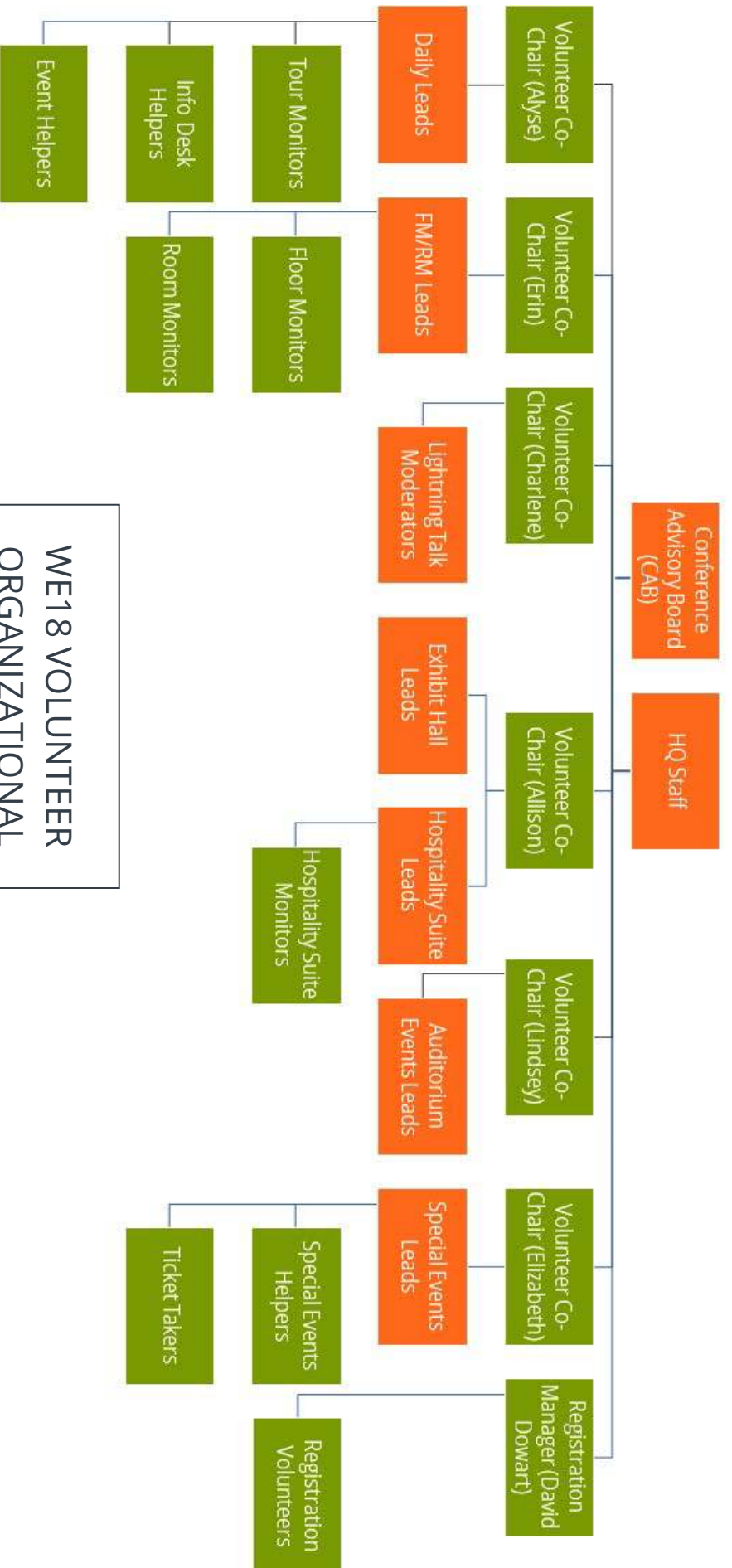
- Report to your Volunteer Co-Chair or Lead Volunteer with any issues you cannot take care of on your own
- Technical issues? Find AV staff in black shirts around the conference venue. They will be available in most hallways, wearing black shirts
- You will need your cell phone and a phone charger

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: AUDITORIUM EVENTS LEAD

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

REPORTS TO

Daily Leads, Volunteer co-chairs, SWE HQ assigned to project

GENERAL DUTIES

- Direct room monitors to assist as needed
- Make sure the room is quiet, well-managed and safe

SPECIFIC DUTIES

- Familiarize herself with the room setup and specifications – check-in with HQ staff in the room for this event
- Monitors food where applicable and reports to HQ liaison in case of problems
- Check for adequate seating in room, help latecomers find seats and control doors area to make sure room stays quiet
- After the session, check and order clean-up of leftover paper and trash, and notify staff if the room needs to be adjusted for the next session
- 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

- Arrive at the session approximately 30 minutes prior to start, and will stay long enough for the next lead to arrive and get settled
- Works with HQ liaison to make sure room is set correctly, speaker(s) is/are present and have the right stage, chairs, water bottles for the stage, the right microphone(s) and presentation material, food is present (where applicable), and lighting is correct
- Checks to make sure audience microphones are available where needed
- This volunteer stays to greet the next person coming on duty, to spot train, report any problems, and ensure any transference of duty
- Fill-out room evaluation form and return to your Daily Lead