

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

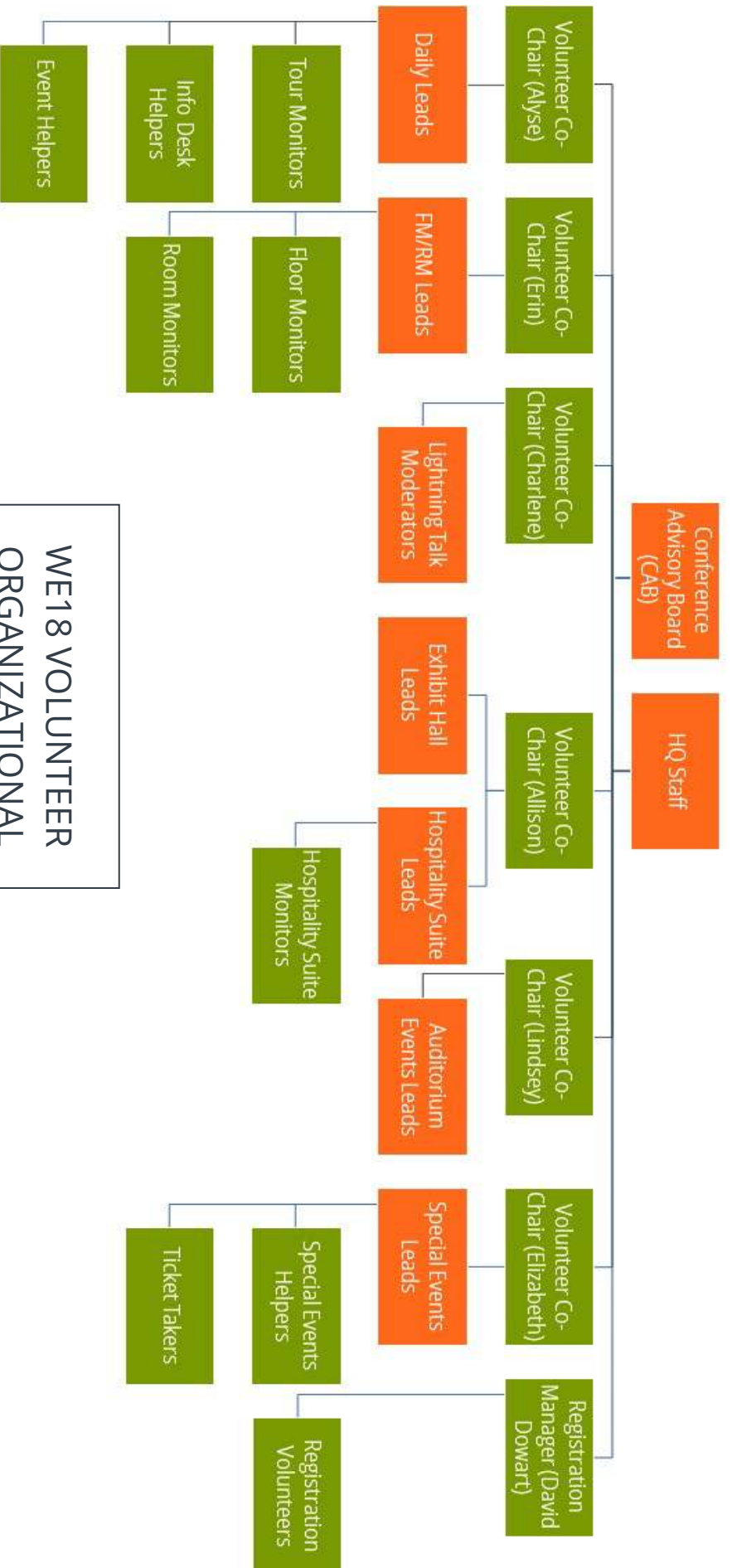
- Report to your Volunteer Co-Chair or Lead Volunteer with any issues you cannot take care of on your own
- Technical issues? Find AV staff in black shirts around the conference venue. They will be available in most hallways, wearing black shirts
- You will need your cell phone and a phone charger

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: DAILY LEADS

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

REPORTS TO

Local Volunteer Co-Chairs and HQ

SPECIFIC DUTIES

- With co-chairs, determine which volunteer areas to check-in on and personally checks in to make sure the following volunteers have everything: Room Monitors, Tour Monitors, At-Large Helpers and Info Desk Helpers
- With co-chair help, coordinate replacement of no-shows
- Monitors the volunteer cycle during the time of assignment
- Gather room evaluation forms and make sure HQ staff gets them
- 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
- Performs other duties as assigned

CHECKLIST

- Cell phone and charger – you will be contacted by fellow leads and co-chairs via cell
- You will be given a walkie-talkie to communicate with HQ staff

WHAT TO DO WHEN...

The volunteer room is chaotic?

- Let leads and general volunteers know that the room must stay calm and orderly, in order to let volunteers do their jobs
- Make sure fire exits are not blocked
- Try to ensure that everyone has a job to do, and that there are no extra people in the volunteer room who don't have a job
- Ask lead volunteers to help with crowd control

When there is a volunteer no-show?

- Find an appropriate replacement, who has time and understands the position requirements
- Take note of the no-show's at the volunteer check-in desk