

# 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

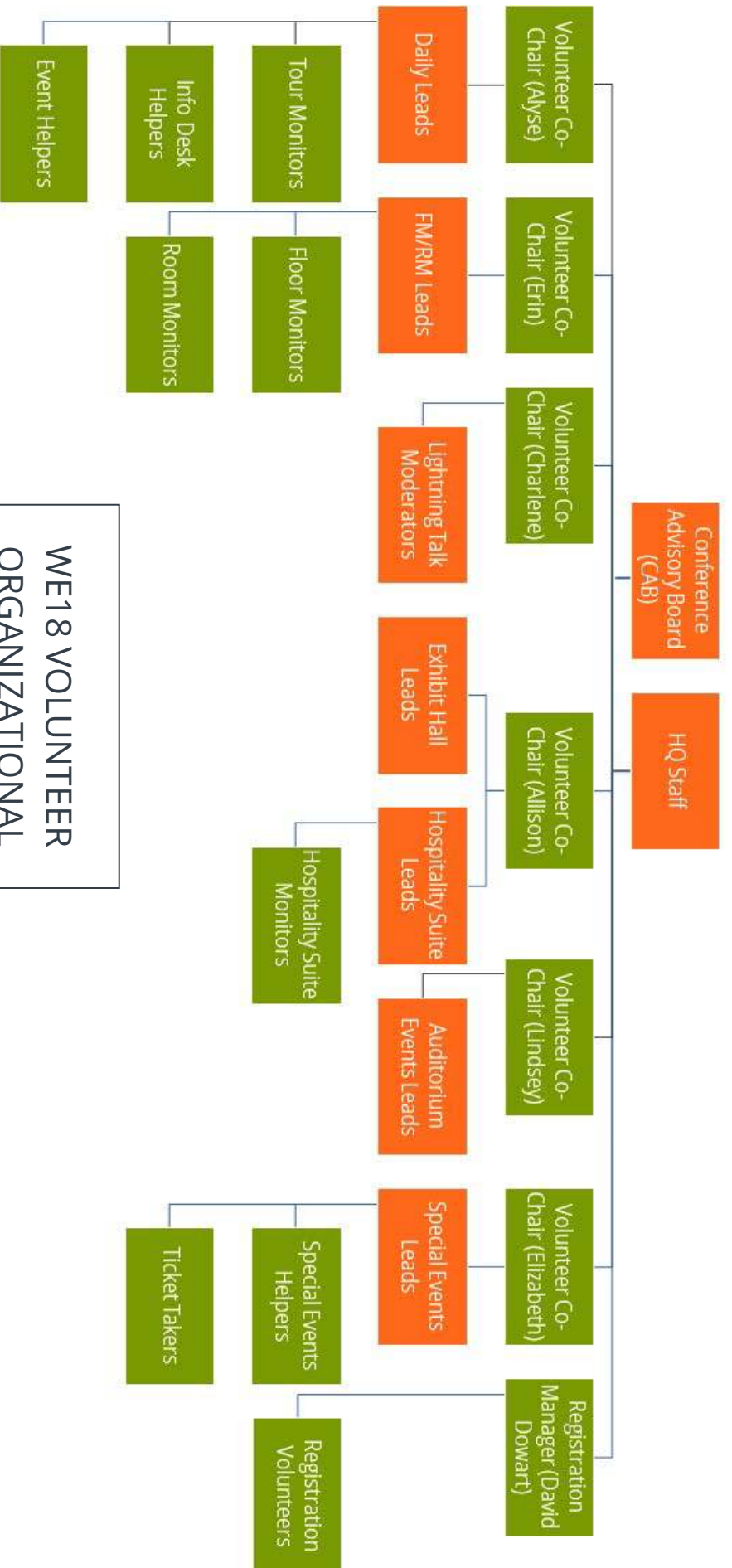
- Report to your Volunteer Co-Chair or Lead Volunteer with any issues you cannot take care of on your own
- Technical issues? Find AV staff in black shirts around the conference venue. They will be available in most hallways, wearing black shirts
- You will need your cell phone and a phone charger

## 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: EXHIBIT HALL LEAD

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

### REPORTS TO

Volunteer co-chair assigned to the Exhibit Hall and Career Fair, Daily Lead

### GENERAL DUTIES

- Leads all general volunteers helping at the info desk near the exhibit hall
- Leads and monitor the volunteers assigned to each Tech Talk
- Provide directions and general information within the exhibit hall

### SPECIFIC DUTIES

- Check-in with career fair and exhibit hall info desk volunteers to make sure they know their duties and that they have all of the information that is required. If something is needed, find it from venue staff, volunteer co-chair or Daily Lead
- Check-in with exhibitors to see if they need have everything they need and are comfortable, etc.
- Check-in with Tech Talk presenters to see if they need have everything they need and are comfortable, etc.
- Make sure there is at least one volunteer at each Tech Talk
- Checks with Exhibits Manager on flow of exhibitor lunch
- 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
- Other Duties as required

### CHECKLIST

- Cell phone and charger – you will be contacted by fellow leads and co-chairs via cell
- At the end of your shift, make sure to fill-out a room evaluation and return it to your Daily Lead

### WHAT TO DO WHEN...

A Tech Talk is having tech issues?

- Locate the nearest AV staff
- If you cannot find AV staff nearby, then contact Daily Lead on cell phone, and ask her to call AV