

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

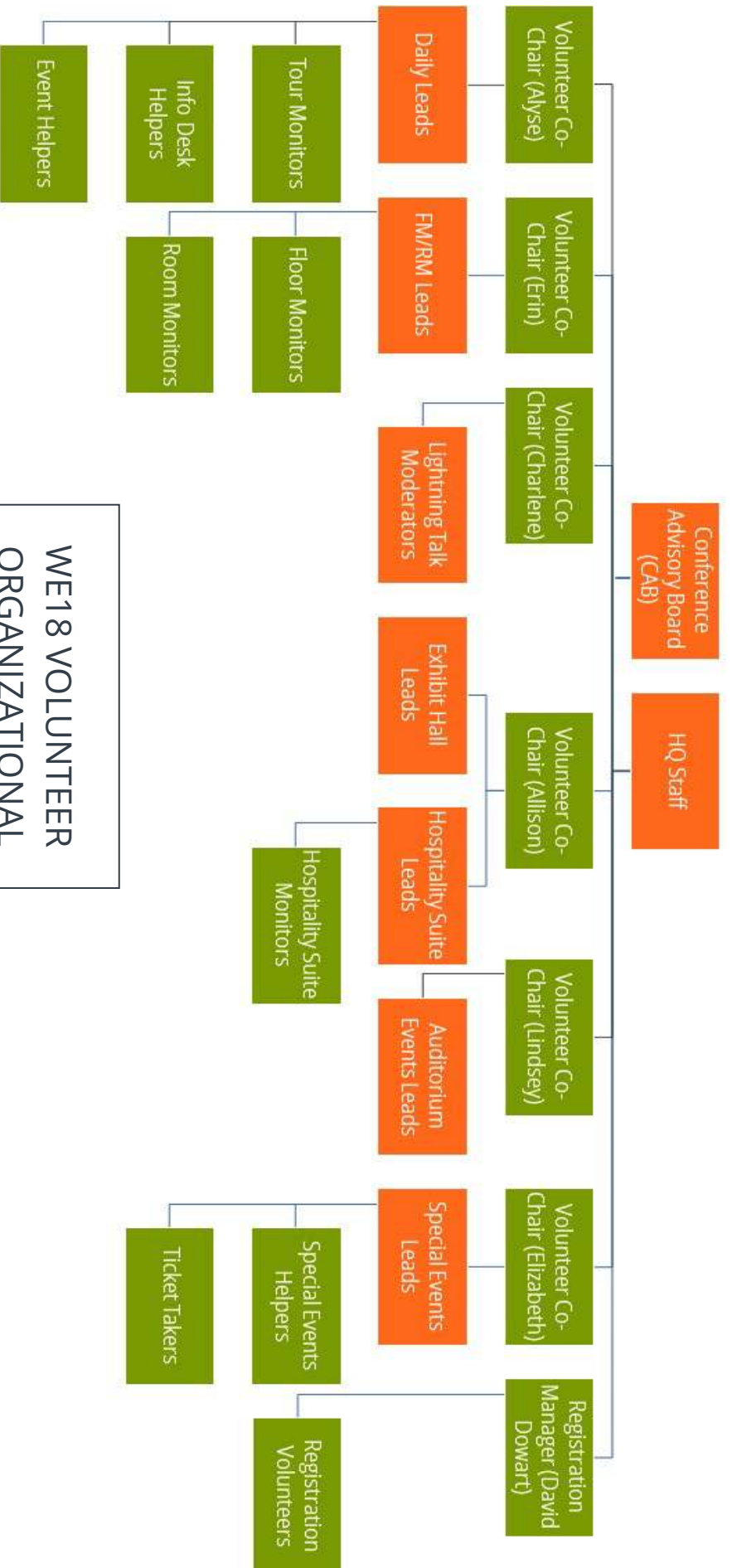
- Report to your Volunteer Co-Chair or Lead Volunteer with any issues you cannot take care of on your own
- Technical issues? Find AV staff in black shirts around the conference venue. They will be available in most hallways, wearing black shirts
- You will need your cell phone and a phone charger

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: FLOOR MONITOR/ROOM MONITOR LEADS

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

REPORTS TO

SWE HQ Volunteer Manager, Local Volunteer Co-Chairs

LIAISONS WITH

Daily Lead on-duty at the time of assignment

GENERAL DUTIES

- This lead position is high level, with critical decision-making ability, not limited to crowd control, schedule adjustments, reporting of AV issues, and other.

SPECIFIC DUTIES

- Continually monitor hallways – room monitors may be looking for help
- Continually check-in to every room assigned to your block of rooms and group of room monitors
- Rotate between the volunteer room, group of meeting rooms, and the public areas of the convention center throughout shift
- Check that restrooms are clean and with no issues
- Check signage in your area to ensure accuracy
- 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

- Cell phone and charger – you will need to communicate with every volunteer in your group via cell
- Walkie-talkie will be provided to communicate with HQ staff

WHAT TO DO WHEN...

Rooms are over-crowded?

- Help your room monitors with crowds at the door, post the "Room at Capacity" signs, stop people from entering, make room for people leaving, etc.

A room is having AV issues?

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

A session room or restroom needs cleanup?

- Report to Daily Lead in the Volunteer Room