

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

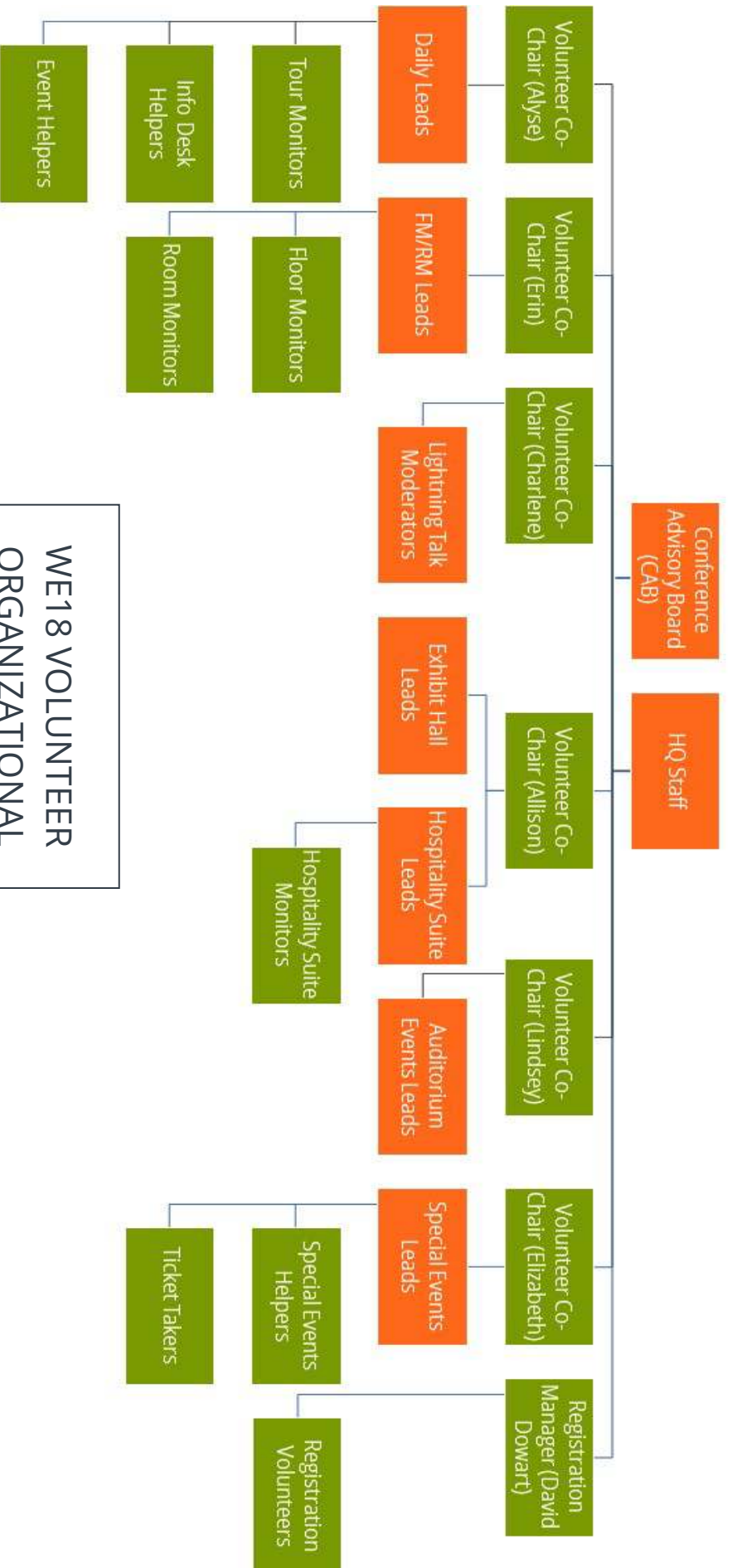
- Report to your Volunteer Co-Chair or Lead Volunteer with any issues you cannot take care of on your own
- Technical issues? Find AV staff in black shirts around the conference venue. They will be available in most hallways, wearing black shirts
- You will need your cell phone and a phone charger

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: HOSPITALITY SUITE LEAD

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

REPORTS TO

SWE HQ Staff, Daily Leads

GENERAL DUTIES

- Supervise volunteers assigned to monitor each hospitality suite
- Receive, troubleshoot and report any hospitality suite issues to conference team liaison
- Monitor traffic control

SPECIFIC DUTIES

- Introduce yourself to each hospitality suite sponsor, if possible
- Collect room evaluations from Hospitality Suite Monitors
- Other duties as noted

CHECKLIST

- You will receive a room diagram (sometimes referred to as room specs) from HQ staff or your Daily Lead – review each piece of the diagram to make sure it matches the room
- Cell phone to contact fellow volunteer or HQ staff

WHAT TO DO WHEN...

The room does not match the diagram, or something is missing?

- If you are not able to move or locate something to match the diagram, contact roaming HQ staff on-duty

A room is having tech 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