

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

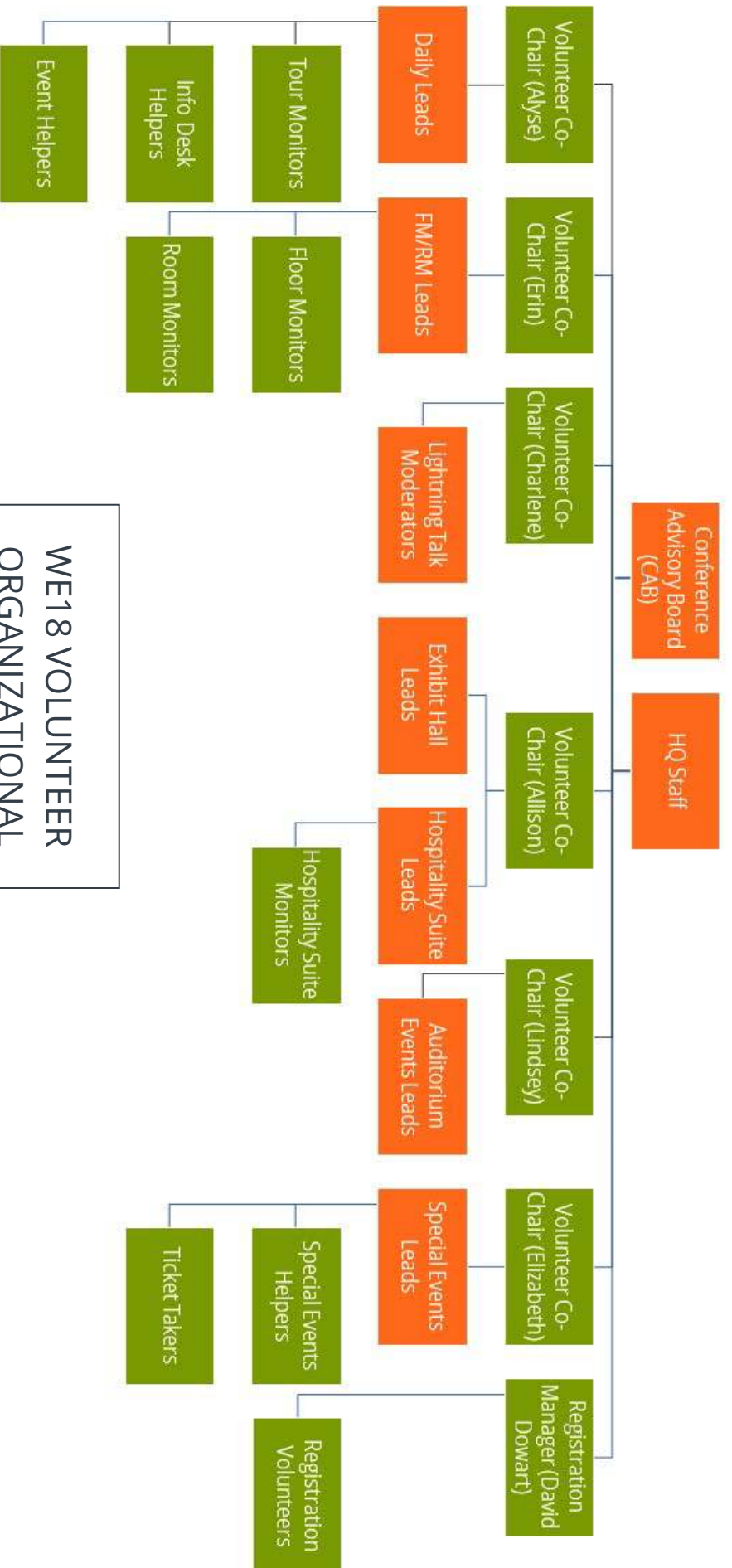
- Report to your Volunteer Co-Chair or Lead Volunteer with any issues you cannot take care of on your own
- Technical issues? Find AV staff in black shirts around the conference venue. They will be available in most hallways, wearing black shirts
- You will need your cell phone and a phone charger

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: SPECIAL EVENTS LEAD

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

REPORTS TO

SWE HQ Staff, Daily Leads

GENERAL DUTIES

- Assist with general event operations
- Identify VIPs for event, make sure they have everything needed to be comfortable
- Monitor traffic control
- Monitor and observe badges of attendees

SPECIFIC DUTIES

- Set up ticket takers – make sure general volunteers know their responsibilities
- Assist in seating latecomers – for attendees who show up late, quietly find them an open seat
- Assist seating the reserved and VIP section – follow directions from a HQ staff member
- If necessary, assist in directing overflow traffic – make sure that walkways and fire exits are not blocked, calmly let overflow attendees know why they are not being seated in the main room
- Other duties as required

CHECKLIST

- Make sure giveaway items and/or program materials are placed correctly in the room
- Cell phone and charger – you may need to contact your Daily Lead or fellow volunteers

WHAT TO DO WHEN...

There is a volunteer no-show?

- Write down the name of the volunteer who does not show up for his/her shift, to communicate with HQ later

An attendee is missing a ticket?

- If they are not able to locate their ticket (i.e. in their hotel room, etc.), bring them to a HQ staff member