



Help Desk - Trade Show Floor

ROLE: Help Desk | 2 Volunteers

HOURS:

4/17/17 | Monday | 2pm-8pm | 1 Vol
4/18/17 | Tuesday | 8am - 7pm | 2 Vols
4/19/17 | Wednesday | 8am - 7pm | 2 Vols

OVERVIEW:

The Help Desk will assist with any event questions. You will be responsible for having general knowledge regarding each segment of Shutterfest, including map locations, classrooms, restrooms, stations at the event (RAH, Shooting Bays, T-shirts, Booth Locations for Vendors, Image Competition). You will have a class schedule, frequently asked questions form to use as reference for each event station, and a map of vendor booth assignments and a general trade show map. You will need to be able direct attendees who are lost, answer general questions or be able to send them to the location where they can get the proper information if you do not know the answer.

RESPONSIBILITIES:

- Familiarize yourself with the 2 maps you have been given, the class schedule, and the Frequently Asked Questions.
- Answer attendee's questions. If you do not know the answer, direct them to the location where they can get the proper information.
- Collect lost and found items and take them to the Lost & Found desk.
- Download the ShutterFest2017 app on your smartphone or tablet. You will need to use this to get the most up to date info on classroom locations. Familiarize yourself with the app to be able to retrieve information quickly.

GENERAL QUESTIONS

- ***When and where is the 90's party?*** The 90's party is located in the Grand Hall of Union Station from 8pm-11pm.
- ***Is there a party on Wednesday?*** Yes, the party is located in the Grand Hall of Union Station and it begins at 8pm. There is a lip sync battle followed by a dj. You can audition for the lip sync battle in the song freedom booth
- ***What are the trade show hours?*** Tuesday & Wednesday 10am-6pm
- ***Where and when does the shuttle pick up?*** Free shuttles run every 30 minutes from 7am-10am & 5pm-midnight on Tuesday and Wednesday. On Thursday, shuttles run every 30 minutes from 7am-10am & 5pm-7pm. Pickup from Hilton Ballpark will be outside the main entrance. Pickup at Union Station to return to Hilton Ballpark will be outside of the Terminal Atrium.

CLASSES

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- **What if someone asks about class locations, lunch and learn locations, platform locations, or meeting locations?** Use the ShutterFest2017 app to get the most current class information. Show them the location on the map.

RAH

- **Where do I go to Rent-A-Human?** You will show them on the map where Rent-A-Human Station 1 is located. Let them know all their questions about Rent-A-Human can be answered at this station.
- **How can I find more information about Rent-A-Human?** Let attendee know there is information in their Show Guide or you will show them on the map where Rent-A-Human Station 1 is located. Let them know all their questions about Rent-A-Human can be answered at this station.
- **Where can I return my model?** You will show them on the map where Rent-A-Human Station #3 is to return their model.

SHOOTING BAYS - PROFOTO LIGHTING EXPERIENCE

- **Where are the Shooting Bays?** Show them on the map where the Shooting Bays are located, and point them in the right direction.
- **What are the Shooting Bays?** Bay Areas where you can try out gear.

ELITE LOUNGE

- **Where is the Elite Lounge?** The elite lounge is not at SF this year because of the negative feedback we received from last year. We have instead invested in bringing you portfolio reviews and even more benefits from our generous partners.
- **What are the portfolio reviews?** These are 5 minute reviews with various speakers. Have your portfolio, pricing, website, etc ready to review. Must be an Elite + member to take advantage of this perk. **Where:** Canon Theater **When:** Tuesday, April 18th from 6:30-7:30pm. Sign up begins at 6:00pm outside the Canon Theater. This is first come first serve. Sign up will close when time slots are full.
- **Where can I sign up for Elite/Elite+?** Direct them to the ShutterMag Booth (bottom of the midway stairs) for more information.
- **Can I sign up for Elite+ at the event?** Yes. Sign up is located at the bottom of the midway stairs. Show them on the map where the ShutterMag Booth is located.

IMAGE COMPETITION

- **Has image comp been completed?** Yes. Image competition was held Monday.
- **Are there images hanging at the event from image comp?** Yes, Canon has printed a selection of images. The images are hanging on the wall at the top of the midway bridge.
- **Where can I view feedback about an image I submitted?** if you entered the competition, a couple of weeks after the competition you will be able to watch recordings of the live judging by logging in to your account at competitions.behindtheshutter.com

T-SHIRTS

- **Where can I purchase a Shutterfest T-shirt?** You will show them on the map where the Swag Station is located.



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- ***How much are Shutterfest T-shirts?*** T-shirts are \$30 each, and you can purchase them at the Swag Station. Show them on the map where the Swag Station is located.
- ***Where can I pick up my pre-purchased t-shirt?*** You will show them on the map where the Swag Station is located.

LOST & FOUND

- ***What if someone brings me an item that they found?*** Store it behind the help desk until you can take it to the Lost & Found Desk.
- ***What if someone asks for an item they lost?*** Ask them to describe the item, look for the item described.
 - If their description matches an item that you have, give them the item.
 - If it does not, tell them you do not have it and remind them to check in again at a later time.