

shutterfest¹⁷

REGISTRATION

ROLE:

Registration | 4 Volunteers total + Alissa & Alicia (floaters)

HOURS:

4/17/17 | Monday | 2pm-8pm in the Grand Hall | All Vols

4/18/17 | Tuesday | 6am-4pm in the Grand Hall (booth will be broken down and moved 1pm-2pm take lunch during this time in stages - registration will stay open) | All Vols from 6am-10am, 2 Vols 10pm-4pm

4/19/17 | Wednesday | 8am-12pm in the Grand Hall | 2 vols

OVERVIEW:

The registration booth is located in the Grand Hall. This is the attendees first point of contact at Shutterfest. Crew members must be friendly, helpful and knowledgeable about the event. Your job is to check in attendees, provide them with their badge, show guide, and extreme wristband. Tell them where they can pick up their goodie bag (if eligible) once they have checked in with the hotel to get their voucher. Then, direct them towards the swag station to pick up their pre-purchased t-shirt and point out where the help desk is located. Familiarize yourself with SITE MAP, and Schedule.

Registration Policy: Tickets are non transferable. If the name on the ID does not match the list, they can NOT register.

RESPONSIBILITIES:

1. Collect the attendees photo ID, locate their name on the registration list and highlight their name.
2. Check the Ticket Type Column.
 - IF it says "Extreme", give attendee extreme wrist band. Advise the attendee that if they lose their extreme wristband they will not receive another one unless they purchase it.
 - IF the column does not include "Extreme", they **DO NOT** receive an extreme wristband.
3. Give the attendee their badge and a show guide.
4. Let attendees know:
 - "You can pick up pre-purchased t-shirts at the swag station in the Grand Hall to the left of the bar."
 - "The help desk is located at the bottom of the midway stairs on the left."
 - "If you are staying at either Union Station or Hilton Ballpark and you had your name on the room block **1 week before** SF - Vouchers from the hotel are handed out to the first person that checks in at the front desk. You can exchange this voucher for a goodie bag downstairs in the old registration area. The goodie bag pickup is located between the tradeshow floor and the ballrooms. Only 1 bag is handed out per person - Do NOT send 1 person with multiple vouchers."
5. Replenish show guides and wristbands as they run out.



REGISTRATION

PROCESS:

- Collect attendee photo ID
- Locate Name on Registration List
- Highlight Name on Registration List
- IF X in extreme column: Give attendee extreme wristband
- Give Attendee badge and show guide
- Tell attendee:
 - "You can pick up pre-purchased t-shirts at the swag station in the Grand Hall to the left of the bar."
 - "The help desk is located at the bottom of the midway stairs on the left."
 - "If you are staying at either Union Station or Hilton Ballpark and you had your name on the room block **1 week before** SF - You will get a voucher from the hotel when you check in. You can exchange this voucher for a goodie bag downstairs in the old registration area. The goodie bag pickup is located between the tradeshow floor and the ballrooms."

STATION-SPECIFIC NOTES:

What is registration policy? Tickets are non transferable. If the name on the ID does not match the list, they can NOT register.

What if their name is not on the registration list? Attendee must show proof of purchase - proof of purchase is a PAID receipt.

❑ IF they show a paid receipt: Lead-collect ID, verify that name and paid receipt match. Add first name, last name, and email address to Master Roster. Highlight Name on Master Roster. Follow Process.

❑ IF they can't show a paid receipt, tell them that they can purchase a ticket. Direct them to Alissa.

What if they registered with their maiden name, but have since changed their name? Ask them to provide you with some form of proof of their previous name.

What if their name is on the registration list but we do not have a badge for them? Lead will write "no badge" on registration list. Give attendee blank badge. Then Follow Process.

My name is not on the registration list, can I purchase a ticket? Yes, direct them to Alissa or Alicia.

How much is a ticket? General Registration is \$299. Extreme only is \$399. General Registration and Extreme is \$599.

Can I pay for registration with cash? No, you cannot pay with cash- only debit or credit cards are accepted.

What if their name is NOT on the registration list, or the elite plus list and they have no proof? They have to purchase a ticket - direct them to Alissa.

Can I check in my husband/roommate/friend? No, every attendee must come to the registration booth with photo id in order to be officially registered for the event.

Where can I pick up my pre-purchased t-shirt or hat? Direct them to Swag Station located in the lobby next to the left of the bar. The pre-ordered swag will move to the tradeshow floor on Tuesday after 9:30 am.

Where can I purchase a t-shirt or hat? You can purchase your t-shirt or hat at the swag station located on the trade show floor which will be open on Tuesday & Wednesday.

Where do I submit my RAH Model Request Form? Direct them to get in line at the RAH Station #2 to submit their form.

What if they have questions about Elite or Elite plus? Direct them to the Shutter Mag booth located to the bottom of the midway stairs.

If you do not know the answer: Connect with Alissa or Alicia.