



## Speaker Volunteer

### ROLE:

Speaker Volunteer

### HOURS:

4/18/17 | Tuesday | 9:30am-6:30pm (Varies depending on assigned Speaker's Schedule)

4/19/17 | Wednesday | 9:30am-6:30pm (Varies depending on assigned Speaker's Schedule)

### OVERVIEW:

As a speaker assigned assistant your role is to help speaker set up for their classes, retrieve model(s) and pickup class list from RAH station #3 (terminal atrium), check in attendees at the beginning of each of your speaker's courses. You will need to familiarize yourself with the SITEMAP in case you need to instruct attendees to their proper class location.

### RESPONSIBILITIES:

- *Volunteer's responsibility* is to make sure they are with their speaker **at least** 30 mins prior to class start time.
- *Volunteer's responsibility* is to help speaker set up their class, keep speaker on time during class, and help answer attendee's questions
- *Volunteer's responsibility* is to retrieve models and master class list from RAH station #3 located in the terminal atrium.
- *Volunteer's responsibility* is to check in attendees for your speaker's class.
  - The master class list will contain registered and waitlisted attendees in your speaker's class
- *Volunteer's responsibility* is to keep anyone out of classroom who is not on the list

### PROCESS:

- Arrive to speaker's class **at least** 30 mins prior to help set up for class. You will make sure speaker has everything they need for their class.
- After set up, pick up master class list and model(s) from RAH station #3 (terminal atrium)
- You will begin class check in 20 min before the start of the class. Attendees are not allowed in classrooms until you begin check in.
- Attendee must show you their Shutterfest badge
- You will check their name against the master class list you have
- Mark attendee's name off your list
- 5 minutes before the class starts, if there are open spaces available you will start calling names from the waiting list for people to attend the class. Note: This has been communicated to the attendees ahead of the event to make sure they are on time for the classes
- Once the speaker has begun teaching you will continue checking people in for 10 minutes after class has started. After these 10 minutes you will close doors to limit distractions.



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- Once you have completed checking in attendees you will help the speaker as needed throughout the class.
- You will also help the speaker keep track of time to help keep them on schedule.

### STATION-SPECIFIC NOTES:

- **What do I do if I can't find my speaker?** Contact Alissa (618-304-7848) as she will know where your class should be.
- **What do I do if my speaker doesn't have the proper equipment they need to teach their class?** Speakers were responsible for their own equipment unless they are using one of the classrooms. If something is missing from the classroom that your speaker requested please contact Alissa (618-304-7848)
- **What do I do if I get slammed at the beginning of the class?** Tell everyone to be patient and you will get them into the class as soon as possible. You have to check attendees in to ensure that only the people who have signed up for the class are attending.
- **What if someone comes to the class and their name isn't on the list?** They must show their sign-up confirmation -They must show you their confirmation email or show you on their ShutterFest class App that they were registered for the class.
  - If they **CAN** show proof of sign-up, add them to their name to the master list and let them into the class..
  - If they **CAN'T** show proof of sign-up, you do not let them into the class.
- **When can I start allowing people from the waiting list into the class?** 5 minutes before the class starts you can start allowing waitlisted attendees into the class but make sure you are still allowing registered attendees in if they show up.
- **If there is space available, can I let people who are not on the registered list or waiting list into the class?** Yes you can let other attendees in if there is space. You will need to add their name to the master class list.
- **When and where can I pick up my models and class list?** As soon as your setup is done, models will be located at the Rent-A-Human station #3 located in the terminal atrium.
- **What if my speaker did not request a model, but needs one for the class?** Get exact model requirements from your speaker (ie. age, size, style) and contact Krystal (636-399-1818) or Jacci (515-802-2298)
- **What if my model is not ready at the terminal atrium?** Contact Krystal (636-399-1818) or Jacci (515-802-2298)
- **What if I am having trouble with an attendee trying to get into the class?** Call Alissa. If the attendee becomes extremely unruly call security (###-####) until Alissa can be reached.
- **What if my speaker is still talking after the class time has ended?**
- **Who do I contact for issues?** If it's model related, contact Krystal (636-399-1818). If it's equipment, speaker or classroom related contact Alissa (618-304-7848)