

shutterfest₂₀

GENERAL REGISTRATION

ROLE:

Registration | 10 Volunteers total (+ Alicia as a floater)

HOURS:

4/13/20 | Monday | 2pm-8pm
4/14/20 | Tuesday | 6am-12pm
4/14/20 | Tuesday | 12pm-4pm
4/15/20 | Wednesday | 8am-12pm

OVERVIEW:

The registration booths are located in the Grand Hall. This is the attendee's 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, lanyard, Show Guide, and Extreme bracelet (if applicable). Tell them where they can pick up their goodie bags (if eligible). Show them where the site map is in the Show Guide then direct them towards the T-Shirt Pickup station to pick up any pre-ordered t-shirts. Familiarize yourself with the 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. Assist with registration setup (unpacking Show Guides, lanyards, badges, etc.)
2. Collect attendees' IDs and highlight their names as they check in.
3. Hand out Extreme bracelets to anyone who has an Extreme ticket and inform them that they will not be let in to Extreme without it.
4. Give attendees their badges, lanyards and Show Guides.
5. Inform the attendees of what they need to do next.
6. Answer questions about the event attendees may have. Direct anyone having issues with the app you don't know how to answer to Alicia for help.
7. Replenish show guides, lanyards, and Extreme bracelets as they run low.
8. Pack up and store all equipment under the tables behind registration and push the registration booths back against the tables when it closes at the end of the day.

PROCESS:

- Collect the attendee's photo ID. Locate their name on your registration list, highlight it, and hand the ID to the runner to locate their badge.
- Verify the attendee's ticket type on the list.
 - **General Registration:** give Attendee their badge, lanyard and Show Guide.
 - **General Registration + Extreme:** give Attendee their badge, lanyard, Show Guide and Extreme bracelet. Inform attendee that the bracelet is there ticket to Extreme and NOT TO LOSE IT.
- If the attendee's name is not on the list, see the notes on the next page for what to do next.
- Inform the attendees that:
 - Pre-ordered t-shirts can be picked up at the station to the left of registration.

CONTACT INFO: Alicia Simpson | 618-746-6467 | Alissa Zimmerman | 618-304-7848



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- The Show Guide contains a pull-out map that lists all the locations they might need to know.
- If they are staying at the Hilton Ballpark or Union Station, they can pick up their Goodie Bag at Goodie Bag Lockup, which is on the way to the Canon Theatre. (where the opening session is)

STATION-SPECIFIC NOTES:

What if their name is not on the registration list? Ask the attendee if they can show a receipt or other proof of purchase.

❑ **IF** they have a receipt or proof of purchase: Write in their name and "Not on list" on the Registration list. Give them a random name badge, lanyard and Show Guide.

❑ **IF** they can't show a paid receipt, ask them if they are a model, vendor, speaker or speaker assistant.. If they're a model, direct them to the model registration booth.

If they're a vendor, direct them to the vendor registration booth.

If they say they are a speaker, but don't have a speaker badge, they may be speaking on behalf of a vendor. Grab Alicia to verify and check the vendor badges. If they don't have a vendor badge, we will give them a random name badge and write their names in on the registration list.

If they're a speaker assistant but not on the registration list, give them a random name badge. Write their name and the speaker they are assisting down on the registration list.

If none of the above apply, inform them of the ticket price at the door and direct them to Alicia to purchase if they are interested.

What if they registered with one name, but have since changed it? 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? Write "no badge" next to their name on the registration list. Give the attendee a "random name" badge along with their Show Guide and lanyard.

What if an attendee has two badges? This could be due to a variety of reasons such as speaking, assisting a speaker, glitch in the system, etc. - give them one badge and put the duplicate to the side.

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

Can someone purchase a ticket at the door? Yes, direct them to Alissa or Alicia. General Registration is \$299. Extreme only is \$399. General Registration plus Extreme is \$599.

Can I pay with cash? No. Only debit or credit cards are accepted.

Can I check in my husband/roommate/friend? No, every attendee must come to the registration booth in order to check in to the event and get their badge.

I preordered t-shirts. Where do I pick them up? Direct them to the T-Shirt Pickup Station located to the left of the registration booths during registration hours.

Can I purchase a t-shirt here? You can purchase t-shirts at the Swag Station on the trade show floor (by the 20th Street entrance) on Tuesday or Wednesday.

Where can I pick up my Goodie Bag? You can pick up your goodie bag from Goodie Bag Lockup, on the way to the Canon Theatre (where the opening sessions are). You will need your ID to pick up a goodie bag.

If someone has a question you do not know the answer to: Connect with Alissa or Alicia.