

# shutterfest<sub>20</sub>

## Help Desk/ Lost & Found - Trade Show Floor

**ROLE:** Help Desk | 2 Volunteers

### HOURS:

4/14/20 | Tuesday | 7:30am - 1pm (1 Vol)  
4/14/20 | Tuesday | 1pm - 6:30pm (1 Vol)  
4/15/20 | Wednesday | 10am - 2pm (1 Vol)  
4/15/20 | Wednesday | 2pm - 6:30pm (1 Vol)

### OVERVIEW:

The Help Desk/Lost & Found will assist with any event questions and store lost items. 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 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 ShutterFest 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 party?*** All parties are located in the Grand Hall of Union Station from 9pm-12am. There are parties on Tuesday and Wednesday night.
- ***What are the trade show hours?*** Tuesday, from 10am - 7:30pm & Wednesday, from 10am-6:30pm
- ***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 8am-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

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

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### RAH

- **Where do I go to Rent-A-Human?** 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 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?** 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 Profoto gear.

### SHUTTER MAGAZINE BOOTH

- **Where can I sign up for the magazine?** Direct them to the Shutter Mag Booth (bottom of the midway stairs) for more information.
- **Are there Shutter Magazines available?** Yes - in the Shutter Magazine dispensary located next to the Shutter Magazine booth.

### 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 select images. The images are hanging in Midway East across from Midway Suites 5 and 6.
- **Where can I view feedback about an image I submitted?** If you entered the competition, scores will be finalized and released shortly after the event.

### T-SHIRTS

- **Where can I purchase a Shutterfest T-shirt?** At the Swag Station.
- **How much are Shutterfest T-shirts?** T-shirts are \$40 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?** Pre-purchased shirts can be picked up at the Pre-Order Swag Station, which is next to the registration booths in the Grand Hall.

### LOST & FOUND

- **What if someone brings me an item that they found?** Store it behind the help desk.
- **What if someone asks for an item they lost?** Make sure you ask for a description of the item and check to see if it was turned in.
  - 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 or to check the hotel front desk in the Grand Hall.