

ROLE:

Swag Station | 2 Volunteers

HOURS:

4/14/20 | Tuesday | 8am-7:00pm on the trade show floor

4/15/20 | Wednesday | 9:30am-6:30pm on the trade show floor

OVERVIEW:

The Swag Station is located on the trade show floor next to the 20th Street entrance. This is where attendees will purchase their 2020 Shutterfest t-shirts. Your job is to sell swag to attendees, and keep the Swag Station neat and organized. You must know how to use the POS square system on your phone to process the purchase. Familiarize yourself with the SITEMAP and the schedule because people may ask you questions about where things are located and the trade show hours of operation.

RESPONSIBILITIES:

- 2 Volunteers total
- Make sure everything is set up and ready to go by Tuesday, April 14th at 8:00am
- Help attendees purchase Shutterfest T-Shirts
- Keep booth neat and organized, restock shirts on the table when low
- Know the shirts we are selling i.e. size, designs, style, etc.
- Download Square app prior to event

PROCESS:

- Ask the attendee "How can I help you?"
- Grab the t-shirt customer is asking for. If we don't have their size, let them know the available options in their size.
- Check the attendee out using the POS square system: Select the style of t-shirt they are purchasing from the list, click "Charge", swipe card and finalize payment.
 - If they would like to purchase multiple t-shirts, click "current sale", click the additional shirt styles, and add quantity by clicking the plus sign (+) until the correct quantity is shown. Click Save, follow process.
- Once payment has processed successfully, hand t-shirt(s) to attendee

STATION-SPECIFIC NOTES:

- **Do we accept cash?** No. The only form of payment accepted is credit or debit cards.
- **How do I pick up a t-shirt I preordered?** Preorder t-shirt pickup is in the Grand Hall Lobby to the right of the registration desks.
- **What type of shirts are they? Men's? Women's?** All shirts are unisex.



Swag Station

- ***Will the shirts shrink if I dry them?*** The shirts are made of cotton so they will shrink if you put them in the dryer.
- ***Can I come back and exchange if the shirt is the wrong size?*** Yes, if they have your size in stock.
- ***Can I have a refund?*** No, all sales are final. There are no refunds.
- ***What if we don't have the t-shirt they want in their size?*** Recommend a different t-shirt in their size. But make sure you have that shirt in their size before pitching it to the attendee.
- ***Can the attendee go online to order the t-shirt they want?*** No. The t-shirts are not available online.
- ***What do I do if we run out of t-shirts?*** When they are gone they are gone. We only have a select number of t-shirts ordered.
- ***What do I do if the square readers stop working?*** STOP! all sales until square is fixed. Contact Alicia to help get the problem resolved.
- ***What do I do if I am having issues with an Attendee?*** Contact Alicia. If she is unavailable contact Alissa.