

2015 ACS NATIONAL CONVENTION VOLUNTEER GUIDE

Thank you for volunteering at the 2015 ACS National Convention. Please read this document carefully as it contains detailed instructions for your volunteer assignment.

First and foremost, you must wear your name badge at all times. Your name badge identifies you to the event captains and also gives you admittance to convention events. **There are no exceptions.**

EXPLANATION OF VOLUNTEER POSITIONS

Registration Assignment

As a registration volunteer, you will welcome and check in convention attendees. ACS staff members **Tom Pazzi, Hannah Basile and Ben Chang** are Registration Captains. **Rachael Hancock** is the lead staff member at the "Help Desk" located adjacent to registration. **Darcy Scott Martin** is in charge of convention logistics.

Convention attendees will have nametags with the following designations:

Advisory Board = dark blue ribbon

Board = light blue ribbon

Donor = purple ribbon

Full Registrant = no ribbon

Next Gen. Leader = ☆

Press = green paper/green ribbon

Staff = white ribbon

Sponsor = peacock blue ribbon

Speakers = red ribbon

VIP reception = √

Volunteer = orange ribbon

- Ask for person's last name and check it off the list.
 - **Speaker Registration:** If a person is a speaker, direct him/her to the speaker registration table.
 - **Press Registration:** If a person is a member of the press, direct him/her to the press registration table.
- Hand the guest his/her name tag; speaker folder if applicable; ACS bag (with 2015 ACS Convention Program Book, assorted flyers, sponsorship materials); point out Convention program tucked inside the bag
- If the person is not on the registration list: 1) Check the master list, 2) Check the binders for their form. If you still cannot find them, notify **Tom Pazzi, Hannah Basile or Ben Chang** to help troubleshoot. In the midst of a rush of attendees, simply send the person to see **Rachael Hancock** at the Help Desk.
- Ask if the attendee will need a vegetarian or vegan meal and hand them the appropriate card. Let the attendee know they should keep it with them all weekend and present it at meals. If there is a problem please send them to the Help Desk.
 - We will not be able to accommodate any last-minute kosher or halal attendees, since the Hilton is not equipped to prepare those meals on site.
 - If someone has a food allergy let Darcy Scott Martin know right away. **Do not make any promises regarding food allergies; attendees must still alert their waiters as well as our staff.**

Please also remind everyone that if they are attending the convention after Thursday night, they will need to hold onto their name badge as that is their pass to the rest of the convention.

Additional instructions will be available from the Registration Captains.

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Dinner Registration

- Look at the person's name tag:
 - If there is a # in the upper left corner that is the dinner table # for Thursday night, if there is no # then they should go to the unassigned tables when the dining room opens. Door ushers will direct them.
 - If there is a √ in the lower left corner then they have access to the VIP Reception on Thursday night at 5:30pm in South American A/B room.
- **Explain that their nametag is required for admittance to all convention events and that they must wear it at all times.**

Plenary Assignments

Meal & Plenary Session Volunteers – **Christen Hammock** is the Plenary Captain. You must report to and check in with Christen when you arrive in the Presidential Ballroom. She will be in the back of the main ballroom in the center area. You must check-in with her to get credit for your volunteer assignment.

There will be three or more other staff members assigned to work the room who will also give you instructions.

You must report at least 15 minutes early to the event and introduce yourself to the staff.

Volunteers will be asked to set up “reserved” signs at tables, serve as ushers, check name badges at the doors, and monitor the activities during the session. Volunteers will usher guests, assist individuals with disabilities, keep time for panels, manage microphones for questions, monitor room for comfort, sound, lighting issues, etc. and assist the plenary captains and staff in any way necessary. If seating is tight, volunteers should ask people to move to the center to fill in rows and fill in empty seats. Some plenary sessions may also involve hand-out distributions. For plenary sessions over a meal, you must complete your duties before being released to eat.

Questions during the Plenary

Volunteers will walk the room to hand out extra cards and pens for attendees with questions, pick up question cards from audience members, and hand them to the plenary captains.

Breakout Session Assignments

There will be a Panel Captain in your assigned room that you will report to. **You must report at least 15 minutes early to the event and introduce yourself to the staff in your breakout panel room.** You must check-in with your panel captain to receive credit for volunteering and maintain your convention scholarship.

Volunteers will be assigned to usher guests, assist individuals with disabilities, keep time for panels, manage microphones for questions, monitor room for comfort, sound, lighting issues, etc. and assist the Panel Captain and staff in any way necessary. If seating is tight, volunteers should ask people to move to the center to fill in rows and fill in empty seats. Some Panel sessions may also involve hand-out distributions.

Microphones

Volunteers will work the microphones for Q & A during panel discussions. You will move around the room with the microphone and turn it on/off after the moderator identifies the speaker. Be sure to never let go of the microphone as attendees have been known to commandeer them.

Problems with the microphones or other technical difficulties should be addressed to the panel captain and John Latz and his team (PSAV).

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Time Keeping

If you are assigned to be the time keeper, the panel captain will go over the details of how closely you need to monitor the time but keep in mind that for all panels 15 minutes at the end of the scheduled time is allotted for Q & A.

Stand-by Assignment or “Volunteer Extra Attendee”

Please meet by the registration table to check in with the **Student Chapters staff member at registration – he or she will be holding a sign that says “VOLUNTEER EXTRA ATTENDEE CHECK-IN.”**

You must report at least 15 minutes early to the registration table and introduce yourself to the staff member. You must check-in with the SC staff member to receive credit for volunteering and maintain your convention scholarship.

You should be at your assignment on time and expect to wait to be assigned to a room. If a breakout session has lower than expected attendance, breakout captain **Nathan Clark** will come looking for people to be room fillers right before the session begins. Please file into the assigned room in a quiet and respectful manner.

CLE Assignment

Please meet at the CLE table for your assigned Plenary or Breakout Session **at least 15 minutes early** and introduce yourself to the CLE staff member in charge. You must check-in with your CLE staff member to receive credit for volunteering and maintain your convention scholarship.

You will be assisting with signing attendees up for CLE credit and distributing CLE packets to session attendees. It is incredibly important for you to be at your assignment at the appointed time so that you can undergo training.

General Reminders

- Please provide assistance ushering throughout the weekend; including bathroom requests or offering to escort those who look lost to the program room(s).
- For assigned tasks, wait to be dismissed by your panel captain. We will make sure you get to eat, etc.
- Please give your seat to a guest. Never let him or her sit on the floor.
- For all assignments, expect instructions from your panel captain when you arrive **at least 15 minutes prior** to your listed time.
- Your volunteer assignment can be found in an email from campus@acsclaw.org and on the back of your name badge. If you have questions about the assignment please find a staff member.

OTHER IMPORTANT ITEMS:

1. Assignments:

We **cannot** switch assignments for volunteers. Per your scholarship application, you agreed to be available for the entire convention and any assignment that you receive. There are many fantastic programs and speakers throughout the weekend. You will get to see most, if not all of it! You will also get to eat at every meal.

2. Timing:

Although we anticipate running on time, as with any conference, things may fall behind. Please use your judgment and show up for the lunch/plenary/session etc. that corresponds with your time.

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3. Problems:

You may run into a variety of unhappy attendees and/or VIPs. Always be as helpful as possible, and if an issue arises, someone becomes irate, or you cannot answer their question, simply direct the person to the Help Desk, or find a staff member and he or she will be happy to handle this situation for you. Also, please be aware that there are quite a few VIPs who need extra personal attention and care.

4. Contact:

Should you need to reach Student Chapters staff throughout the weekend you may either flag down a staff member with a white ribbon or contact us via email at campus@acslaw.org.

If you have questions, problems, or concerns during the Convention, please find Meghan Paulas, Joanna Ray, Jake Faleschini, Kate Azevedo, Tom Pazzi or Nathan Clark – the ACS Staff Volunteer Liaisons.

ACS Staff members have White Ribbons.

Darcy Scott Martin = Convention Coordinator

John Latz +PSAV team = all things technical

Stew Harris + New Media Mill team = all video/technology related issues

**THANK YOU FOR YOUR HELP. WITHOUT YOU THE CONVENTION WOULD NOT BE POSSIBLE.
ENJOY YOUR WEEKEND!**