

Conference Volunteer Instructions

Purpose This guide is to provide the 2016 Lean Transformation Conference volunteers detailed information about the conference and their responsibilities

Conference Information The 2016 Lean Transformation Conference schedule is as follows:

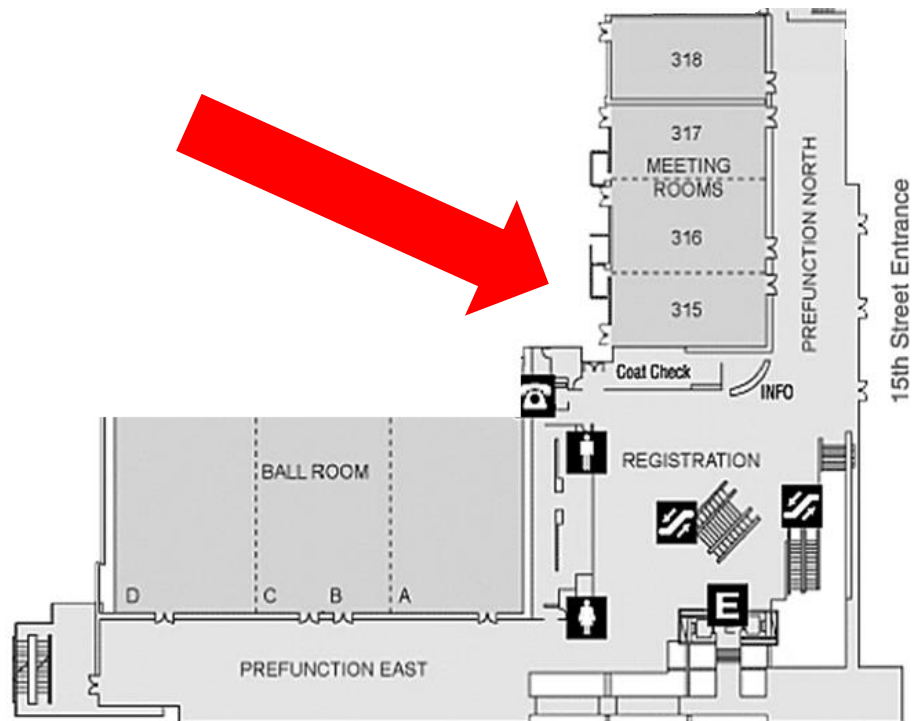
- Day 1: Tuesday, October 18 from 9:00am-3:45pm
- Day 2: Wednesday, October 19 from 9:00am-3:15pm

Conference Location, Directions and Parking Greater Tacoma Convention and Trade Center
1500 Broadway, Tacoma, WA 98402

Click [here](#) for directions and parking locations. You will be provided a parking validation code prior to the event. Please allow enough time to park, enter the code in the kiosk, and get to your shift location on time.

Event Contact and Volunteer Area KayLyne Newell is your contact for the event and can be reached at kaylyne.newell@gov.wa.gov or 360.688.0600 (can receive text messages).

The volunteer area is located on the 3rd floor of the Convention Center behind the Info Desk (see red arrow below). The coat check area will have water and snacks for your refreshment. Someone is always in the coat check area so it is safe to leave your belongings during your volunteer shift if you would like.



Conference Volunteer Instructions

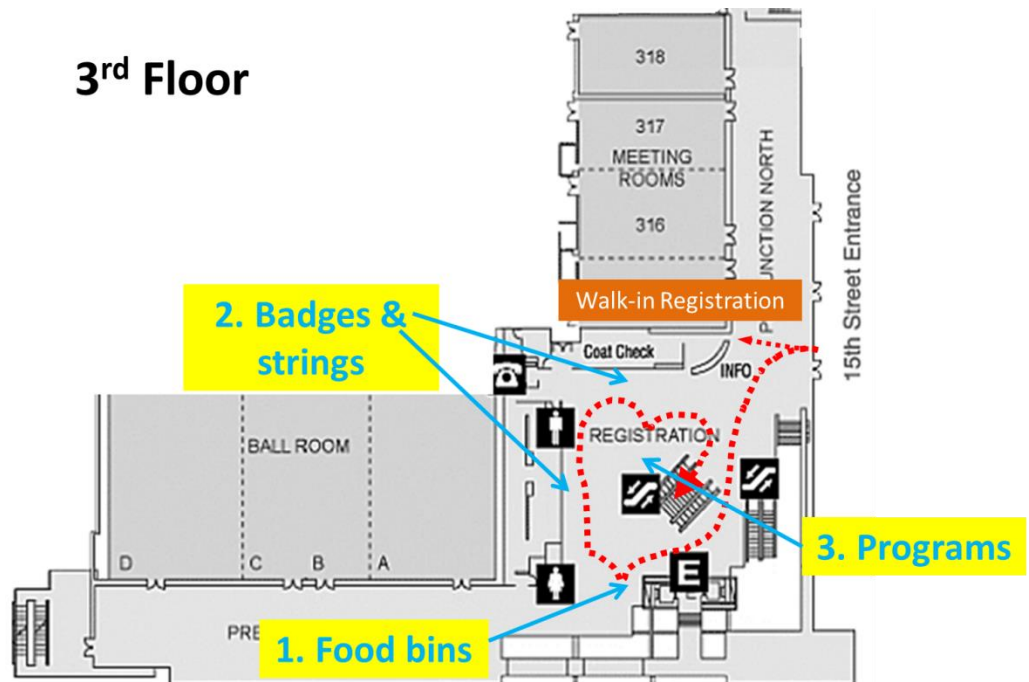
Roles, Numbers, and Times

The table below depicts volunteer roles, how many volunteers are needed, and the time commitment for each role. NOTE: the total number of volunteers and time commitment is subject to change.

Volunteer Role	Total Number of Volunteers Needed	Time Commitment
Sponsor/Vendor Liaisons	6	Day 1: 7:00am-11:00am and 11:00am-4:00pm Day 2: 7:00am-11:00am and 11:00am-3:15pm
Greeters / Registration	36	Day 1: 7:00am-9:15am Day 2: 7:00am-9:15am
Exhibit Hall Ushers	12	Day 1: 7:00am-11:00am Day 2: 7:00am-10:30am
Room Coordinators	Up to 112	There will be two room coordinators per room per session . Volunteers may choose to help for more than one session which would require less volunteers in total.

Please see pages 3-7 for each role’s responsibilities and expectations.

Flow of Attendees for Registration



Role *Sponsor/Vendor Liaisons*

Key Responsibilities

The list below outlines key responsibilities for this volunteer role:

- Act as the point of contact for sponsors and vendors.
 - Liaison between sponsors/vendors and Results WA staff and conference facility staff to answer any questions or acquire items they may need.
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Shift Time Commitment / Number of Volunteers

The table below provides the shift time(s). **Out of respect for the next volunteer, please start and end your shift on time.**

Shift Time	Number of Volunteers
Day 1: 7:00am-11:00am	2
Day 1: 11:00am-4:00pm	2
Day 2: 7:00am-11:00am	1
Day 2: 11:00am-3:15pm	1

NOTE: the last shift on day 2 may end early or later due to sponsors and vendors clean-up.

Steps on Where to Start

NOTE: Day 1 AM volunteers need to obtain and assemble their badge as the first step.

1. Go to the Info Desk (sometime before your scheduled session) to obtain a red “STAFF” sticker to place on your badge.
 2. Go directly to the 5th floor.
 3. Connect with other volunteer liaison(s).
 4. Introduce yourself to the sponsors and vendors and ask if they need anything. Start with Platinum, Gold, and Silver sponsors.
 5. Contact John Cooper (Results WA) at 360.789.1667 with any questions or needed items.
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Role ***Greeters/Registration***

Key Responsibilities There are multiple roles in this category. Outlined below are responsibilities for each role.
Greeter

- Welcome attendees inside the front glass doors or at the top of the escalator from the parking garage.
- Loudly direct attendees to the right area based on whether they are registered or not.

Registration for attendees who have registered

- Receive canned food donations in large bins – periodically empty these bins into a larger bin in the back loading area.
- Help people find their name badge.
- Assist attendees on how to assemble their name badge (plastic sleeve and string).

Registration for attendees who have not registered or are attending in someone’s place

- Sit at Info desk.
 - Ask attendee to type their name on the provided computer.
 - Print the DYMO label with their name and assemble the badge (plastic sleeve and string).
 - Print additional DYMO label and affix to a paper for internal tracking purposes – make a notation when they are replacing someone.
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Shift Time Commitment / Number of Volunteers The table below provides the shift time(s).

Shift Time	Number of Volunteers
Day 1: 7:00am-9:15am	26
Day 2: 7:00am-9:15am	10

- Steps on Where to Start**
1. Check in at **7:00am** at the Info Desk.
 2. All volunteers will be provided a walk-through of the registration flow at 7:00am.
 3. Find and assemble your badge.
 4. Obtain a red “STAFF” sticker to place on your badge.
 5. Select which role you would like to conduct.
 6. Place personal belongings in the Coat Room.
 7. Position yourself at dedicated location in time for registration which opens at 7:30am.

Most volunteers will be released in time for the beginning of the conference at 9:00am. Reserved seating will be provided for you in the Exhibit Hall.

Role *Exhibit Hall Ushers*

Key Responsibilities

The list below outlines key responsibilities for this volunteer role:

- Three ushers will be placed inside the doors to enter the Exhibit Hall to direct people to open seating.
 - Three ushers will be placed in the aisles inside the Exhibit Hall with visual paddles indicating where open seating is available.
 - All ushers encourage attendees to move to the furthest sections near the restrooms (these seats don't fill up and attendees are sitting on the floor near the entrance).
 - Keep the doors closed and quiet during session (hold door back from loudly clicking when people enter or leave).
 - Open all double doors when session ends.
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Shift Time Commitment / Number of Volunteers

The table below provides the shift time(s).

Shift Time	Number of Volunteers
Day 1: 7:00am-11:00am	6
Day 2: 7:00am-10:30am	6

Steps on Where to Start

1. Check in at the Info Desk promptly at **7:00am**.
 2. Find and assemble your badge.
 3. Obtain a red "STAFF" sticker to place on your badge.
 4. Proceed to the Exhibit Hall on the 5th Floor.
 5. Connect with other ushers and determine who will conduct which role.
 6. Reserve your seat.
 7. Position yourself at your chosen location in time for the doors to open at **8:00am**.
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Role *Room Coordinators (Breakout Sessions)*

Key Responsibilities

The list below outlines key responsibilities for this volunteer role before, during, and after each session. NOTE: all signage will be provided to you in the room coordinator folder.

Before session:

- Locate the green room coordinator folder.
- Load presentation materials and ensure equipment is working.
- Introduce yourself to the presenter(s) and verify how to say their name(s) correctly.
- Place the “Open” sign outside door.
- Place the “This Session Repeats...” sign outside door (where applicable).
- Place the “Full” sign outside door when all the seats and wall space are taken.

During session:

- Introduce presenter(s) at the beginning of the session.
- Take a headcount of attendees using the clicker (provided).
- Operate as the timekeeper for the presenter(s) using 5-minute and 0-minute signs.

After session:

- Present “thank you” certificate(s) to presenter(s)
 - Complete the questionnaire for each session.
 - Place the green room coordinator folder on the podium for next session.
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Shift Time Commitment / Number of Volunteers

Each breakout session in each room will have two room coordinators. Once the schedule is finalized, you will have an opportunity to select which session you would like to cover.

Steps on Where to Start

1. Go to the Info Desk (sometime before your scheduled session) to obtain a red “STAFF” sticker to place on your badge.
 2. Proceed immediately to your scheduled session location.
 3. Connect with the other room coordinator to determine who will conduct which role.
 4. Find the green room coordinator folder on the podium.
 5. See key responsibilities above for what to do before, during, and after the session
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