



AUGSBURG
UNIVERSITY®

THE FORUM ON WORKPLACE INCLUSION

Hospitality Volunteers

ALL VOLUNTEERS MUST CHECK IN ON PATHABLE 1 HOUR BEFORE SHIFT

Hospitality volunteers are the face of the Forum. You will be the first person an attendee will see at the Forum. You are Forum ambassadors and share a common goal with Forum staff – to ensure attendees have an exceptional learning experience.

Each position is a vital component in the success of this conference. With a national and increasingly international presence of attendees at the Forum, we ask that you extend and share Minnesota hospitality. If questions arise that you are unable to answer, do not hesitate to ask Forum staff, email workplaceforum@augsburg.edu or visit the Forum Concierge Booth at the Conference.

Training and update sessions are required prior to the conference and on the day(s) you volunteer. Training prior to the conference via our orientation webinar provides a full scope of the conference, the day-by-day behind the scene picture and what to expect. The day-of volunteer update sessions are essential as information changes hour by hour, and what you may have learned at the pre-training or on a previous day, may not apply on another day.

Hospitality

Your Volunteer Team Lead is **Mikaela Vogland**. Please check in on Pathable 30 minutes before your shift time for brief updates and specific assignments.

Duties

- Be available on a Zoom Call to answer 1:1 questions that may arise for attendees during the virtual conference.
- Have a basic understanding of what is going on at the conference.
- To the best of your ability provide answer to questions to attendees that come up at the Concierge booth

For all volunteers

Please keep in mind that you may need to be flexible as situations change. If you are not currently assigned to a task, always check in at the concierge booth to see if there current volunteer needs.