



**AUGSBURG**  
UNIVERSITY®

# THE FORUM ON WORKPLACE INCLUSION

## Hospitality and Wayfinding Volunteers

### ALL VOLUNTEERS MUST CHECK IN AT SYMPHONY IV (Hilton 2nd Floor)

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 your volunteer team lead, seek assistance in the volunteer room, or inquire at registration.

**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 which 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 is 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.

### Volunteer Shift Times

**Monday, March 27 AM: 7:30 AM – 12:30 PM**  
**Monday, March 27 PM: 12:00 Noon – 5:30 PM**

**Tuesday, March 28 AM: 6:30 AM – 12:30 PM**  
**Tuesday, March 28 PM: 12:00 PM – 6:30 PM**

**Wednesday, March 29 AM: 6:45 AM – 1:15 PM (Followed by Closing General Session)**

### Hospitality

Your Volunteer Team Lead is **Andrea Seawood**. Please check in at the volunteer room (Symphony IV) for brief updates and specific assignments.

### Duties

- Greet and direct attendees to Forum registration/events. Maps and schedules are available on the app, it is important that Hospitality volunteers have downloaded the app to use and demonstrate as a resource.
- Greeters should spread out to cover doors, escalators and stairs. It is the greeter's responsibility to be pro-active and notice if people need assistance. **Please do not stand in groups talking with other volunteers.** Attendees do not like to interrupt groups to ask questions. Make yourself available to all attendees.
- Watch for attendees with disabilities and assist as necessary and/or contact your team lead. All team leads have walkie-talkies and can communicate with the registration desk and volunteer room for assistance.
- Approach attendees who appear lost, inquisitive, looking for answers, and ask if you can assist.

### 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 Volunteer Room Symphony IV to see if a need arises for assistance. There will be a flip chart in the Volunteer Room indicating current volunteer needs. Please check it frequently.

**All volunteers are expected to assist as needed in the Grand Ballroom for seating attendees for lunch and general sessions.**

**Volunteers should not be seated for meals until ALL attendees are seated.**