



*"Founders of Black History Month"*

## CONVENTION VOLUNTEER ROLES EXPLAINED

**A**ll volunteers should be able to work with the public, be cheerful and have a pleasant demeanor. You should also be able to be firm if approached by anyone who tries to get past you without the proper documentation. You must also be able to stand for at least 30 minutes at a time. Volunteers should wear business attire or be business casual. Comfortable shoes are a must. Lunch will be provided for volunteers daily in a specifically designated volunteer lounge area.

### **CAPTAINS/GOOD WILL AMBASSADORS:**

**Approx. 15**

These people must be willing and able to commit to returning to the convention on a daily basis and be prepared to stay for the duration of the day. This person will be charged with being an ASALH staff person de facto. You will participate in a walkthrough with the hotel staff and ASALH to become familiar with the hotel/convention site floor plan and begin to understand your area of “expertise” or territory. Captains will be stationed at intervals throughout the convention site and will act as troubleshooters. If you are the registration captain and someone comes to you with a problem about needing something in their session, you should direct them to the person who is in charge of the session area who will then take care of their need.

### **GREETERS:**

**15 – 30 Volunteers Needed Daily**

Greeters will be available in the area around registration, stationed throughout the hotel’s main level, near elevators and escalators. A greeter’s primary responsibility will be to keep the flow of traffic moving by answering questions, directing people to session locations, and/or escorting the person to the location desired, always with a smile. If you are unable to assist a conventioneer, point them to your territory captain for further assistance.

Greeters must be someone who is personable and does not mind interacting with the public and who has a calming demeanor. You must also be able to stand for longer periods of time. This position will also be available to make runs to the hotel/ASALH business office to make copies if needed.



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Knowledge of the sessions and location of all rooms for session is necessary. Greeters are required to be available for the training and available to take the tour of the hotel. Greeters should also become familiar with all the events, including off-site events in order to answer questions. It helps if you are able to come to the site fifteen minutes before your shift starts, you should be able to walk through and familiarize yourself with where the session rooms, banquet rooms, restrooms, exhibit hall and other areas that may be important to ASALH Conventioneers.

### **REGISTRATION VOLUNTEERS:**

**15 Volunteers Minimum Daily**

**ON SITE-** The responsibilities here will be quite numerous because money will be collected, paperwork will be filled out, name badges printed, and conference bags and or programs and schedules, will be handed out. This section is usually manned by headquarters office employees since they are already familiar with the process and at least one or two additional volunteers are needed. *Computer skills are necessary for this role.*

**ON SITE REGISTRATION—ON-LINE** - On site registration also consists of a bank of computers where conventioneers can register on-line by credit card. *Volunteers for this area must be computer savvy.* The volunteer will be provided training so they will be familiar with the ASALH On-line process so they can help customers get through the registration process smoothly and in a timely manner. It is important for this area to flow and to not get backed up. *On-line registration should take no more than five minutes.* The volunteers manning this area will make sure the customers **REGISTER ONLY** and not get involved in checking their personal emails.

**PRE-REGISTRATION-** The responsibilities here will be more direct because when ASALH staff arrives we will have envelopes for each person who **pre-registered** that will include all the tickets they purchased and their name badge. *Everyone must sign off that received their registration packet.* These envelopes will be handed to the registrant along with a conference bag. For this section we need someone who can work quickly, has a pleasant demeanor and can work under pressure. Important Notes: If a guest pre-registered after the cut off date, they will need to visit On-Site Registration as their conference information hasn't been processed. **Before allowing the registrant to leave, make sure they check their envelope and verify that they have all the tickets their receipt shows they paid for. THIS IS A PRIORITY.**



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**ONSITE PRESENTER REGISTRATION-** There is a need for at least two volunteers to work along side one Headquarters employee in this section. This section will be for presenters only. It will include some on-site registration and some pre-registration. Presenters were all to register in advance but some of them will have to complete their registration on site. All the Pre- registered presenters will have everything in an envelope as described in the pre-registration above. All others will at least have an envelope with their name badge ready to go. The need here is for someone who thinks fast and works quickly as a lot of the presenters are rushing when they arrive. If they have not fully registered **we must complete the registration before they proceed to their session—NO EXCEPTIONS.**

### **EXHIBIT HALL:**

#### **4 VOLUNTEERS AS NEEDED DAILY**

We have a number of vendors exhibiting items for sale in a designated area during the conference beginning Wednesday at noon, and then Thursday, Friday and Saturday from 9 a.m. to 7 p.m.

Wednesday, Two (2) Volunteers for a shift from 3:00 p.m. – 7:00 p.m.

- Assist with set up of the ASALH vending table
- Assist with registration check-in of vendors and exhibitors
- Assist with information table and setup.

Training for the ASALH store volunteers requires a special narrative and demonstrative session.

Thursday, Friday and Saturday\* two (2) to cover shift from 9 a.m. – 7 p.m.

- Assist in **DAILY** morning set up of ASALH store materials.
  - Familiarize yourself with the ASALH Pricelist
  - Familiarize yourself with any convention specials
    - Special price for JAAH, BHB, et cetera
- Receipt purchases – cash and/or electronic.
- Replenish Store inventory as needed
- Reconcile cash box close of shift.
  - Alert Deacon Thompson or other ASALH staff person that the store is sending money and to please remain available.
- Inventory end of day ASALH Store materials.
- Securely store ASALH materials

*\*Saturday may be adjusted to assist with lunch and or dinner coverage so that each person on the store is able to eat.*

Saturday - three (3) 7 p.m.-10 p.m. time slot

- Assist in packing up and closing out the ASALH vending table
- Pass out and collect exhibitor evaluation forms.



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## **EXECUTIVE COUNCIL MEETING MONITOR**

2 Volunteers Needed

This person will be responsible for signing in each of the ASALH Executive Council Members, Advisory Board members and other attendees. Your sign in sheet should consist of a column for name, arrival time and departure time. It will be important to ask each person as they leave the room if they are planning to return so that order can be kept and the business meeting can continue according to ASALH bylaws. At the end of the day this volunteer will need to gather their sign in materials and return them to the ASALH office. This volunteer will be able to eat lunch at the buffet provided for the executive council members.

## **SESSION MONITORS:**

**50 Volunteers Minimum**

**NOTE: Presenters, just as other registrants, must have their name badge in order to get into sessions.**

- The name badge indicates the person is registered and the monitor for each session is responsible for checking for name badge before allowing someone to enter the room.

## **SESSION MONITORS**

- Monitors are responsible for standing at the door of each session to make sure everyone who enters the room has an official NAME BADGE.
- Monitors also help the presenters with their needs, especially to handout and collect the evaluation forms.
- The hotel is tasked with putting the name of the session on the door or wall at the location of each session. The monitor will make sure that the signs correctly read the name of the session that is about to take place. It is wise for monitors to arrive in a timely manner (at least fifteen to thirty minutes before session is scheduled to begin) to make sure that everything is in place.
- The sessions begin at 8:30a.m. and are one hour and a thirty minutes long. They run concurrently throughout the day. Sessions begin on Thursday. Any changes to the schedule will be announced well in advance. A session addendum will be printed and will be available at the registration table.



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- Every once in a while, a session may be cancelled due to the absence of the panel members or someone significant to the session. In that case, that monitor will make sure that a CANCELLED SIGN is placed on or near the door, whatever is most appropriate. This will take coordination with the Headquarters staff. It is important to get the CANCELLED sign placed on the door or near the door as soon as this information is known to avoid confusion for the conventioners and to give them time to make another decision and get to the next session before it is full.
- Every once in a while sessions are moved to another room as well. The monitor will also be responsible for making sure a sign is placed on the door or wall near the door indicating the session has moved and to where.

**The person(s) who accepts this role should be someone who really pays attention to details and is timely. The monitor should arrive at the session at least 15 minutes before session begins, therefore they should arrive at the convention site at least 30 to 45 minutes early.**

- Each day there will be approximately twelve concurrent sessions. At least one volunteer per session is needed. A monitor could sign up as a Thursday morning volunteer only, and could monitor two or three sessions that morning. It is important to note length of time you are able to stay if you choose this position. One monitor may monitor the beginning of the session, pass out the evaluation forms, while another volunteer could end the session and collect the evaluation forms. **The key is to make sure that no one without a name badge with the ASALH logo enters the room, especially presenters. They must be rerouted to registration to pay their fees and get their badge.**

## **BUS TOUR VOLUNTEERS**

**2 Volunteers needed (per bus)**

Sorry, these volunteers do NOT get to ride on the bus for the Black History Bus Tour, but you are charged with collecting tickets from all patrons who have **paid** to take the tour.

Volunteers here should be able to speak and work with large volumes of people. You will be asked to:

- ✓ Load the bus (if contracted)
- ✓ Offload the bus (if contracted)
- ✓ Act as Goodwill ambassadors at venue providing directions and help where needed
- ✓ Runners

This person should be a person who is cheerful and has a nice demeanor but be able to be firm if approached by anyone who tries to board the bus without a ticket. You must also be able to stand for at least 30 minutes at a time. *You are required to arrive at the Convention site lobby by 7:15 a.m. to assist with set up and registration. Busses will load promptly at 8:00 a.m. and depart at 8:30. They may have a snack provided for them while on the tour and return all busses will return in time for the afternoon sessions.*



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## **MEAL EVENT VOLUNTEERS**

### **6 Volunteers Per Meal Function Minimum**

Report Time: 30 minutes before function begins.

These volunteers are needed to assist with setting up the room: placing reserved signs, placing programs, souvenirs, etc. in each chair prior to the event. After this task is completed, you will be stationed outside of the door to take tickets and ensure that no one enters the room without a ticket. **VOLUNTEERS WILL NOT BE ABLE TO EAT AT THE MEAL FUNCTION. MEALS WILL BE PROVIDED FOR YOU IN A DESIGNATED LOUNGE AREA FOR CONVENTION VOLUNTEERS.**

## **TEACHERS WORKSHOP VOLUNTEERS:**

### **10 Volunteers Needed**

1. Volunteers will sit at a table outside of workshop and handout name badges and bags to each program participant. (Volunteer will ask participant their name, then provide them with appropriate name badge and one bag.)

**IMPORTANT NOTE:** Tracking bags is very important because bags will be available for paid participants only. Volunteers on this assignment should be very careful about the inventory of the bags and ensure that *only* one bag is given per person.

2. Volunteer will ensure that each participant signs the sign-in sheet before entering the room for the workshop.

2a. Each person who signs in will receive a ticket for lunch. (The participant's registration fee includes lunch so only **PAID** registrants will be provided luncheon tickets)

3. When lunch begins only two volunteers will be needed to collect tickets at the Teachers' Luncheon. (Two volunteers will remain in the workshop area for security purposes while participants attend the luncheon -- Luncheon is held in a different location from the workshop). Tickets collected at door of luncheon will be given to Headquarters representative so tickets collected can be compared to number of luncheon attendees.

Remaining volunteers will be needed to assist with or as:

- ✓ Runners
- ✓ Helping to seat individuals in room
- ✓ Passing information out throughout the workshop
- ✓ Collecting materials after the workshop has concluded and returning it to the ASALH office.
- ✓ Assisting with set up on the mornings before the workshop – report time 8:30 a.m. at venue.



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**IMPORTANT NOTE:** A list of VIPs for the luncheon will be provided for the volunteers collecting tickets. These VIPs will be provided tickets to enter the luncheon, but in case they lose their ticket, the volunteer will know to allow them in without hassle. If anyone arrives at the door that is questionable, seek Headquarters representative for help.

### **“EVENING OUT” VOLUNTEERS:**

**10 Volunteers Minimum**

Volunteers here should be able to speak and work with large volumes of people. You will be asked to:

- ✓ Load the bus (if contracted)
- ✓ Offload the bus (if contracted)
- ✓ Act as Goodwill ambassadors at venue providing directions and help where needed
- ✓ Runners

This evening event is typically away from the convention site, but not always. Volunteers will be stationed in specific areas to usher guests from one area to another, inform guests where food available and to help answer any questions that guests may have about the evening's events. May also be needed to assure attendees are on the final bus of the night and that no one gets left behind.

### **AUTHORS' BOOK SIGNING:**

**5 Volunteers Maximum**

The ASALH store will move down to the Authors' Book signing level for one evening. Two volunteers will be working with the store on this level. All operations upstairs will continue as usual. This event is held in a special area of the convention site. The Authors' Signing is one of the key attractions at the convention. Thirty or more authors will arrive early to set up. Volunteers will assist in setting up the room by placing table tents on specified tables for each author, and direct the authors to the Authors' Signing location and table. Authors are, however, responsible for their own personal set up sales, including the collection of money.



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## **YOUTH DAY VOLUNTEERS:**

**20 Volunteers Maximum**

Youth Day is held on Friday morning, usually 9:00a.m. – 1:00p.m. to allow teachers and students the opportunity to return to school to meet buses that transport the students home each day. This event is open to students across Cincinnati and invited guests only. One of our hopes for youth day is to have local college and university students attend the Youth Day in their college tee

shirts and interact as they work in groups to develop their mission statement at end of workshop training and engage the youth while eating lunch.

- **You will attend a volunteer meeting from 7:45a.m. – 8:30a.m. to receive final instructions.**
  - Review Youth Day Study Guide
  - Assist teachers in guiding students in the exercise to write a mission statement.
  - Volunteer to participate in the oral history project beyond the youth day.
  - Receive assignments.

1. College student volunteers from various local colleges and universities are requested to **wear their school tee shirts and other paraphernalia**. These students will interact with the students in the auditorium during the workshop on assigned teams. The goal is for the college and university students to impact the high school students in a positive way. It is our hope that this day's interaction will influence the high school students' decision to attend college.

**THIS VOLUNTEER MUST BE PRE-REGISTERED TO VOLUNTEER FOR YOUTH DAY. PLEASE DO NOT COME TO YOUTH DAY WITHOUT PRIOR NOTICE TO THE YOUTH DAY COORDINATORS.**

**IMPORTANT NOTE:** Youth day luncheon is a private function. If you plan to attend the lunch, you must confirm in advance. Lunch is \$15.00 per person. **We need to know the number of college and other participants for inclusion in the lunch count the Friday prior to the start of the convention.**



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### **ASALH OFFICE/SUPPLY VOLUNTEER:**

**2 Volunteer Daily in each ASALH Office**

This person or persons will be charged with staffing the ASALH office each day for the duration of the convention. Your duties will include but not be limited to:

- Assisting with setting up staff desk stations
- Maintaining supply list
  - Signing out supplies that leave the office, maintaining that list and receiving the items as they are returned
- Answering phone calls
- Serving as liaison for anyone seeking ASALH staffer and ASALH staffers.
- Assisting ASALH staff person also assigned to remain in office
  - “Running” between ASALH offices with materials that either office requests
    - Fielding requests from ASALH store for supplies
  - Assisting with the printing and placement of signage as needed daily throughout hotel
    - Table Tents for Executive Council members and speakers at functions
    - Generation/printing of tickets for events
    - Printing programs for each event
  - Checking with the registration offices for supply needs in advance of events
  - Manage the well-being of ASALH staff

### **VIP/GREEN ROOM VOLUNTEERS:**

**3 Volunteers as Needed**

These individuals will be responsible for meeting any “VIP” who is participating in an event at the Convention, especially keynote speakers, emcees, and dais guests and escorting them to the green or holding room. Here they will remain until the time that they are escorted into the room where they are speaking.



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Thank you again for agreeing to work with ASALH to help us provide a seamless and enjoyable convention experience. Please contact the Local Arrangements Committee volunteer chairperson if you have any questions, comments or need to make any changes to your assignments.

Once you arrive at the convention, we encourage you during your free time or break period to look around the exhibitors, visit the Authors' Book Signing and even listen in on a session or speaker for a few moments so that you are able to have an enjoyable ASALH Convention experience.

We look forward to working with you in October and thank you for your service.

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