

## Job Description

## Yankee 2020 Registration Committee

Familiarize yourself with the BCEC floor plan and know the location of: restrooms, coat check, buses, Exhibitor Registration, Self Registration, Clinician/Show Office, Exhibitor Lounges, Exhibit Hall, and the Clinician/Volunteer Lounge.

**Also be familiar with the Yankee 2020 Mobile App**

### Self-Registration Assistants

Registration assistants will support the registration process by assisting with distributing tickets, badges, and badge holders. You may need to act as a volunteer liaison for registrants with questions, to ensure lines progress rapidly and distribute registration materials to attendees.

### Floor Walkers

Floor walkers will assist in orderly line management. You will be responsible for directing attendees to the appropriate areas: attendee registration and self-registration desks.

- **Attendees who have registered but have not received their confirmation package.** Refer them to Self-Registration.
- **Attendees who have not registered.** Refer them to either Self-Registration or Attendee Registration.
- **Attendees who have already registered or want to register for Expo Only.** Direct to Self Registration. *Expo Only registrants: If they have already pre-registered and have their email confirmation with them, they can scan their confirmation and print their own badge.*

Volunteers will be assigned to the beginning of the line to direct attendees to the correct registration area. Volunteers who are assigned at the end of the line will direct attendees into the appropriate registration area, help with the formation of lines to avoid “line cutters”, and help answer any additional questions attendees may have. It is important to notice when the registration assistant is available for the next attendee in order to keep the line moving.