

**YANKEE DENTAL CONGRESS 2020
GENERAL ARRANGEMENTS COMMITTEE INSTRUCTIONS**

What are my specific duties if I'm working in the Welcome Center?

Welcome Center Info Booth personnel are responsible for answering questions about room locations, specific courses, exhibit hours, registration hours, restrooms, telephones, coat check, dining locations, exhibit hall giveaways, distributing onsite guides, addendums, pens, pads, and folders (if available), etc. Please refer to the enclosed booklet for commonly asked questions. Please encourage people to download the mobile App and take on-site guide and addendum because this is where all of course locations and updates are listed. Note: The course location is not printed on the ticket, only the course code is. If people have more specific questions about Boston or hospitality services, ask them to see their hotel concierge or have them visit the BCEC Information desk in the north lobby.

Information Line Volunteers report to the show office to take calls from prospective attendees. These calls relate to directions to the BCEC, availability of courses, hours, etc. A manual is available to help in answering these questions. In addition, MDS staff members will be in the show office and can assist with questions.

Bag Handout:

The Welcome Center volunteer is to give each attendee one bag only.

What happens if I run out of on-site guides, badge clips or other materials?

Contact Dr.'s Mary DeMello, DMD (508.809.0271), or Tina Wang, DMD (617.835.1759), by cell phone. They will contact the appropriate people (MDS marketing staff person on phone directory) to have supplies delivered to you. There will be box cutters in a supply box at each info booth. Please replenish stock on the counters as needed.

What do I do with my welcome center supplies at the end of the day?

Place materials in the shelving under the booths or on the floor so that they are not visible. Onsite guides can stay out. Make sure the counter is picked up and ready to go for the morning shift.

What do I do with my welcome center supplies at the end of Yankee?

Please pack up all usable supplies and promotional items (if any) and return to the **Show Office**, in the North Lobby by 4pm on Saturday.

What is the central designation for all tour and off-site seminars?

All offsite courses and tours will leave from southeast lobby, level 1. There will be a transportation desk in the southeast, level 1 entrance.

What happens when a free lecture meeting room is getting to capacity?

Attendees with tickets are seated first. If all seats are not full, anyone without a ticket will be allowed into the course 10 minutes after the start of the course. Please ask them to go to the registration area in the North Lobby to have the course added to their record at the completion of the course. No substitute tickets are allowed.

Where do I report for duty each day?

Dr.'s. DeMello and Wang will meet the volunteers who are assigned for the morning and all day shifts at the North Lobby Information Booth in the BCEC at 6:30 am to pick up breakfast and lunch stickers. A card with their cell numbers will be taped to the counters at each info counter. Afternoon volunteers

should meet Dr's. DeMello and Wang at the main Information Booth (Welcome Center) in the BCEC at 11:30 A.M. and may pick up their lunch sticker. If they are not available when you arrive, please call Dr.'s Mary DeMello, DMD (508.809.0271), or Tina Wang, DMD (617.835.1759), Breakfast, lunch and coffee for YDC staff, volunteers and clinicians will be available in the Clinicians/Volunteer Lounge on the exhibits floor beginning at 6:00-10:30am to 11:30-2:30pm. You will receive a pass, which admits you to the Clinician/Volunteer on the day you work.

Frequently asked about course locations.

Know the Locations for Exhibit Hall Classrooms and Product Navigator Live Pavilion, Patterson, Henry Schein, Benco Pavilion, Dental Office Pavilion, Bank of America classroom, Pediatric Pavilion, Product Spotlight classrooms, and Crest & Oral-B Center of Excellence.

How do I direct questions regarding bus routes?

Know that there is signage on buses, at hotels, and at the RPM's (shuttle Company) information desk located on level 1. Routes are published in the Onsite Guide and signs onsite. Shuttles will pick up and drop off for specific routes on NE & NW lobbies. **Please note changes: shuttle service is available between only SELECT convention Yankee hotels and the BCEC.**

There will NOT be shuttle service on Wednesday.

Emergencies

If you are near a MCCA guard -let them know where and what the emergency is.

If you are near a black house phone -dial 2222.

If using a cell phone, dial 617-954-2222

In the event that 911 were called first, please also call the emergency line, so they can direct EMS to the location of the emergency. There will be a binder with emergency procedures in the show office.

Does the BCEC have a place to make copies?

There is a FedEx store in the north lobby, just west of the main registration desk.

Sign-in (to ensure that all posts have been adequately covered)

Review the daily schedule and go over room changes/new information

Assign floaters to specific locations

Distribute luncheon tickets and committee ribbons

HELPFUL SUGGESTIONS FOR GENERAL ARRANGEMENTS

-Wear comfortable shoes.

-Wear a watch.

-Please be a few minutes early to cover the change in shifts smoothly.

-Take a quick walking tour of the facility in which you will be working, either the day before your shift or 15 minutes prior to your shift.