

AMBASSADOR GENERAL INFORMATION

Thank you very much for participating in the VOICE convention as an Ambassador.

As a VOICE Ambassador, you are one of the more visible aspects of the “behind-the-scenes” workings of this convention. You are, in many ways, the “face” of this event. You are also our eyes and ears.

There are a few things you need to know in advance that will help both you and us to make the convention an experience our attendees will not soon forget. This document will discuss the most important of these.

Many of your questions will be answered here. Other questions will be answered during your on-site training. Please do not be concerned or feel that you will be thrown into a situation that you cannot handle. Our Ambassador processes are, for the most part, quite easy to follow – and you really can’t make any serious mistakes.

Our Ambassador staff includes several members who have worked as Ambassadors at previous events. If you are unclear about something, they should be able to help you out. If you have any major questions, you will find your answers in the Ambassadors Procedures documents or by asking your Ambassador Manager.

ATTITUDE AND BEHAVIOR:

It goes without saying that you will be interacting with our guests, presenters, and staff on a very personal basis throughout the conference. The following are obvious rules of behavior, but bear mentioning here.

1. Be professional in all aspects of your duties as an Ambassador.
2. Be helpful in answering questions and providing assistance when asked.
3. If you do not have the answer to a question, either find someone who does, or direct the convention guest to someone who can help them.
4. Maintain a positive attitude and keep a smile on your face. Your attitude and behavior are a reflection of our staff, the convention as a whole, and of yourself.
5. Be aware of what is going on around you at all times. Attendees at this convention are historically very well behaved, but in the event of an emergency or other unusual situation, you are the first responder, even if you are off-duty.
6. Should a conventioner be clearly upset when approaching you, DO NOT confront them or be argumentative. It is not your place to solve their problem. Simply contact one of our senior staff to address the issue. Your Ambassador Manager should be your first stop, if at all possible. There has never been an issue with this event that has not been satisfactorily resolved and worked out.
7. If you overhear comments of either a very positive, or very negative nature regarding this event, please make a note of the comment by writing it down at your first opportunity. We do not care who said it, but we do take the comments of our attendees very seriously.
8. Have fun! We want your time as an Ambassador to be a fulfilling and rewarding experience for you.

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DRESS CODE:

When you are “on-duty” you are a representative of the VOICE convention. It is important that our attendees be able to find you in the crowd when they have a question, need some guidance, or just want to thank you.

In order to maintain a standard of professional presentation, we ask that all Ambassadors adhere to our dress code of black pants and our colored shirt when on-duty.

1. You will be provided with one shirt that will identify you as a VOICE Ambassador
 - a. Wear the shirt **ONLY** when on-duty
 - b. We suggest that you do **NOT** wear the shirt during set-up, strike, or at any time when you are not specifically scheduled.
 - c. Please take care of your shirt. You will only receive one.
2. You need to wear black pants when on duty
 - a. Black denim jeans are OK, as long as they are solid black with no holes or heavy worn areas.
 - b. For the ladies, a black skirt is optional
 - c. No shorts, cut-offs, or other color pants or skirts
3. Wear comfortable shoes
 - a. You will likely be on your feet for some or all of your shift, so plan accordingly
 - b. Your shoes can be of any color or style that you are comfortable in
4. Wear your name badge.
 - a. Even though you are wearing a VOICE Ambassador shirt, our guests will still need to know your name
 - b. Please wear your name badge at all times with your name visible.

If you are staying off-site, or do not wish to return to your room to change, we suggest you either wear your VOICE shirt over another shirt or bring a change of clothes.

You can temporarily store your change of clothes in the VOICE office/lounge. If the office is not being used, you can change there (but you take your chances of someone coming in), or you can use the restroom to change.

ADVANCE TRAINING:

We provide several modular training documents for some of the major and more complex processes, like Check-in Procedures, On-site Registration, On-site Name Badge printing, etc. These PDF files can be downloaded in advance and reviewed. Please note that not all Ambassadors will need the information in all of these procedural documents.

ON-SITE TRAINING:

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Your Ambassador Manager will arrange for one or more on-site training sessions. It is important that you attend on-site training as this is where you will be brought up to date with the latest information about the VOICE convention and any changes that might be coming.

SET-UP AND TEAR-DOWN:

There are many aspects of the convention that require some set-up or tear-down. These include:

1. The VOICE Registration/Check-in kiosks
2. The Show Bag distribution area
3. The VOICE Photo-op area
4. The VOICE-VoiceActing Booth in the Exhibit Hall
5. The VOICE Special Events Stage in the Exhibit Hall

There may or may not be a specific Procedure PDF file for these areas. Either way, there will usually be someone supervising the set-up who will provide instructions. We ask that you help break down the same area you helped set up. By tearing down the same area, you will have knowledge of what goes where and the process will move much more efficiently.

When packing boxes and suit cases, please be careful and do not overstuff.

Your help is greatly appreciated.

BOXES:

There are dozens of boxes delivered to our Registration/Check-in area and to our booth in the Exhibit Hall. Many of these boxes will be needed for packing up during the tear-down process at the end of the convention. Here are a few guidelines regarding boxes:

1. Boxes containing Office and Registration/Check-in items should be kept in good shape. We have box cutters available for breaking the strapping tape to open boxes, and we have Sealing Tape dispensers for sealing boxes after they are packed.
2. Show Bag boxes come in two types:
 - a. Good condition (or relatively good condition) heavy cardboard boxes
 - b. Original boxes used when bags were shipped to us.
3. Open the older boxes first when distributing Show Bags – ONLY ONE BOX AT A TIME
 - a. DO NOT open all the Show Bag boxes
 - b. DO NOT remove all of the bags for their boxes – distribute bags one at a time as they are picked up.
 - c. Older or damaged boxes that cannot be reused should be collapsed and taken to the recycling bins at the back of the convention center.
 - d. Newer boxes in good condition, when emptied, should be broken down to a flat condition by cutting the strapping tape at all sealing points and folding the box flat.

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- e. Collapsed boxes can be stored in the Office or in a location determined by the Ambassador Manager.

COMPUTERS AND OFFICE EQUIPMENT:

There will generally be a computer available at the Registration/Check-in kiosk, although it will likely only be used for on-site transactions and the occasional printing of a name badge.

If it necessary to leave the Registration/Check-in kiosk unattended, the computer must be stored in the VOICE office or another secure location as determined by the Ambassador Manager or senior staff.

1. When moving the computer:
 - a. DO NOT TURN THE COMPUTER OFF
 - b. Close the lid and unplug the power supply
 - c. Move the computer and power supply to the secure location and plug it in
 - i. This will reduce or eliminate down time waiting for the computer to reboot
 - ii. The computer will be moved to the Executive suite each night.
2. The Printer:
 - a. The on-site printer can be moved or stored in a place where it is out of sight from normal foot traffic flow. It is not necessary to move the printer to the office.
 - b. The printer is brought on-site with all ink cartridges filled.
 - c. Should an ink cartridge run out of ink, there are ink refill bottles available.
 - i. See James Alburger for instructions on how to re-fill the ink cartridges
 - ii. Use the rubber gloves when re-filling the ink to avoid staining fingers
 - iii. Refilling should be done BEFORE the cartridge is empty

CHECK-IN PROCEDURES:

See separate document