



## **VOLUNTEER POSITION:** **INFORMATION BOOTH**

### **Assignment Location:**

- **Walter E. Washington Convention Center:** 801 Mt Vernon Place NW, Washington DC 20001

### **Volunteer Check-In Directions:**

#### ***Walter E. Washington Convention Center:***

- Please check in at the **Volunteer Room – 103A**. The building entrance is located off L-Street, between 7<sup>th</sup> and 9<sup>th</sup> Streets.
- There will be a sign that says, “Volunteer Check-In”. You can’t miss it!
- Your USASEF staff member will direct you to your appropriate assignment.
- We encourage you to use Mass Transportation. There is a Metro Stop at the Convention Center or nearby at Gallery Place.
- Spot Hero Discounted Parking is available at [USA Science and Engineering Festival - 2018 Parking](#)

### **Responsibilities:**

- Please arrive 15 minutes prior to your shift.
- Please bring your volunteer shirt & wear black or blue pants or dark blue or black jeans and very comfortable shoes. NO open-toed shoes or flip flops please. (T-Shirts are available in the Volunteer Room for those who listened to the recorded training session)
- Prior to working your shift, a USASEF staff will review your volunteer roles/responsibilities for the day.
- You will receive a map of the Convention Center and daily schedule of events when you check-in.
- Ensure you are familiar with the Convention Center by visiting [HERE](#)
  - BE PREPARED TO ANSWER QUESTIONS. JOB RESPONSIBILITIES INCLUDE:
    - Knowledge of Convention Center Layout, Exhibit Halls.
    - Answer questions regarding location of Exhibitors.
    - Understand the Schedule for Shows, Stages.
    - Familiar with location of Donation Stations and how to use.
    - Location of food services available.
    - Location of Festival Merchandise (outside Hall D, inside Hall A).
    - Collect all lost and found items.
    - Maintain neat and tidy booth.
    - HUB for first aid, lost children, or lost items.
- Warmly greet all guests
- Provide information in a cheerful, friendly manner
- Direct guests to restrooms, exits, transportation as needed
- Provide maps and guides to assist guests as necessary

### **Schedule Changes:**

**Please reach out to [volunteer@usasciencefestival.org](mailto:volunteer@usasciencefestival.org) or 202.899.0485 or 202.899.0327 regarding any delays or schedule conflicts affecting your committed assignment.**



## **Emergency Information:**

### **SECURITY:**

- **See Something, Say Something.** If you are concerned with a security matter, please notify a staff member wearing a light blue T-Shirt immediately.
- Convention Center security, labeled in yellow jackets, will be throughout the buildings and at the building entrances.

### **FIRST AID:**

- For minor emergencies, please take the sick or injured person to a medical station in Hall A, Hall D or room 140A.
- For major emergencies, please send someone to the nearest Information Booth or contact a staff member wearing a light blue Festival tee shirt. Each staff member has a radio to connect them to emergency personnel.
- If a life-threatening emergency or a police emergency arises and you cannot quickly reach a staff member with radio, then dial **202-249-3333** on your cell phone. All incidents should be reported to an Information Booth immediately.

### **LOST CHILD:**

- Should you find a lost child, or lose a child, please escort the child/parent to the nearest Information Booth in Halls A, C, D, and E. These booths act as our safety hubs.
- Afterwards, all lost children should be escorted to room 140A where attempts to contact family will be made. EXPO Maps will be available onsite that identify the Info Booth Locations.

### **LOST & FOUND:**

- Please bring lost items to the **Information Booth in Hall A.**