**BIGGEST WEEK IN AMERICAN BIRDING 2017**

**ROOM HOST PROTOCOL**

Pick up your volunteer registration materials from the Registration Desk at Maumee Bay Lodge & Conference Center before your scheduled volunteer activity. Please arrive 30 minutes prior to your session at the designated area (arrival time is on your schedule).

**Ottawa National Wildlife Refuge (ONWR):**

1. The first host of the day will find a podium already set up with the following items, located in the front of the room:

* A Laptop
* Wireless remote presentation controller/pointer
* Black Box labeled “**ONWR, Speaker Intros, Check-in Lists**”

2. Inside the Black Box are hanging file folders in date order. Each hanging file has an individual folder for the day’s sessions, labeled with both the program name and the name of the volunteer(s) for the session, and contains:

* Copy of these instructions
* Check-in list containing attendee names
* Small envelope for money received at the door
* Copy of the speaker introduction
* Large envelope
* Clipboard and a pen.

3. **10AM Travel Talks**

Attendees have pre-registered; however, because Travel Talks are free to attend, you will not have a check-in list. It is possible to have walk-ins. You will need to monitor the number of arrivals to assure the room capacity is not surpassed (80 seats).

**Speaker Introduction:** Please read through the text **BEFORE** the session begins, and *make sure you know how to pronounce the speaker’s name correctly*. Don’t hesitate to ask him/her to clarify it for you before you start. And, when reading the intro, please read slowly and clearly.

4. **Workshops/Programs**

* As attendees arrive, check their name off the check-in list.
* If you are unable to find their name on the check-in list, ask to see their registration confirmation. If they do not have their confirmation, they may pay at the door if there is space available. Your check-in sheet will indicate how many seats are available to sell for the program. Total capacity for ONWR is 80. Prices for the workshops/programs are as follows:
	+ 11:30AM Workshops $10
	+ 1PM Program $10
* If your program is sold out, you will have to wait to see if you have no-shows first to be able to accept walk-ins and payment at the door. It is important that those who have already registered and paid in advance get their seats, before any walk-ins are admitted!
* You are not required to make change - politely ask if the attendee can find change.
* **Walk-ins (not pre-registered):** Please write their name on the check-in list and indicate that they paid. You can accept checks made payable to BSBO and cash only. If they only have a credit card, take down their name and telephone number and ask them to pay at the BSBO Gift Shop or at the Registration Desk at Maumee Bay Lodge as soon as they can. List them as not paid on the sheet.
* Please be mindful of the back door to the room and make sure those people entering through that door are registered.
* Volunteers, Speakers, Press, Leaders and drivers, Sponsors and badges with an orange dot are free to attend as long as seats are available (unless they want to pay).
* **Speaker Introduction:** Please read through the text BEFORE the session begins, and *make sure you know how to pronounce the speaker’s name correctly*. Don’t hesitate to ask him/her to clarify it for you before you start. And, when reading the intro, please read slowly and clearly.
* At the end of the program, indicate on the small envelope how many paid at the door and the total amount of money received; place money in the small envelope and seal.
* Place check-in list and small envelope inside large envelope and seal. On the outside of the envelope, complete the requested information on the envelope label indicating that the check-in list is enclosed, record the total number of walk-ins, and amount of money received. If there were no walk-ins, indicate this information on outside of envelope. Drop envelope off at BSBO Gift Shop, or deliver to the Registration Desk at Maumee Bay Lodge, by 5PM.

**Maumee Bay Lodge & Conference Center**

**1. Keynote Presentations:**

* Please arrive 30 minutes prior to your session at the Registration desk (arrival time is on your schedule) and pick up the folder of check-in materials. The folder will contain.
* A copy of these instructions
* Check-in list containing attendee names
* Small envelope for money received at the door
* Copy of the speaker introduction
* Large envelope
* Clipboard and a pen
* As attendees arrive, check their name off the check-in list.
* If you are unable to find their name on the check-in list, ask to see their registration confirmation. If they do not have their confirmation, they may pay at the door **if there is space available**. Your check-in sheet will indicate how many seats are available to sell for the program. Total capacity for Keynotes is 120. Price is $15.
* If your program is sold out, you will have to wait to see if you have no-shows first to be able to accept walk-ins and payment at the door. It is important that those who have already registered and paid in advance get their seats, before any walk-ins are admitted!
* You are not required to make change - politely ask if the attendee can find change.
* **Walk-ins (not pre-registered):** Please write their name on the check-in list and indicate they paid. You can accept checks made payable to BSBO and cash only. If they only have a credit card, take down their name and telephone number and ask them to pay at the BSBO Gift Shop or at the Registration Desk at Maumee Bay Lodge as soon as they can. List them as not paid on the sheet.
* Please be mindful of the back door to the room and make sure those people entering through that door are registered.
* Volunteers, Speakers, Press, Leaders and drivers, Sponsors and badges with an orange dot are free to attend as long as seats are available, (unless they want to pay).
* **Speaker Introduction:** Please read through the text BEFORE the session begins, and *make sure you know how to pronounce the speaker’s name correctly*. Don’t hesitate to ask him/her to clarify it for you before you start. And, when reading the intro, please read slowly and clearly.
* At the end of the program, indicate on the small envelope how many paid at the door and the total amount of money received; place money in the small envelope and seal.
* Place check-in list and small envelope inside large envelope and seal. On the outside of the envelope, complete the requested information on the envelope label indicating that the check-in list is enclosed, record the total number of walk-ins, and amount of money received. If there were no walk-ins, indicate this information on outside of envelope. Drop envelope off at the Registration Desk at the conclusion of the session.