

## BIGGEST WEEK IN AMERICAN BIRDING 2018

### 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 in the front of the room with the following items:
  - A Laptop
  - Wireless remote presentation controller/pointer
  - Black File Box labeled “**ONWR, Speaker Intros, Check-in Lists**”
2. Inside the Black File Box are hanging file folders in date order. Each hanging file has an individual folder for the day’s sessions that is labeled with both the program name and the name of the volunteer(s) for the session. The file folder contains:
  - 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.

#### 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 speak 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 festival badge and 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 seating 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 any no-shows first to be able to accept walk-ins and take 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 the attendee to find change.

- **Walk-ins (not pre-registered):** You will write their name on the check-in list and indicate that they paid. At the door, 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 the back door were pre-registered. If they were not pre-registered, treat them as other Walk-ins (see bullet point above).
- Volunteers, Speakers, Press, Leaders/Drivers, Sponsors and badges with an orange dot are free to attend if they wish as long as seats are available or they may pay also if they wish.
- **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 speak 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 any money in the small envelope and seal the envelope.
- Place the check-in list and the small envelope inside the 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 the amount of money received (if any). If there were no walk-ins, indicate this information on outside of envelope also. Drop the envelope off at the BSBO Gift Shop or deliver to the Registration Desk at Maumee Bay Lodge, by 5PM.

## Maumee Bay Lodge & Conference Center

### 1. Keynote & Spotlight 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 festival badge and 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 seating capacity for Keynotes is 120. Price is \$15.
- If your program is sold out, you will have to wait to see if you have any no-shows first to be able to accept walk-ins and take 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 the attendee to find change.
- **Walk-ins (not pre-registered):** You will write their name on the check-in list and indicate they paid. At the door, 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 the back door were pre-registered. If they were not pre-registered, treat them as other Walk-ins (see bullet point above).

- Volunteers, Speakers, Press, Leaders/Drivers, Sponsors and badges with an orange dot are free to attend if they wish as long as seats are available or they may pay also if they wish.
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- 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 any money in the small envelope and seal the envelope.
- Place the check-in list and the 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 the amount of money received (if any). If there were no walk-ins, indicate this information on outside of envelope also. Drop the envelope off at the Registration Desk at the conclusion of the session.