

Introduction

PharmaSUG is an all-volunteer organization and we rely heavily on volunteers like you to make the conference a success. Working the registration and information desk is a great way to network and become more active in the community of SAS® users but along with the networking comes a lot of responsibility.

As a registration and information desk volunteer, you are in a position where people will come to you for questions and guidance. We want to provide a friendly welcoming environment so people will want to come to the desk to get their questions answered. We have provided some guidance as to what is expected.

What is expected

- Be familiar with the layout of where each event is taking place so you can direct attendees in the correct direction.
- Answer any other questions that the attendees may have. If you are unsure of an answer, please let the attendee know that you will look into the matter and contact the appropriate person.
- Make sure you are familiar with the registration desk protocols. We are using a new self-service kiosk registration system and we want the registration/information desk volunteers to be able to provide answers to attendees' questions, and to direct them to the appropriate stations.
- If volunteers have questions about their duties, please have them contact volunteers@pharmasug.org.
- Volunteers who are working the kiosks will:
 - inform attendees to enter the email address that they registered under;
 - troubleshoot if attendees have problems, and direct them to Cvent personnel;
 - pass out lanyards for badges; and
 - direct attendees to other volunteers to obtain additional conference materials
- Volunteers who are distributing materials will:
 - provide a bag with conference items;
 - direct attendees to a table to pick up conference ribbons (e.g., Sponsor, Presenter, Volunteer, as well as some fun ones);
 - remind all attendees that the **Opening session is between 6:30 pm – 7:30 pm in Grand Ballroom Salons E-F** and the **Opening Mixer is between 7:30 pm and 10 pm in Liberty and Independence Ballrooms** (please note that there will be signs directing attendees to the mixer as it is not located in the same building)

- remind attendees that if they are presenting or volunteering to attend the **presenter, section chair, and volunteers meeting in Grand Ballroom Salons A-B at 5:00 pm**
 - If attendee is registering after 5 pm on Sunday, please encourage attendee to check in with his/her section chairs if they are volunteering or presenting.
- Volunteers who are “floaters” will:
 - Replenish conference bags;
 - Look for Cvent personnel if not available;
 - General go-fers.

Registration/Information Desk Materials

The following items will be made available to the volunteers working the registration/information desk. These materials are for reference only and should not be removed from the desk.

- Daily Schedule
- Volunteer Schedule
- List of possible issues that may arise and the best contact person
- List of contact numbers. The volunteer coordinators will be the first point of contact, but a full list of contact numbers is provided for those situations where the coordinators will not be available.