

VOLUNTEER ORIENTATION RECAP

An overview of the upcoming conference schedule, venue details, and volunteer roles, emphasizing the importance of familiarization and preparation for all participants.



Agenda

- Conference Schedule
- Venue map
- Onsite
- Overview of Roles
- Conference App
- Wrap up

General Conference Schedule



Conference Schedule

TUESDAY

Golf
Lighthouse Tour
Opening Reception
and Trivia

WEDNESDAY

First Timer Breakfast
Sessions
Exhibit Hall

THURSDAY

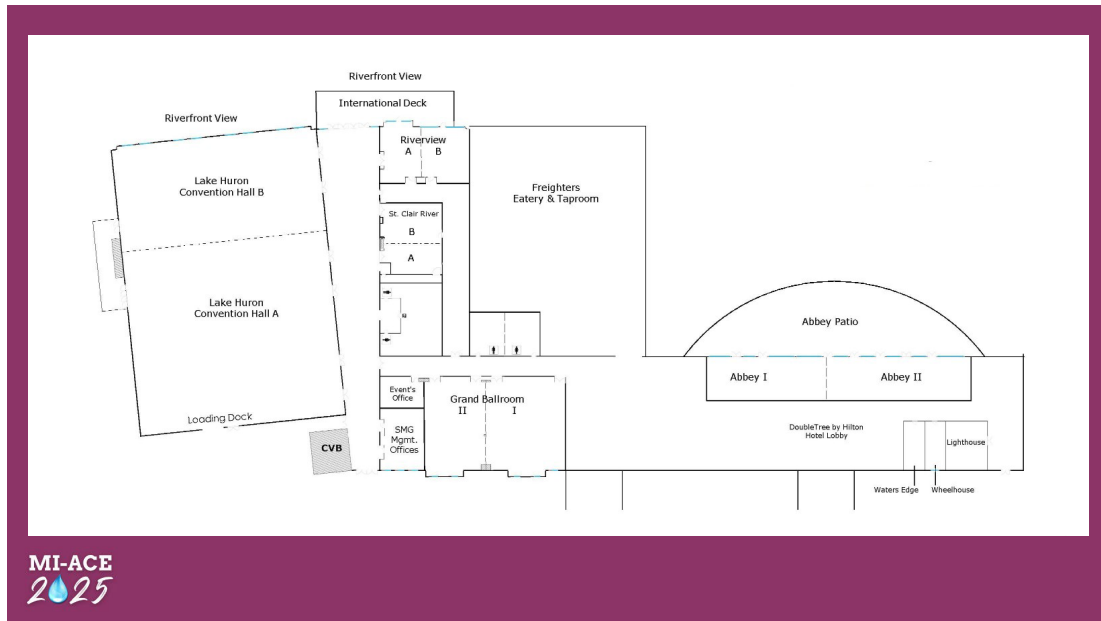
Annual Business
Meeting/Breakfast
Sessions
Fuller Lunch
W.O.W.
Lawn Party
Networking
Dinner

FRIDAY

Thomas Newhof
Leadership Breakfast
Sessions
Prize Drawings



Venue Layout



St. Clair B: Registration

Outside St. Clair B: Membership Table

Lake Huron B: General Session and Breakout

Lake Huron A: Exhibits, Annual Business Meeting, Fuller Lunch

Grand Ballrooms 1 and 2: Breakouts

Abbey Patio: Thursday Night Lawn Party

Volunteer Roles and Procedures

The roles and responsibilities of moderators, door attendants, registration assistants, and membership table staff were outlined. She detailed the process for printing badges, handling ticketing, and distributing T-shirts.

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Volunteer Roles

- Moderator
- Door Attendant
- Registration
- Membership Table





Volunteer Instruction Sheet – Session Moderator

Thank You for Volunteering at MI-ACE 2025!

As a Session Moderator, your role is to ensure sessions stay on schedule, foster a respectful environment, and support both presenters and attendees. Please review the following guidelines carefully.

POSITION TITLE: Session Moderator

POSITION SUMMARY:

As a Session Moderator, you will guide the flow of presentations in an assigned room, ensuring sessions stay on schedule and attendees have a positive and engaging experience. You are the key point of contact for both speakers and attendees during your session block.

RESPONSIBILITIES

- Call the session to order on time and welcome attendees.
- Introduce your room monitor and thank them publicly.
- Announce the location of restrooms and emergency exits.
- Remind attendees to silence their cell phones.
- Request courtesy by avoiding distracting activities (e.g., talking, reading).
- Remind attendees to scan in and out for CE credit or enter the session code in the app.
- Failure to do both will void CE/C.
- Announce the session title and check-in code before introducing the speaker.
- Introduce each speaker using their full name, organization, and provided bio.
- Recognize any AWWA board members or notable guests in the audience.
- Use timecards to give a 10 and 2-minute warning to speakers before their time ends.
- Ensure that sessions do not start early.
- Facilitate Q&A if time allows and be prepared with questions in case time needs to be filled.
- Announce scheduled breaks and lunch times clearly.
- Ensure accurate timing using room clock or podium timer.
- Thank each speaker and wrap up the session on time.
- Announce the session check-out code at the end.

VENUE BASICS

- Sessions are in Lake Huron Hall B and in Grand Ballrooms I & II.
- Conference Registration: Located in the St. Clair B
- Restrooms: Located in the Convention Pre-function Area, next to Registration
- Emergency Exits: Locate exits in your assigned room and be prepared to guide attendees in case of emergency.
- Breaks:
 - Wednesday – Exhibit Hall in Lake Huron Hall A
 - Thursday and Friday – Concourse outside St. Clair B /Lake Huron Hall

NOTES (For On-Site Use)

Room Assignment: _____

Shift Time: _____

Door Attendant Name(s): _____

Notes/Reminders: _____

Thank you for helping MI-ACE 2025 run smoothly and professionally. Your contribution ensures a high-quality experience for our attendees and presenters.



Volunteer Instruction Sheet – Door Attendant

Thank You for Volunteering at MI-ACE 2025!

As a Door Attendant, you help ensure each session runs smoothly while providing a warm and professional experience for attendees, speakers, and moderators. Please review the information below to prepare for your shift.

POSITION TITLE: Room Attendant

POSITION SUMMARY:

Door Attendants are stationed at the entrance of assigned rooms. Your role is to welcome attendees, assist with logistics, and help facilitate an organized experience during conference sessions.

RESPONSIBILITIES

General Sessions and Breakouts

- Before the Session:
 - Create a welcoming and professional environment.
 - Check in with the session moderator to ask if they need assistance or have announcements
 - Greet attendees as they approach and let them know when the room will open.
 - Check badge types to verify valid attendance.
 - Assist attendees with self-scanning their badges if they need assistance (for CE credit/tracking).
- During the Session:
 - Answer general event questions or direct attendees to appropriate staff or locations.
 - Help late arrivals enter quietly to avoid disrupting the session.
 - Monitor traffic at the door and manage flow in and out of the room.
 - Adjust or replace signage if needed.
 - Observe and report any issues to event staff (technical problems, crowding, etc.)
- After/Between Sessions:
 - Help manage transitions between sessions.
 - Keep an eye out for room needs or attendee concerns.
 - Be ready to assist with last-minute adjustments or questions.

Annual Business Meeting

- Greet attendees as they approach and let them know when the room will open.
- Create a welcoming and professional environment.
- Check badge types to verify MI-ACE Members (as denoted by a blue sticker)
 - If member gives a voting card
- Direct everyone to included breakfast

Fuller Awards Lunch

- Greet attendees as they approach and let them know when the room will open.
- Create a welcoming and professional environment.
- Collect Fuller Lunch Ticket before attendee enters the room.
- If person does not have a ticket or has lost ticket send to Registration – St. Clair Room B

VENUE BASICS

- Conference Registration: Located in the St. Clair B
- Restrooms: Located in the Convention Pre-function Area, next to Registration
- Emergency Exits: Locate exits in your assigned room and be prepared to guide attendees in case of emergency.
- Breaks:
 - Wednesday – Exhibit Hall in Lake Huron Hall A
 - Thursday and Friday – Concourse outside St. Clair B /Lake Huron Hall

SHIFT TIMING NOTES

- Volunteer shift times are listed below.
- Please arrive a few minutes early for your shift to get settled and check in with the moderator.

NOTES (For On-Site Use)

Room Assignment: _____

Shift Time: _____

Moderator Name: _____



Notes/Reminders: _____

Thank you again for your service to MI-ACE 2025!

Your support helps us create an inclusive, meaningful experience for all.

REGISTRATION



Volunteer Instruction Sheet – Registration Assistant

Thank You for Volunteering at MI-ACE 2025!

As a Registration Assistant, you'll be among the first people attendees meet, setting the tone for their entire conference experience. Your goal is to create a positive, friendly atmosphere while helping each person check in quickly and efficiently.

POSITION TITLE: Registration Assistant

POSITION SUMMARY:
In this role, you will support the attendee check-in process by guiding guests through badge pickup, distributing materials, and answering general questions. Your helpful attitude and attention to detail will ensure a smooth and welcoming start to the event.

RESPONSIBILITIES

- Greet attendees and create a welcoming environment at the registration area.
- Guide attendees to input their last names at the self-service badge printing station (table).
- Separate the top (badge) and bottom (incent) portions of the printed badge.
- Apply any required stickers to badges for special access or designations. (Blue and/or yellow)
- Insert the badge into a badge holder.
- Tickets will print according to list under "Ticketed Events"
- Hand attendees their badge, receipt, and the sponsor gift from Hazen
- Tell person where lanyards and pocket guides are if they haven't grabbed already
- Answer general event questions and direct attendees to appropriate locations as needed.
- If attendees are not registered or you cannot answer their question, direct them to Chris at the help desk
- Encourage attendees to download the conference app.

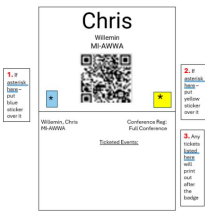
KNOW THE BASICS

- Sessions are in Lake Huron Convention Hall B, and in Grand Ballrooms I & II.
- Restrooms are in the Convention Pre-function area, outside Registration.
- Exhibits are in Lake Huron Convention Hall A (Wednesday only).
- Breaks:
 - Wednesday – Exhibit Hall in Lake Huron Hall A
 - Thursday and Friday – Concourse outside St. Clair B /Lake Huron Halls

NOTES (For On-Site Use)
Shift Time: _____
Assigned Station #: _____
Notes/Reminders: _____

Thank you for being a vital part of MI-ACE 2025!
Your role helps ensure every attendee starts their experience with a smile and the information they need.

SAMPLE NAME BADGE





SAMPLE TICKET

FULLER LUNCH

MEMBERSHIP



Volunteer Instruction Sheet – Membership Table

Thank You for Volunteering at MI-ACE 2025!

As a Membership Table Representative, you'll help create a welcoming and informative experience for attendees interested in the Michigan Section of the American Water Works Association (MI-AWWA). Your role is to share the value of membership, answer questions, and encourage professional engagement.

POSITION TITLE: MI-AWWA Membership Table Representative

POSITION SUMMARY:
As a volunteer at the MI-AWWA Membership Table, you will serve as a friendly and knowledgeable ambassador for the Michigan Section of the American Water Works Association (MI-AWWA). Your role is to promote the benefits of membership, encourage sign-ups, answer questions about MI-AWWA, and inspire others to get involved through volunteering and active participation.

RESPONSIBILITIES

- Greet attendees and engage them in conversation about MI-AWWA.
- Share the benefits of membership, including networking, professional development, training opportunities, and access to industry resources.
- Encourage non-members to sign up and help guide them through the membership process.
- Answer general questions about MI-AWWA's mission, events, committees, and programs.
- Promote upcoming events, volunteer opportunities, and ways to get more involved in the Section.
- Distribute brochures, membership forms, and promotional materials.
- Maintain a tidy and welcoming table space throughout your shift.
- Direct attendees to appropriate MI-AWWA staff or committee representatives for more in-depth inquiries.

KNOW THE BASICS

- Sessions are in Lake Huron Convention Hall B, and in Grand Ballrooms I & II.
- Restrooms are in the Convention Pre-function area, outside Registration.
- Exhibits are in Lake Huron Convention Hall A (Wednesday only).
- Breaks:
 - Wednesday – Exhibit Hall in Lake Huron Hall A
 - Thursday and Friday – Concourse outside St. Clair B /Lake Huron Halls

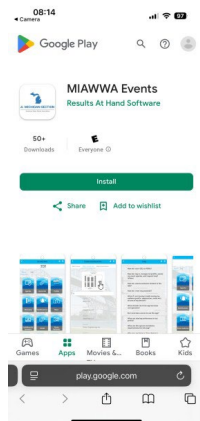
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Assigned Station #: _____
Notes/Reminders: _____

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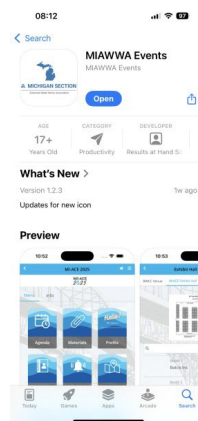
Conference App Update Instructions

The conference app remains unchanged from the previous year but does require attendees to manually update it before the event. Key features of the app, including floor maps, registration, and attendee information were outlined.

Conference App



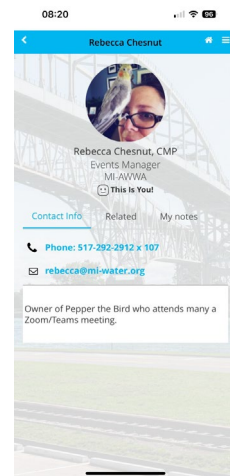
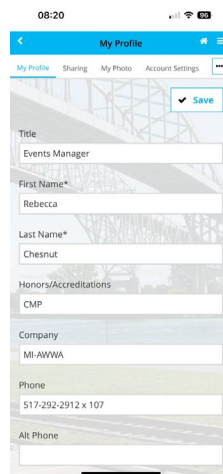
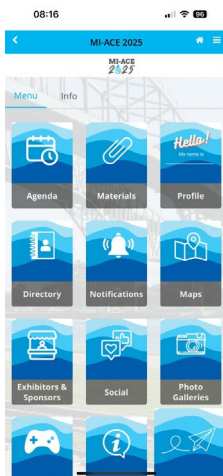
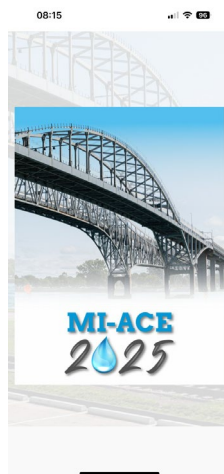
Android Users:
SCAN
ME



Apple Users:
SCAN
ME

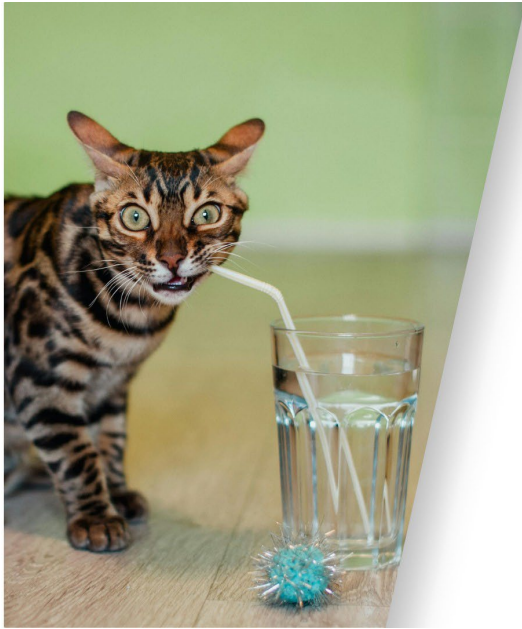


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To update profile information:

- Press the three lines in the upper right-hand corner
- Fill in or remove your personal information
- Confirm the “share” and “account settings” are displaying only the information you would like shown



Thank You!



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Additional Information

- **Responsibility Sheets:** Will be emailed prior to the conference. Please review and contact Rebecca with any questions. Copies will also be available onsite.
- **Registration Area (St. Clair B):** Main location for information and assistance.
- **Venue Familiarization:** Upon arrival, take time to note the locations of event rooms, restrooms, and beverage stations.
- **Volunteer Schedule:** A copy will be available at Registration if you need to confirm your shift time.

Please contact Rebecca at rebecca@mi-water.org if you have any questions or need to change your volunteer time.