



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-AWWA Members (as denoted by a blue sticker)
 - If member give 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 Halls

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.