



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 (tablet).
- Separate the top (badge) and bottom (receipt) 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

1. If <u>asterisk here</u> – put blue sticker over it	<div>Chris Willemijn MI-AWWA</div> <div></div> <div></div>	2. If <u>asterisk here</u> – put yellow sticker over it
	<div>Willemijn, Chris MI-AWWA</div> <div>Conference Reg: Full Conference</div> <div><u>Ticketed Events:</u></div>	

SAMPLE TICKET

FULLER LUNCH

