



## Registration Area Volunteers

### MEMBERSHIP:

- **One volunteer will process new and renewed memberships**
  - Give delegate membership form to complete
  - Accept payment from delegate in the form of:
    - Visa / MasterCard – looking at credit card, check that expiry date has not passed, and that credit card number and expiry date are written down correctly.
    - Cheque – write driver's license number on back
    - Cash
  - Take completed form back to office to get a copy of it
  - Give delegate copy of completed form
  - Ensure that original membership forms are given to Jennifer Ellis (FMO staff member)
- **Membership volunteer will also handle sales of any FMO-related merchandise (official showcase wristbands, t-shirts, CDs, etc.)**
  - Accept payment for merchandise as above
  - Update tally sheet for type of merchandise

### DELEGATE REGISTRATION:

- **Volunteers will register at Volunteer Check-in**
- **Two volunteers will register all regular delegates**
  - Cross off delegate's name on the master list.
  - Direct delegates who have not registered in advance of the conference to Ticketpro representative for registration.
  - Hand delegate his/her badge and delegate.
  - Remind all delegates about specific information provided by FMO staff (e.g. voting location, room changes, etc.).
  - Answer any questions asked by delegates to the best of your knowledge. If you do not have the necessary information, ask delegate to wait while you ask volunteer coordinator or FMO staff in office.

### VOLUNTEER CHECK-IN:

- **One volunteer will check in volunteers**
- Sign in volunteers as they arrive for shifts and provide them with any supplementary information related to their shift (e.g. directions, keys and the location of the van for shuttle drivers).
- Assign floaters as needed.
- Answer volunteer questions to the best of your knowledge. The volunteer check-in binder will be available and includes: a volunteer sign-in sheet, a master list of volunteers, a volunteer handbook, individual schedules, and supplemental shift information.
- Assist the volunteer coordinator.