

# VOLUNTEER ORIENTATION & TRAINING

November 12, 2024, 3:00 p.m. ET



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 "SOCIETY OF AMERICAN MILITARY ENGINEERS"

This webinar is being recorded.

Download a copy of the presentation from the “handouts” tab on your control panel.

Use the Q&A tab to submit a question at any time during this webinar.

Use the Chat tab to engage with others.



# Welcome to the SBC 2024 Volunteer Orientation!

The Volunteer Lounge is in  
**Room 203-204** at the  
Ernest N. Morial Convention Center



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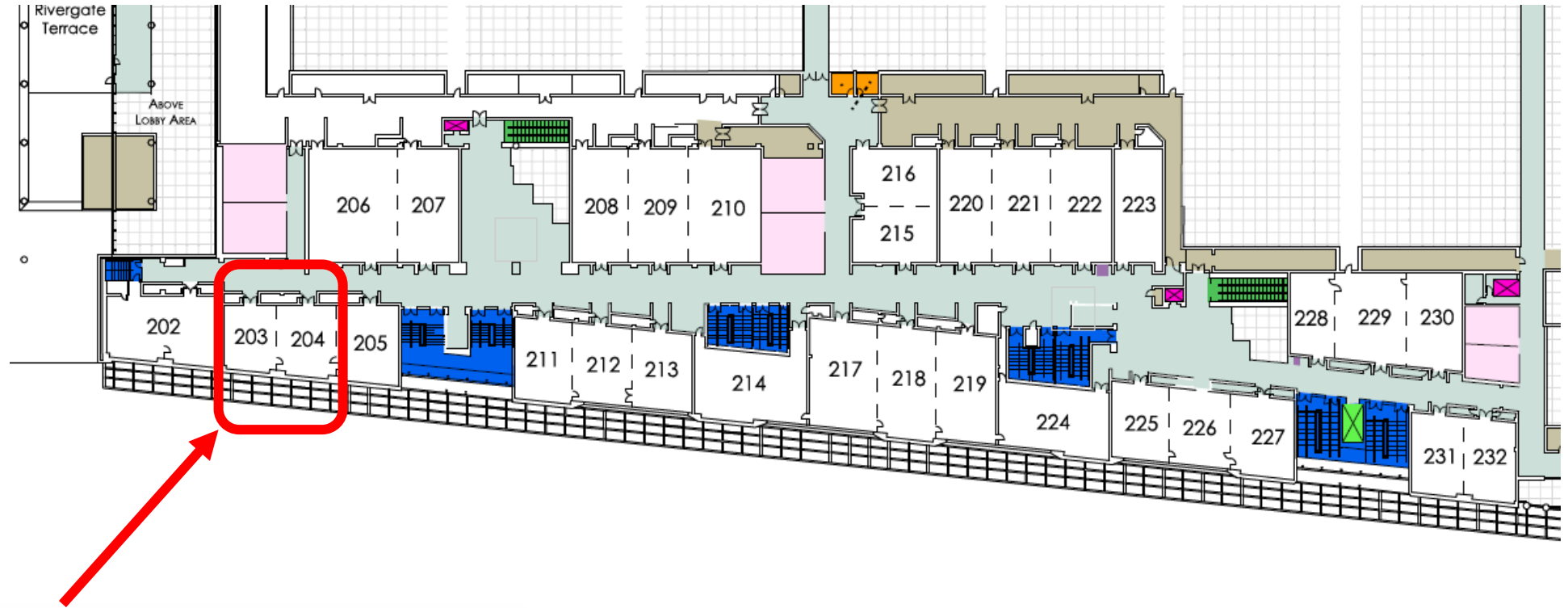
*A Heartfelt Thank You*  
**TO ALL OF OUR  
AMAZING VOLUNTEERS!**

We couldn't do it without you!

# Volunteer Lounge Hours

- Always check-in at the lounge at the start and end of your shifts.
- Breakfast, beverages, and snacks will be available each day.
- You may leave your things in the lounge during your shift.
- We're sorry, we are unable to provide parking vouchers or validation.

Day	Time	Notes
Tuesday	7:00 AM – 8:30 PM	Lunch voucher provided for those with shifts spanning lunchtime
Wednesday	6:00 AM – 7:00 PM	Lunch in exhibit hall
Thursday	6:00 AM – 5:30 PM	Lunch in exhibit hall
Friday	6:30 AM – 1:30 PM	Lunch in exhibit hall



# VOLUNTEER LOUNGE Room 203-204





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# SPEAKER



Ann McLeod, CEM, CAE  
SAME National Office  
Director of Meetings, Membership &  
Business Development

## Two Truths and a Lie

- I was on The Weakest Link
- I was on Jimmy Kimmel Live
- I was on American Bandstand



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# SPEAKER



**Jeannine Finton**  
SAME National Office  
COI Senior Program Manager

## Two Truths and a Lie

- I sang at the Library of Congress
- I wrote a science book about the Titanic
- I served in the Air Force





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# SPEAKER



## Elaine Guarriello

### Whiting-Turner

Senior Industry Coordinator &  
SBC Registration Volunteer Captain

## Two Truths and a Lie

- I performed at Hershey Park at age 5
- I performed in NYC at age 13
- I performed with Ray Charles at age 21

Please double-check the volunteer schedule that was distributed...

and let us know **immediately** by emailing

[jfinton@same.org](mailto:jfinton@same.org)

and

[jbarrett@same.org](mailto:jbarrett@same.org)

if you can no longer complete your  
assignment





# Medical Emergency

“Minor Incident” (someone cut themselves, twisted ankle, etc. ...)

- There is a First Aid Room located in **Main Lobby, outside Exhibit Hall B2**
- It will be open Tue – Fri from 7 a.m. to 7 p.m. each day.

If the situation is “Life or Death” – **Don’t Panic and remember the four “Cs”** ...

- **Check** the scene for safety; the victim for consciousness, breathing, etc.
- **Call** the convention center Emergency Number at **504-582-3040** with the type of emergency, number of people involved, and location.
- **Care** for the victim. Stay with the individual. Assure them that help is on the way.
- Finally, **Communicate** with *Ann* or *Alicia* about the situation.



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# Emergency Procedures

Evacuation-Type Incident (tornado, bomb threat, etc.)

- Our priority is everyone's safety!!!
- REMAIN CALM. We are an example for our attendees...if you panic, they will too.
- LISTEN TO INSTRUCTIONS on PA System.
- Please refer to the evacuation procedures in the reference guide for more information.



**KEEP  
CALM  
AND FOLLOW THE  
EMERGENCY  
PLAN**

# Facts & Figures

5,505 registrants currently

Small Business – 44%

Medium Business – 22%

Large Business – 17%

Government – 17%

Exhibiting/Sponsoring Orgs: 604



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# We Fully Anticipate Attendance to be 6,000 or more

It's even more crucial to be connected and know as much information as you can. Our volunteers are the key to providing an exceptional experience!

# Important Contacts for Volunteers

- The Convention Center Emergency Number is **504-582-3040**
- Ann McLeod: 202-407-0794
- Jeannine Finton: 443-858-1819
- The volunteer captain(s) on duty at the time of your shift(s)

**ADD** these contacts  
in your cell phone before your Volunteer Shift(s) begin



# Pre-Conference Preparation

- Make SBC Preparation A Top Priority: Your dedication is crucial to our success.
- Review All Documents: Thoroughly read all provided materials as soon as you receive them.
- Explore the Website: Familiarize yourself with the SBC site.
- Download the App: Install and start using the conference app (see appendix for QR code and info).
- Attend Webinars: Watch the [recording of attendee webinar](#) if you did not participate live.



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# Laying the Groundwork for Excellence

- Understand Your Assignments: Take ownership of your specific responsibilities.
- Be a Knowledge Hub: Familiarize yourself with all aspects of the conference to answer attendee questions confidently.
- Remain Calm and Confident: Trust in your preparation and abilities.
- Bring Materials with You: Print reference materials and carry them with you.
- Embody Professionalism: Represent SAME with pride!



# Volunteer Expectations: Attire (except for bag stuffing)

Wear comfortable shoes. Closed-toe shoes are required at bag stuffing and to enter the exhibit hall during set-up or tear-down

Wear the red t-shirt that you will pick up in the Volunteer Lounge

- You only get one shirt.
- Please take the size that you ordered!
- Wearing this shirt shows that you are someone who can help / answer questions.
- Wear it over something else if desired, but not under something else.

Wear business casual attire. DO NOT wear clothing that will prohibit you from walking quickly, bending over, etc.

Please DO NOT wear the volunteer t-shirt when you are finished with your assignment and conducting business.



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# Volunteer Expectations: Onsite

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- Be ON TIME for your assignments...Running late? Let us know!
- Check-in at the Volunteer Lounge 15-20 minutes before your first shift so we know you've arrived.
  - 203-204 | Get trained if needed! | Get questions answered!
  - You may leave personal belongings in this room during your shift.
- DO Respect directions, rules, and procedures.
- DO always have reference materials with you. If someone asks you a question, the answer is probably in the materials. If it's NOT – make a note so we can add it for next time!!
- DO say “I don't have that answer but let me find out for you!”
  - rather than “That's not my job.” or “I don't know.”
- DO engage with our attendees!! Volunteering is a great way to meet members and network!
- Check-out at the Volunteer Lounge at the END of your shift so we can properly credit your volunteer hours and process your registration refund once we return to the office.

# Our right-hand volunteers....crucial positions!

- Volunteer Lounge Co-Captain
- Registration Captain
- Education Sessions Monitor Captain



**The Volunteer Captains are your go-to people for training and specific assignments. Always check with them FIRST.**

**(see the Appendix for their contact info)**



# Volunteering at SBC

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- You may be asked to switch tasks based on need. Please pay attention to ALL information presented in this webinar!
- Your **FIRST** stop regardless of task is to check-in at the Volunteer Lounge in Room 203-204.

A stylized illustration of a pencil at the top and an open notebook below it. The notebook has a central spine and two pages. The pages are filled with horizontal lines, with the top three lines on each page being red and the bottom three lines being yellow. The entire graphic is set against a dark gray background.

# REGISTRATION RELATED VOLUNTEER POSITIONS





Please remember for which registration position you signed up.

After checking-in at the volunteer lounge, proceed down to the first floor and look for the registration captain on duty at the time of your shift and tell them that you've arrived to serve as a \_\_\_\_\_.

### Registration Volunteer Note:

Please do not open, turn on, or adjust tablets, laptops, or printers. eShow will do this at the beginning of the day. We will provide contact information for if/when an issue occurs.

# Registration:

## Let's Make the Best First Impressions!

There are THREE different registration “interactions” ...

### **Express Badge Pick-up:** FOR THOSE ALREADY REGISTERED!

- Supported by volunteers

### **Onsite Registration:** FOR NEW REGISTRATIONS!

- Individuals will REGISTER THEMSELVES at these stations.
- Supported by volunteers

### **Help Desk:** FOR PEOPLE WITH A BALANCE DUE, SUBSTITUTIONS, BADGE CHANGES, OR FOR THOSE WHO JUST CAN'T DO IT THEMSELVES

- Supported by SAME STAFF



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# Volunteer Positions: Daily

## Badge Pick-Up

- Help folks scan bar code, hand them their badge sheets and correct badge holder, direct them to pick-up their conference tote

## Onsite Registration

- Help folks register, hand them their badge sheets and correct badge holder, direct them to pick-up their conference tote

## Help Desk

- Make sure those waiting in line really need to be there (pay a balance; do a substitution; correct badge errors, etc.)

## Human Arrow

- Assist with the flow of attendees from one area to another, moving between activities and sessions within the convention center






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# Name Badge Barcode



Registration Barcode	Registration Information
 * 2 8 4 5 6 1 *	Melissa Sprague Meeting and Exhibit Assistant SAME 1420 King Street Suite 100 Alexandria, VA 22309 Cell: 8184413411 E-mail: msprague@same.org
<p>If you are having trouble viewing the above barcode image, <a href="#">click here to print your barcode.</a></p>	

Dear Melissa:

Thank you for registering and welcome! This notice will serve as OFFICIAL CONFIRMATION of your registration for **SAME's 2024 Federal Small Business Conference (SBC)**, to be held **November 20-22, 2024, at the Ernest N. Morial Convention Center in New Orleans, LA.** We are excited that you will be a part of this event.

Below is a summary of your sales:

Badge holder color is shown at bottom of name “ticket.”

Drink / event tickets print on other “tickets.”

There are helpful notes and information on all “tickets” not needed for the above items. Receipt prints at the bottom.

“NM” shows on badge if person is not a SAME Member.

“FT” show on badge if person is a First-Time Attendee.

**ANN**  
Ms. Ann McLeod  
SAME NATIONAL OFFICE

249157

**Full Conference: Green**

**Networking Reception in Exhibit Hall**  
DRINK TICKET  
\*Good for One Free Alcoholic Drink\*  
Valid WEDNESDAY Only  
Thank you to our Titanium Sponsors!

**Networking Reception in Exhibit Hall**  
DRINK TICKET  
\*Good for One Free Alcoholic Drink\*  
Valid THURSDAY Only  
Thank you to our Platinum Sponsors!

**Matched Networking Appointments**  
Have you made your Matched Networking appointments yet? If not, visit our Networking Appointments Concierge Desk in Exhibit Hall C for assistance or use the SBC mobile app to secure your appointments now!

**WiFi**  
Network Name: SAMESBC24  
Password: Partnership!  
Free WiFi is available throughout the convention center.

**Mobile Application**  
Smartphone users can download the 2024 SAME Events App to their Android or iPhone device and select 2024 SBC to gain easy access to useful event information such as an exhibitor list and session times, locations and descriptions.  
Thank you to our Platinum Sponsors!



# Badge Pickup Tasks (T-TH)

## For Attendees Who Pre-Registered

### JOB FUNCTIONS

- Ask if person has their bar code
  - if yes, tell them to scan it
  - if no, they can search for themselves on the tablet
- Badge prints out
- Once badge is printed:
  - Hand individual the correct badge holder color (color is printed on bottom of name badge)
  - Remind individual to review the tickets printed and not to lose them!
  - Directed to pick-up a conference tote containing the program and other materials and to visit the ribbon/lanyard station and wished a great SBC!
- Restock supplies as needed (badge holders, ribbon wall, etc.)



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# Onsite Registration Tasks (T-TH)

For Attendees Who Have NOT Pre-Registered

## Job Functions:

- Verify with the attendee that they're NOT ALREADY REGISTERED
- Direct them to complete the registration on the computer
- Assist with any questions. The biggies:
  - What is my NAICS Code?
  - How do I register as a member? It's not finding me as a member.
- Once badge is printed:
  - Hand individual correct badge holder (color is printed on bottom of name badge)
  - Remind individual to review the tickets printed and not to lose them!
  - Direct to pick-up a conference tote containing the program and other materials and to visit the ribbon/lanyard station and wish them a great SBC!



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# Help Desk Tasks (T-F)

Anyone coming to the Help Desk should only be there for the following reasons:

- Pay a balance due
- Complete a registration transfer
- Add an event to their Registration
- Correct something on their name badge
- They just refuse to self-register

Job Functions:

- Verify with those joining the line that one of the above scenarios applies to them...if not, re-direct them to Badge Pickup or Onsite Reg
- Assist with any questions while they're in line



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# SESSIONS RELATED VOLUNTEER POSITIONS

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# Pre-conference Workshop Monitors (Tu)

Check-in at the Volunteer Lounge

Then go to Room R02-03 (Workshop room)

- Take tickets from attendees
- Direct anyone wanting to sign up on-site to the Help Desk
- Support the session as needed



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# Session & IGE Roundtable Monitors (W-F)

After checking in at the Volunteer Lounge (203), check-in with the Session Monitor Captain in R05. (Speaker Ready Room)

Get your room assignment and pick-up a badge scanner and clipboard.

Scan badges as attendees enter the room. If attendees are already seated when you arrive, scan their badges also

Direct attendees to microphones during Q&A (sessions only)

Take room counts half-way through the session; at end of shift return count sheets & scanners to SRR

After each session, refresh water bottles on stage for the next session. (IGE Roundtable help reset room if requested)





# ABOUT THE SCANNERS

**They are easy to use but you'll need a brief training/refresher.**

**They occasionally run out of charge. Please come to the SRR if this happens and we'll give you a new one.**

**You will need to sign out the scanners so we know who has them. We will contact you if your scanner hasn't been returned at the end of each day.**

**Return scanners to where you picked it up.**

# Where are the Sessions?

208-222

- Advanced Business & Procurement Strategies Track
- Entering the Federal Marketplace Track
- Marketing & Business Devel. Track
- Regulations, Rules & Government Framework Track

R01-R08

- Business Opportunities Sessions
- Mega Sessions
- Government Perspectives Track
- Note: Army Mega Session is in The Great Hall (first floor, next to the Exhibit Hall)

**IGE Roundtables - 214**



**VOLUNTEER  
POSITIONS  
in the  
EXHIBIT  
HALL**

# Bag Stuffing (M)

**1:00 p.m. – 5:00 p.m.**

- Bag Stuffing, Booth 2019 (Relaxation Station)
- Please report to the entrance to Exhibit Halls B-D to be escorted into the hall for bag stuffing (you DO NOT need to go to the Volunteer Lounge first). Look for Jill or Kennedy.
- You will stuff conference totes with approx. 7 items
- We'll bring your Volunteer T-shirt to you!
- **WEAR CLOSED-TOE SHOES!!!!!!!!!!!!!!**



# Exhibit Hall Badge Checker (T-W)

Check-in at Volunteer Lounge

Go to Exhibit Hall entrance and find the badge checker table and Kennedy Gillie

Help individuals trying to get into hall who have the wrong badge holder color

Look up company, if company is exhibiting, give person the appropriate exhibitor badge holder –  
**DO NOT SEND THEM BACK TO REGISTRATION!**

Answer exhibit-related questions

- Where are my boxes? The table I ordered isn't there? (Go to the Exhibitor Service Desk for help!)
- What's my booth number? (look it up in the program or app)



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# SAME Booth - Photo Opp Assistance (W-F)

Check-in to Volunteer Lounge. Then go to the SAME Booth in the Exhibit Hall. Look for SAME Staff.

Do some test runs on how the selfie station works.

Organize the fun signs.

Encourage people to take selfies, explain the signs and get folks to use them.

Have fun!



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# Let us know if you have ideas for new signs!



# Matched Networking Appt Monitor (W-F)

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Check-in at Volunteer Lounge, then go to Matched Networking area in Exhibit Hall

---

Check-in with Natasha or Amira to pick up appointment lists

---

If people ask you to verify appointments, look it up on the list

---

Help people find the correct Host table

---

Keep things on schedule – ring the “timer bell” at the start and end of appointment periods

---

Help as otherwise requested by SAME National Office team

Natasha



Amira



# SBA Clinic...FYI (W-F)

- This is SEPARATE from Matched Networking!!
- Attendees might be confused as to which area they should be in
- Appointment requests were made via Sign-Up Genius
- Times align with MN times
- There will be one person from SBA accommodating walk-ins
- Direct those meeting with the SBA to the appropriate area – or if they show up at the SBA Clinic for MN....send them over to MN!

Volunteer running this is Wendy Parker.



## Micro Session Theater (MST) Assistance (W-F)

- Check-in at the Vol Lounge
- Head to the MST in the exhibit hall, and look for Amy McGeever
- Help distribute listening assistance devices.
- Keep speakers on time...only a 10-minute break between sessions!
- Help with the transition between sessions
- Report any AV issues
- Record attendance for each session
- Leave clipboard at the MST at the end of your shift.



# OTHER VOLUNTEER POSITIONS

The background of the image is a dark, textured surface populated by a dense crowd of stylized human figures. These figures are rendered in various shades of black, dark grey, and brown, giving the impression of a diverse group of people. In the center of the image, one figure stands out, rendered in a light grey color. The overall composition is centered and balanced, with the text overlaid on the upper portion of the scene.

# 1<sup>st</sup> Time Attendee / New Member Meet & Greet Support (TUE)

Go to the Volunteer Lounge

Then go to Room 217-219. Look for Jill.

Take tickets & greet participants

Help mentors find their table (only mentors have assigned tables). Inform others it's open seating and encourage them to fill in tables rather than sitting at one with only one or two people.

FYI: This is a ticketed event! (free, open only to 1<sup>st</sup> timers, new members, mentors)



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# YP & Fellows Networking Event Assistance (TUE)

Go directly to Magnolia Porch and check-in with Jeannine.

Volunteer shift is 7:30 – 9:00 p.m. | Event is from 8:00 p.m. – 10:00 p.m.

## Duties:

- Serve as “human arrow” (aka help people find it!).
- Help with any set-up needs
- Take tickets from attendees

If someone doesn't have a ticket and wants to attend, follow direction given by SAME Staff at beginning of event regarding walk-ins.



## AOF Lunch Assistance (W) – Room 217-219

- Activity begins at 11:30 am...please arrive at room by 11:00 am (after check-in at the Vol Lounge)
- Greet participants & take ticket
- If someone does not have a ticket, follow direction given by SAME Staff.
- Assist as requested by SAME staff
- You may join the lunch at 11:50 a.m. if there are seats



# Human Arrow (W-TH)

- Check-in at Vol Lounge
- Get your placement assignment from the vol captain, then head to your assignment location.
- Assist with the flow of attendees from one area to another, moving between activities and sessions within the convention center



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# Listening Sessions (W-F)

- Go to Volunteer Lounge
- Get clipboard with your Listening Session Attendee list when you check-in at the Volunteer Lounge
- Go to appropriate session room
- Make sure correct session sign is displayed outside the room
- Greet people and check them off the list (this is by invite only)
- Direct folks to reserved seating, if applicable
- Record number of attendees present
- Assist as directed by SAME Staff at the room



# EAG Meeting Assistance (TH)

- Check-in at the Volunteer Lounge
- Head to the EAG room - Rivergate
- Serve as a Human arrow
- Greet participants
- Make sure they're supposed to be there (this is an invite only activity)
- Assist as requested by SAME staff
- Shift time: 1:30 p.m. – 5:00 p.m.



# Acronym Guide!

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MCCNO = Morial Convention Center New Orleans

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ENMCC = Ernest N. Morial Convention Center

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HNOR = Hilton New Orleans Riverside

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ASC = Attendee Service Center

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SSC = Speaker Service Center

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ESC = Exhibitor Service Center

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PDH = Professional Development Hour

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SRR = Speaker Ready Room



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# New / Special Activities



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# Mega Sessions – NEW!

- High-level Agency representatives
- Overviews of agency, similar to Service Chief briefings during a General Session
- However, audience can ask questions
- Speakers will not discuss business or contracting opportunities

- Army (will be held in General Session room)
- Navy
- Air Force
- Department of Veterans Affairs
- Small Business Administration
- Other Federal Agencies



# SBA Clinic – NEW!

- SBA team members will be available to meet one-on-one with small businesses to discuss their certification programs
  - 8(a) Business Development
  - Woman-Owned / Economically Disadvantaged Woman-Owned Small Business
  - HUBZone
  - Veteran-Owned / Service-Disabled Veteran-Owned Small Business
  - Mentor Protégé
- 15-minute meetings by appointment – limited number available
- Appointment-making now open – about half of slots are full ([click here](#) to check it out)
- Walk-in appts WILL be available
- A volunteer, Wendy Parker, will staff the SBA Clinic check-in desk for us

## Matched Networking, hosted by:

- Government Agencies
- Exhibiting Companies
- Currently there are 200ish hosts!!

### Hosts

- complete a profile of attributes they are searching for in companies.

### Attendees

- complete a similar profile; get matches based on attributes.



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# Capability Statement Reviews

- A team of volunteers is available to review capability statement
- Sign ups are via the Matched Networking portal
- People should search for “Capability Statement Review” in the list of companies to find the reviewers
- 5 reviewers available at any given appt time
- Will accept walk-ins



# Strengthening the Partnership between Government and Industry: **Listening Sessions**

*These sessions enable industry leaders to give feedback to, and dialog directly with, the senior leader of participating agencies & build shared understanding of issues most effecting project execution.*

**By application** only – space is limited.



Open to industry senior execs: CEO, COO, President, VP, etc.



Participating Agencies: OSD, USACE, NAVFAC, AFCEC, VA



**Application deadline:** November 6 at Midnight ET



# IGE Roundtables – Room 214

SB-LB Partnering  
Opportunities on Logistically-  
Challenging Remote Projects

- Wednesday | 12:30 p.m. – 2:30 p.m.

Mitigating Cyber Security  
and Safety Risk in  
Federal Facilities

- Wednesday | 3:00 p.m. – 5:00 p.m.

Federal Facility  
Innovations

- Thursday | 11:00 a.m. – 1:00 p.m.

State of AI in the A/E/C  
Industry

- Thursday | 1:30 p.m. – 3:30 p.m.



# Tuesday Schedule at-a-Glance

Time	Activity	Location
7:00 a.m. – 8:30 p.m.	Volunteer Lounge Open	203-204
8:00 a.m. - 8:00 p.m.	Registration	Main Lobby
9:00 a.m. – 3:00 p.m.	Student Chapter Forum	224
9:00 a.m. – 5:00 p.m.	Exhibitor Move-In	Exhibit Halls B-D
9:00 a.m. - 5:00 p.m.	BOD Meeting	Rivergate Room
10:00 a.m. – 3:00 p.m.	Building Bridges Meeting	220-221
1:00 p.m. – 5:00 p.m.	Pre-Conference Workshop	R02-03
3:30 p.m. – 5:00 p.m.	First Time Attendee / New Member Meet & Greet	217-219
5:30 p.m. – 7:00 p.m.	President’s Reception	Rivergate Terrace
5:30 p.m. – 8:00 p.m.	Student Chapter Forum Dinner & Ice Cream Social	TBD
8:00 p.m. – 10:00 p.m.	Young Professionals & Fellows Networking Event	Magnolia Porch

# Tuesday Xtras: Good-to-Know

- Air Force Civil Engineer Board Meeting
- USACE SB & Contracting Awards
- USACE Senior Leaders Forum



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# Wednesday Schedule at-a-Glance

Time	Activity	Location
6:00 a.m. – 7:00 p.m.	Volunteer Lounge Open	203-204
7:30 a.m. - 6:30 p.m.	Registration	Main Lobby
8:00 a.m. - 5:00 p.m.	Speaker Ready Room	R05
9:00 a.m. - 10:30 a.m.	General Session with Service Chiefs	The Great Hall
10:30 a.m. - 7:00 p.m.	Exhibit Hall Open	Exhibit Halls B-D
11:30 a.m. - 1:00 p.m.	Fellows & YP Lunch	217-219
1:00 p.m. - 3:00 p.m.	Foundation Board Meeting	230
1:30 p.m. – 5:30 p.m.	Sessions   Business Opportunities   Listening Sessions   IGE Roundtables	Various
1:30 p.m. - 5:30 p.m.	Micro Session Theater Open	Exhibit Halls B-D
1:30 p.m. – 5:30 p.m.	Matched Networking   SBA Clinic   Capability Statement Reviews	Exhibit Halls B-D
5:30 p.m. – 7:00 p.m.	Networking Reception	Exhibit Halls B-D

# Wednesday Xtras: Good-to-Know

- Air Force Civil Engineer Board Meeting continues
- USACE SB & Contracting Team Breakfast
- USACE “Lunch with Leaders” in Exhibit Hall
- VA “Lunch with Leaders” in Exhibit Hall
- SEBAC Reception



# Thursday Schedule at-a-Glance

Time	Activity	Location
6:00 a.m. – 5:30 p.m.	Volunteer Lounge Open	203-204
7:30 a.m. – 5:30 p.m.	Registration Open	Main Lobby
9:00 a.m. – 10:30 a.m.	General Session with Keynotes & SB Awards	The Great Hall
10:30 a.m. – 6:00 p.m.	Exhibit Hall Open	Exhibit Halls B-D
10:30 a.m. – 4:30 p.m.	Micro Session Theater Open	Exhibit Halls B-D
10:30 a.m. – 4:30 p.m.	Sessions   Business Opportunities   Listening Sessions   IGE Roundtables	Various
10:30 a.m. – 4:30 p.m.	Matched Networking   SBA Clinic   Capability Statement Reviews	Exhibit Halls B-D
2:00 p.m. – 5:00 p.m.	EAG Meeting	Rivergate Room
4:30 p.m. – 6:00 p.m.	Networking Reception in Exhibit Hall	Exhibit Halls B-D



# Thursday Xtras: Good-to-Know

- NAVFAC Southeast Meeting
- USACE MSC Forum
- VA “Lunch with Leaders” in Exhibit Hall



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# Friday Schedule at-a-Glance

Time	Activity	Location
6:30 a.m. – 1:30 p.m.	Volunteer Lounge Open	203-204
8:30 a.m. – 12:30 p.m.	Registration Open	Main Lobby
8:30 a.m. – 12:30 p.m.	Exhibit Hall Open	Exhibit Halls B-D
9:00 a.m. – 11:30 a.m.	Concurrent Sessions   Business Opportunities   Listening Session	Various
9:00 a.m. – 11:30 a.m.	Micro Session Theater Open	Exhibit Halls B-D
9:00 a.m. – 11:30 a.m.	Matched Networking   SBA Clinic   Capability Statement Reviews	Exhibit Halls B-D
12:31 p.m.	Exhibitor Move Out Begins	Exhibit Halls B-D



# WHAT'S WHERE in the Convention Center

# Convention Center Space Overview

- **First Floor:**

- Registration
- Exhibit Hall
- Matched Networking | Capability Statement Reviews | SBA Clinic
- Micro Session Theater
- Breakfast | Lunch
- The Great Hall (General Sessions & Army Mega Session)

- **Second Floor:**

- Education Sessions | Business Opportunities | Mega Sessions
- IGE Roundtables
- Listening Sessions
- Various meetings



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# First Floor - Morial Convention Center

**E** = escalators

**→** = entrances to the Exhibit Hall

**Ⓡ** = badge pickup/registration

These are entrances coming from the 2nd floor only.

General Sessions  
→

GREAT HALL

Exhibit Hall

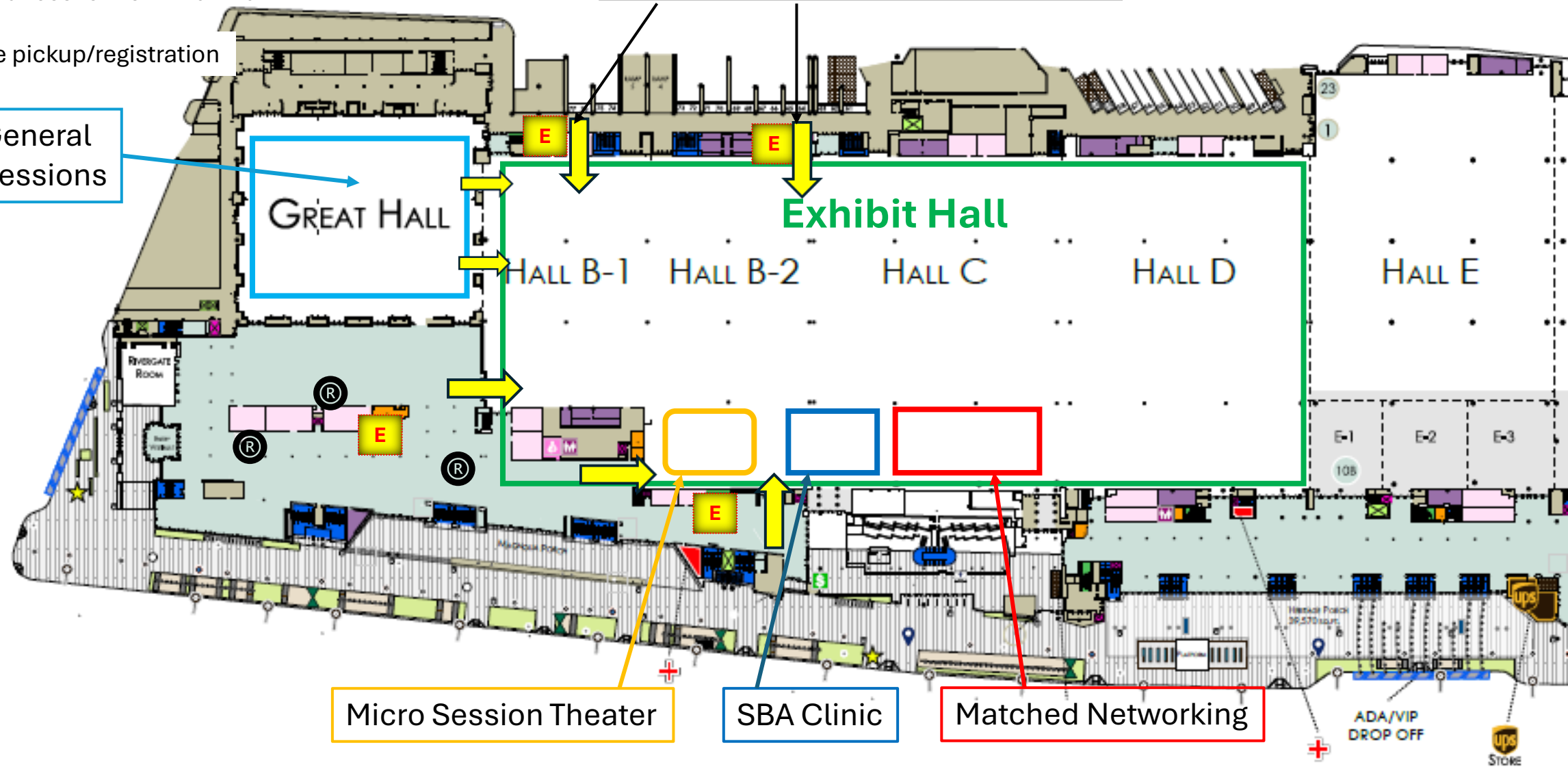
HALL B-1    HALL B-2    HALL C    HALL D    HALL E

Micro Session Theater

SBA Clinic

Matched Networking

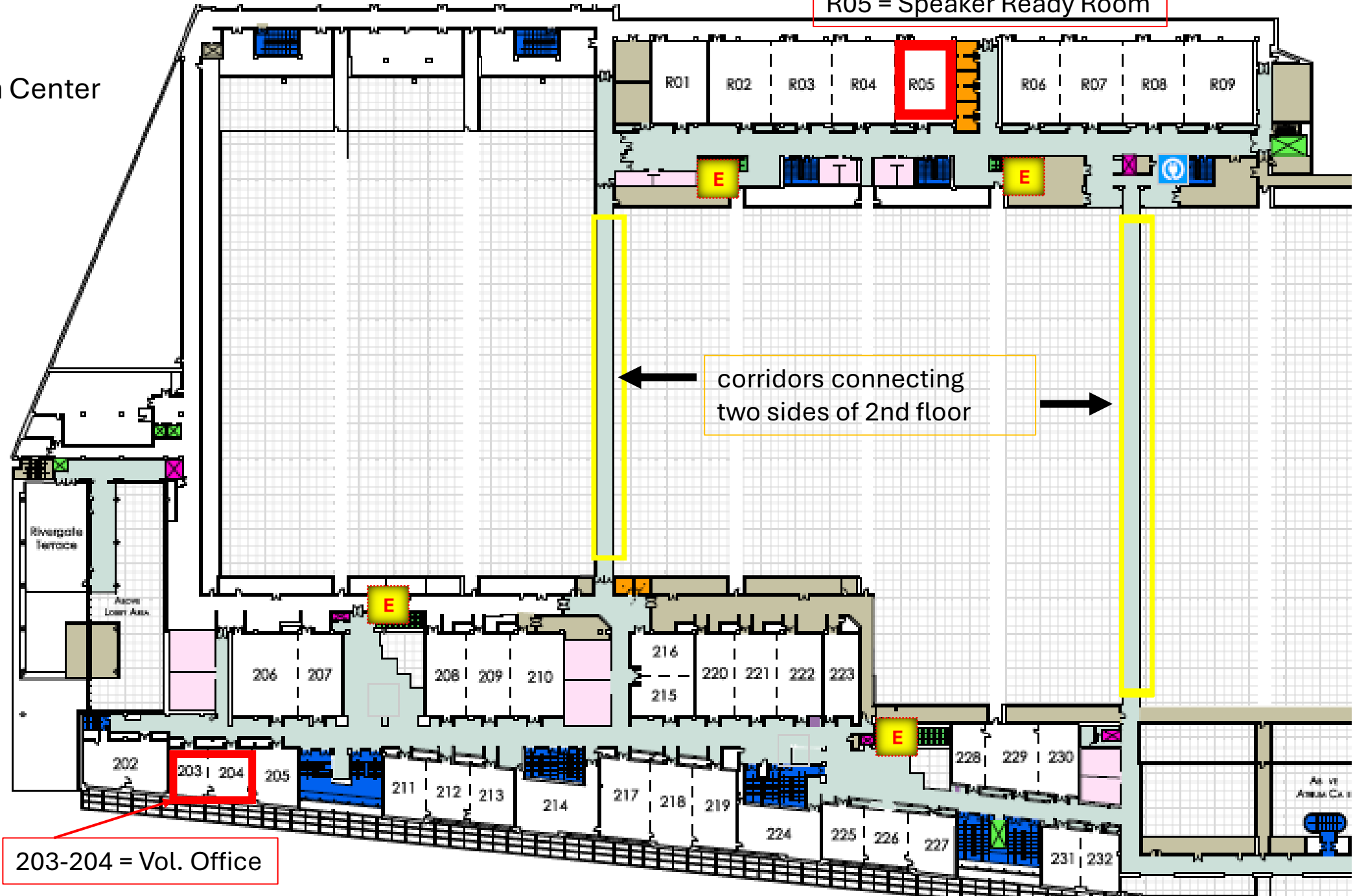
ADA/VIP DROP OFF



# Second Floor – Morial Convention Center

**E** = escalators

R05 = Speaker Ready Room



203-204 = Vol. Office

← corridors connecting  
two sides of 2nd floor →

# Frequently Asked Questions You Should Know!

## Where can I get the attendee list?

- Download from online Attendee Service Center (ASC). Final list available after SBC.

## Are sessions being recorded?

- YES! Recordings are available via the ASC after SBC.

## Is there free WIFI? What is the password?

- YES! Network name: SAMESBC24
- Password: Partnership

## Is there an SBC Mobile App?

- YES! It provides the full conference information. See Appendix for instructions.

## How can I search for exhibitors?

- Use the Itinerary Builder available on the ASC

# Reminders

- Watch the Attendee Orientation if you could not attend
  - <https://www.bigmarker.com/same/SBC-2024-Attendee-Orientation-Priority-Building>
  - Review the sign-up list and confirm that you can still fulfill your obligation....if you CANNOT tell us IMMEDIATELY
- Read the Volunteer Reference Guide as soon as possible after receipt – it will be sent tomorrow, Wednesday Nov 13
- Bring a refillable water bottle with you





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# THANK YOU for your help!

## We couldn't do this without you!

# APPENDIX

- Code of Conduct
- Emergency Procedures
- Registration Captains, Contacts, and Extra Info
- Session Monitor Captains, Contacts, and Extra Info
- Matched Networking Extra Info
- SAME App



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# CODE OF CONDUCT

SAME is committed to providing a safe and welcoming experience for all participants. Unacceptable behavior includes, but is not limited to intimidating, harassing, abusive, discriminatory, derogatory, or demeaning conduct; disruptive, incessant and unwelcomed instant messaging; or other unprofessional behavior be it written, verbal, or otherwise as determined by SAME and its representatives, in their sole discretion.

Anyone engaged in unacceptable behavior is subject to expulsion from the event, at SAME's sole discretion, without refund. Unacceptable behavior will not be tolerated and should be reported to [registration@same.org](mailto:registration@same.org).



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# Volunteer Lounge Co-Captain

- Check-in volunteers for shifts
- Provide reminders of responsibilities
- Make sure volunteers pick-up their t-shirt
- Call / text volunteers who don't show up
  - Communicate with appropriate SAME staff about no-shows
- Help find fill-ins for no-shows
- Help SAME staff with emergency/ad-hoc needs
- At end of shift, take notes on:
  - What SAME could have done better to help you or the volunteers
  - Who didn't show up for their shift!
  - Any ideas/suggestions you have from today that we can implement in the future

**Jeannine Finton is your Co-Captain & main POC onsite**



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# Volunteer Lounge Captain Shifts and Contact Info

If you cannot make your shift or are running late, contact Jeannine and the co-captain on duty to share this important information!

ALL DAYS AND TIMES			Jeannine	Finton	443-858-1819
Monday	9:00 AM	5:00 PM	Nancy	Yee	206-351-0157
Tuesday	7:00 AM	2:00 PM	Emily	Forsyth	210-601-4147
Tuesday	1:30 PM	8:30 PM	Nancy	Yee	206-351-0157
Wednesday	7:00 AM	1:00 PM	Emily	Forsyth	210-601-4147
Wednesday	12:30 PM	7:00 PM	Nancy	Yee	206-351-1057
Thursday	7:00 AM	1:00 PM	Emily	Forsyth	210-601-4147
Thursday	12:30 AM	5:30 PM	Brec	Wilshusen	402-802-0094
Friday	7:30 AM	1:30 PM	Neil	Haner	757-509-0417

# Registration Captain

- Serve as liaison between SAME Registration Manager, Jackie Barrett, and registration volunteers
- Train Registration volunteers
- Fill-in for no-shows
- Oversee happenings at express badge pickup kiosks and onsite reg kiosk
- Re-fill supplies (badge holders, lanyards, badge stock, ribbons) as needed
- At end of shift, take notes on:
  - What SAME could have done better to prepare you or the volunteers
  - Whether you think we had the right number of volunteers for that shift
  - Any ideas/suggestions you have that we can implement in the future

**Jackie Barrett is your main POC onsite**



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# Registration Captain Shifts and Contact Info

If you cannot make your shift or are running late, contact Jeannine, the Volunteer Captain, and the Registration Captain working at the correct time!

ALL DAYS AND TIMES			Jackie	Barrett	814-574-9752
Tuesday	7:00 AM	1:30 PM	Elaine	Guarriello	443-519-3240
Tuesday	1:00 PM	8:00 PM	Lauri	Ruch	321-507-2219
Wednesday	7:00 AM	2:00 PM	Gerald	Morris	850-463-7062
Wednesday	12:30 PM	7:00 PM	Earnest	Williams	404-520-9500
Thursday	7:00 AM	1:00PM	Earnest	Williams	404-520-9500
Thursday	12:30 PM	5:30 PM	Neil	Haner	757-509-0417

**Elaine**



**Lori**



**Neal**



**Earnest**



**Gerald**

# Registration Operating Procedures

- Individual approaches registration area
- Volunteer greets and welcomes individual, asks them if they already registered
- If Yes – individual goes to **Express Badge Pickup**
- If No – individual is directed to **Onsite Registration**
- *Once badge is printed:*
  - *Volunteer hands individual the correct badge holder color (color is printed on bottom of name badge)*
  - *Individual is reminded to review the tickets printed and not to lose them!*
  - *Individual is directed to pick-up a conference tote containing the program and other materials, to visit the ribbon station, and wished a great SBC!*
- Restock supplies as needed (badge holders, ribbons, totes, lanyards, etc.)

# Education Sessions Monitor Captain

- Serve as liaison between SAME Education Team running the SRR (Speaker Ready Room) and session monitor volunteers
- Set-up badge scanners for each room
- Check-in session monitors in SRR
- Train session monitors
- Make sure room counts are received for every session
- Fill in for no-shows
- At end of shift, take notes on:
  - What SAME could have done better to prepare you or the volunteers
  - Whether you think we had the right number of volunteers for that shift
  - Any ideas/suggestions you have that we can implement in the future

**Karen Offringa is your main POC onsite**



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# Education Sessions Monitor Captain Shifts and Contact Info

If you cannot make your shift or are running late,  
contact Jeannine, Deidre and Karen

Karen



Deidre



ALL DAYS AND TIMES			Karen	Offringa	703-216-4879
Wednesday	12:30 PM	6:00 PM	Deidre	Crowl	410-627-4822
Thursday	10:00 AM	5:30 PM	Deidre	Crowl	410-627-4822
Friday	8:00 AM	12:00 PM	Karen	Offringa	703-216-4879

# Session FAQs

All education sessions are being recorded; recording available after SBC via ASC

Presentations for all sessions available via ASC upon conclusion of SBC

Each education session carries 1.0 PDH credit. 40 sessions carry AIA credit.

Attendees get name badge scanned when entering a session, so it shows on their PDH transcript. Transcripts available after SBC via ASC.

Micro Session Theater, Business Opportunities, & Mega Sessions do not carry credit.



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# IGE Roundtable Support (W-TH)

Check-in to Volunteer Lounge, then go to the SRR.

Pick up scanner and clipboard and head to the session room (214).

Scan attendee badges.

Take room count half-way through the session; at end of shift return count sheets & scanners to SRR.

After each session, refresh room in prep for the next session. This may include removing flip chart sheets and bringing them to the SRR. **DO NOT TRASH THEM!**



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# Matched Networking | Capability Statement Reviews (W-F)

Matched Networking, hosted by Government Agencies and Exhibiting Companies

Capability Statement Reviews hosted by Small Business COI

**Hosts** complete a profile of attributes they are searching for in companies.

**Attendees** complete a similar profile; get matches based on having the requested attributes.

Appointment requests are made via the ASC

Attendees and Hosts have full ownership of their schedules

# Matched Networking (cont.)

- Appointment requests are made via the ASC
- 3 appointment request limit until Nov. 18<sup>th</sup>
- Appointment request schedule:
  - November 4<sup>th</sup> - Opened for Small businesses only
  - November 12<sup>th</sup> (today, at 12:00 pm ET) – Open to all businesses
  - November 18<sup>th</sup> – Three Appointment request restriction lifted
- Individuals have full ownership of their schedule, **NOT SAME**
- There is no requirement to participate OR accept appointments



# Managing Profiles & Appointments – A Little More

## Hosts (managed through Exhibitor Service Center (ESC))

- Create profile
- Manage availability
- Accept or decline meeting requests
- Assign meetings to company reps
- Booth coordinator is responsible for all of this
- On-site they will have an assigned table for the duration of SBC

## Attendees (managed through Attendee Service Center (ASC))

- Profile created from registration form, can be updated
- Send meeting requests
- Can see Hosts they matched with and on which items they matched
- Can search for other attendees by many criteria



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# Technology

- Download the SAME Events App
  - This will help answer your questions
- Event Wi-Fi
  - Attendee Network:  
**SAMESBC24**
  - Password: **Partnership**





**Please make sure you are registered for SBC, you won't be able to get into the app without an active registration**

**If you do not have the Events App:**

1. Search "SAME Events" in your app store
2. Download the app
3. Login with your ASC login
4. You will see the Landing Page / Click Start
5. Click on "Events"
6. Select SBC 2024

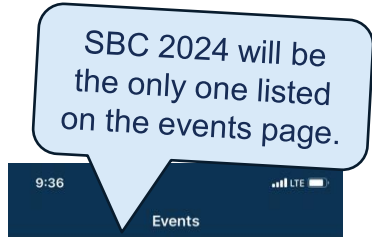
Once you've downloaded the app you can:

- Search exhibitors, sessions, and speakers
- Create a personal schedule
- Email speakers and exhibitors
- Learn about any schedule changes



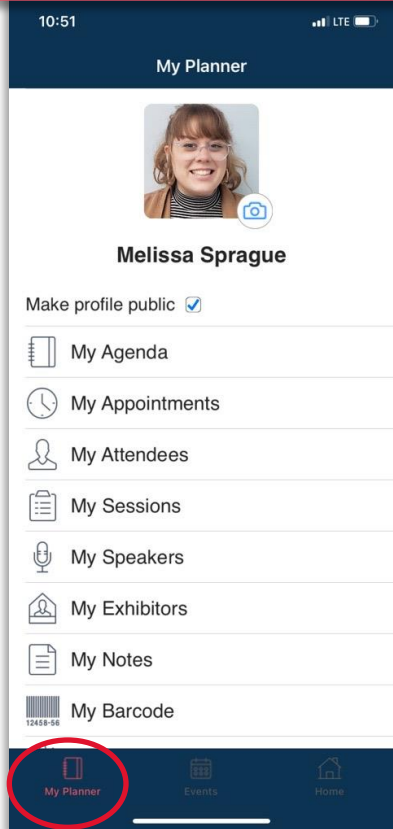
If you already have the SAME Events app on your phone, please ensure it is up-to-date, and the display icon matches the one above

\*IOS users will want to delete the app and re-download it.

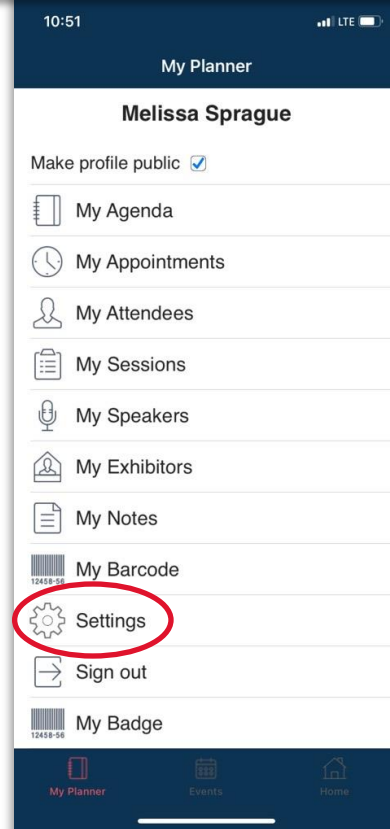


# Please turn on Notifications in the SAME Events App

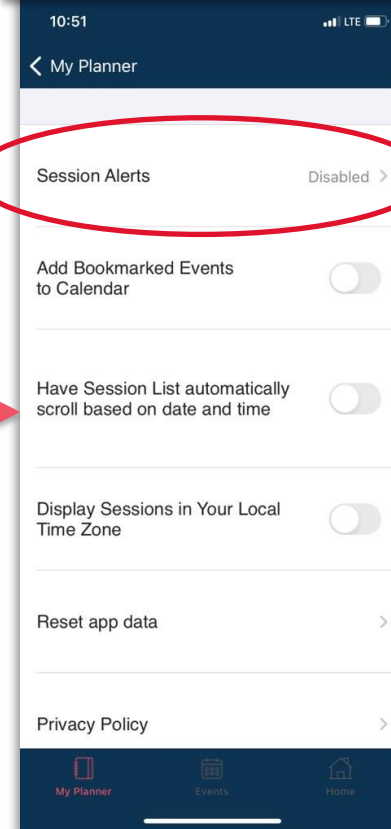
From the My Planner page



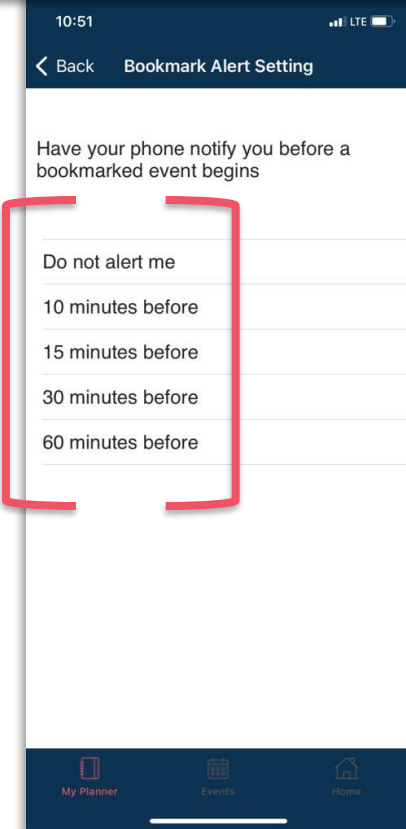
Scroll down to 'Settings'



Click 'Sessions Alerts'



Choose notification frequency





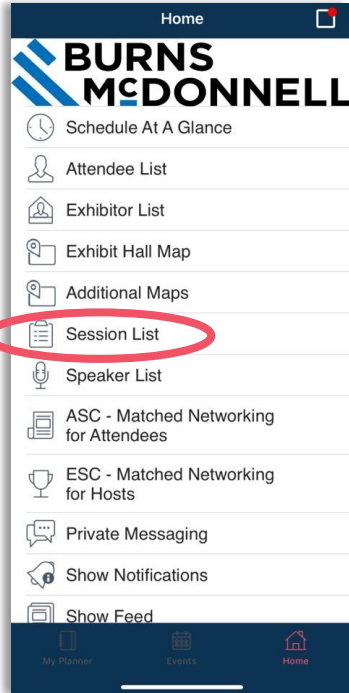
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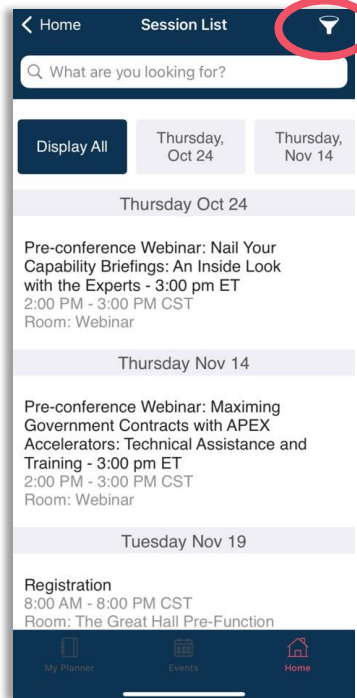
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# Search for Sessions

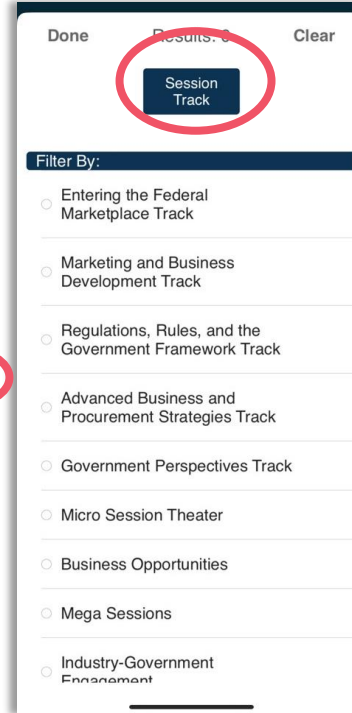
Step 1



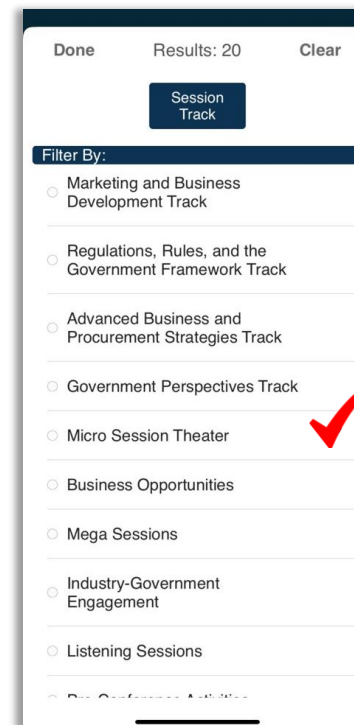
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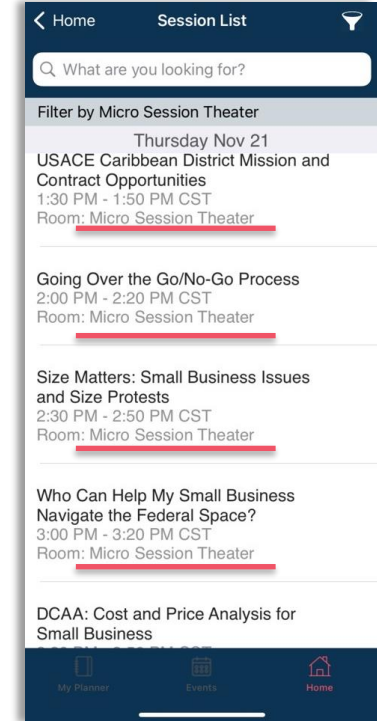
Step 3

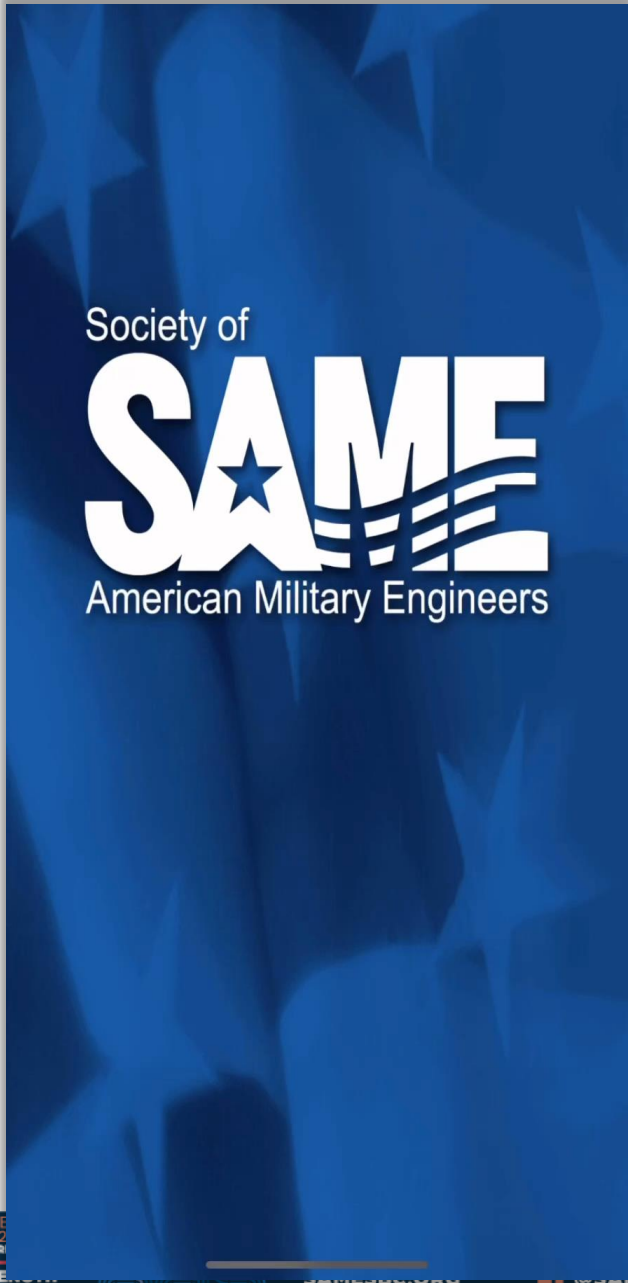


Step 4



Step 5





SAME APP

HOW-

TO

Video!