



**Volunteer Roles & Expected Schedule – EITM22  
May 19, 2022 • Westin Ottawa Hotel**

Volunteer Team	Type of Work	Main Responsibility	Date / Time Required*	Skills Required
<b>#1 - Logistics</b>	Light physical labour	Event set-up and tear down (load-in/out, set up signage, organize office, sort and inventory supplies, (un)pack boxes)	May 18 (PM) May 19 (AM + PM)	Ability to do light physical labour and lifting (20 lbs) Organized and efficient Willingness to pitch in!
<b>#2 - Lobster Shack</b>	Light physical labour Customer service while seated or standing	Set up merchandise, interact with customers (sell and package items, take payments, ensure pre-paid items are handed to event attendees before leaving)	May 19 (AM + PM)	Friendly, helpful demeanour Outgoing personality Professionalism Experience handling payments and point-of-sale technology
<b>#3 - Guest Services</b>	Customer Service while standing / walking	Guide guests to proper Zone using seating plan, guide people in/out as per signage, encourage hand sanitization as people enter/exit, answering questions from guests	May 19 (PM)	Friendly, helpful demeanour Outgoing personality Professionalism Understanding seating chart and venue layout Ability to remain standing for long periods of time
<b>#4 - Raffle</b>	Customer Service while standing / walking	Set-up, sell raffle tix/balloons/items & execute raffle, collect payments and provide prizes to winners	May 19 (PM)	Friendly, helpful demeanour Outgoing personality Professionalism Experience handling payments and point-of-sale technology Ability to remain standing for long periods of time
<b>#5 - Silent Auction / Live Auction</b>	Light physical labour Customer Service while standing / walking	Set-up silent auction displays, execute, monitor during the event,	May 19 (AM + PM)	Friendly, helpful demeanour Outgoing personality Professionalism

		<p>deliver items at end of event to bidders and collect payment</p> <p>Monitor live bidders, connect with winning bidder, collect payment and pass along info about the item as required</p>		<p>Experience handling payments and point-of-sale technology</p> <p>Ability to remain standing for long periods of time</p>
<b>#6 - Health &amp; Safety Monitors</b>	Customer Service while standing / walking	Ensure guests are following health protocols; signage and supplies	May 19 (PM)	<p>Friendly, helpful demeanour</p> <p>Understanding of event protocols</p> <p>Ability to remain standing for long periods of time</p>

### Expected Shift Schedule

Team	Wednesday, May 18 (Tentative)	Thursday, May 19 Shift #1	Thursday, May 19 Shift #2	Thursday, May 19 Shift #3
<b>Logistics</b>	7PM – 11PM	9:30 AM – 2PM	2PM – 4:30PM	7PM – 11PM
<b>Lobster Shack</b>	(none)	9:30 AM – 2PM	2PM – 7PM	7PM – 11PM
<b>Guest Services</b>	(none)	(none)	2PM – 7PM	7PM – 11PM
<b>Raffle</b>	(none)	(none)	2PM – 7PM	7PM – 11PM
<b>Silent/Live Auction</b>	(none)	9:30 AM – 2PM	2PM – 7PM	7PM – 11PM
<b>Health &amp; Safety</b>	(none)	(none)	2PM – 7PM	7PM – 11PM