

SAA MEETING STAFF OFFICE

Area Supervisor: Jonathon Koudelka / SAA Staff

The SAA Meeting Office will be housed in Park Tower Suite #8228. **This will be the check-in point before each shift for all volunteers.**

OVERVIEW:

Volunteers assigned to the SAA Staff Office will provide general customer service for meeting attendees, support for other volunteers assigned to different areas and assistance to session attendants by providing them with the required resources for their sessions (timer, laser pointers, and attendance sheets). Volunteers may also be assigned to help out in any of the various work areas (including registration and session attendance) as necessary.

DUTIES:

General Information:

- Attendees may approach the office with questions about the program, meeting services, hotel layout, and excursions. You will be provided with the following:
 - Floor plans (In the Program Book)
 - A copy of the Program Book
 - Any other applicable printed resources to answer general meeting questions
- Under no circumstances are volunteers to answer questions regarding meeting or membership policies. Please direct all such inquiries to Jonathon Koudelka or another SAA staff person.
- Please direct anyone seeking to speak with or leave a message for the Executive Director, Tobi Brimsek, to Jonathon Koudelka for further assistance.

If a meeting room request is made to the office (additional audio visual, food & beverage, etc):

- Send all of these requests to Jonathon Koudelka. If he's not available, take down the name of the person making the request, the room number of the meeting, the exact services requested and a contact number in case additional information or a follow up is needed. All requests regarding money must ultimately go through the Executive Director.

Volunteer Assistance:

- Please direct all volunteers checking into or out of a shift to the volunteer sign in sheet located at the front of the room. If they cannot be found on the list for a particular shift, notify a member of staff so they can be further assisted. Once signed in, all volunteers should report to their assigned area.
- All session attendants will be given a timer and laser pointer per room assigned and a session attendance sheet for each session, on which they will record an initial and a peak count of those attending that session. The laser pointers and timers are labeled with a unique number that must be recorded on the sign in sheet so they can be crossed off as they are returned after the sessions have concluded. If a session preceded the current session, remind the session attendant to check the sign on the easels located outside by the door to ensure the correct information is showing. If the sign is not displaying the correct session information, please peel back the plastic covering and remove the front sheet of paper. The correct session information should appear on the following sheet, as all of the sheets of paper in the sign are in chronological order for the sessions on that day.

If you have any additional questions after receiving this manual feel free to reach out with the contact information below. Thank you!

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