

RMAF Volunteer Position Descriptions

General Information

There are a lot of jobs associated with producing Rocky Mountain International Audio Fest and we are grateful for your help! If you complete your assigned task before your shift is over, don't hesitate to jump in and help someone else. If you are unsure of what to do, please ask us – we will find a job for you!

- **Show Hours:**
 - **Thursday 9am to 5pm:** Industry Day for exhibitors, press, industry guests and volunteers ONLY. Cocktail Party from 6pm to 8pm.
 - **Friday 10am to 6pm:** Everyone welcome.
 - **Saturday 10am to 6pm:** Everyone welcome.
 - **Sunday 10am to 4pm:** Everyone welcome.
- **Show Maps** are located in the middle of the directory – look for the **Purple** colored maps. The show is located in the North Tower hotel floors 3 through 11 and Convention Center Level 3.
- **ATM** is located on the convention center side, behind the coffee kiosk on Level 2.
- **Restroom** locations are conveniently located throughout the convention center. There are no public restrooms on the tower floors. Please direct people to the lobby level restrooms.
- **Special Events** such as the spouse outing, entertainment and seminar schedules will be posted on signs around the registration desk. Entertainment and seminar schedules will also be posted on Convention Center Level 3.
- **Products.** If someone asks about a certain product, you can look it up on the Online Product Guide using the iPad. The website link: <https://www.audiofest.net/show/products/>
- **Lanyards and Directories** are available at the Registration desk. Recycling boxes will be located at the designated hotel exits.
- **Late Entry.** Friday and Saturday: Anyone walking in after 5pm, please ask if they will be back on another day. If yes, sell them a one-day badge. If no, let them in at no charge. Sunday: Anyone walking in after 2pm, please let them in at no charge. Please make sure EVERY attendee fills out a registration form (even the attendees admitted at no charge). It would be great if the writing were legible!
- **Shipping Desk.** RG Logistics will have a table set up near the registration. The desk will be staffed Thursday, Oct 7 through Saturday, Oct 9 from 9:00am to 5:00pm and Sunday, Oct 10 from 9:00am to 11:00pm.
- **Press Room.** Press Room is located in Red Rock 7 on Level 3.

Contact Names and Phone # for Key People

- Use the Walkie Talkies
- Marjorie Baumert or Marcie Miller: 303-393-7918
- Shipping: Rusty Griffin, RG Logistics 303-416-0227

Badge Colors

- Attendees – White (printed by attendee or handwritten on-site)
- Exhibitors – Yellow
- Press – Green
- Volunteers – Blue

RMAF Volunteer Position Descriptions

Balloon Arch Set-Up

RMAF will provide balloons, an air pump and the arch structure. Volunteers will fill the balloons and affix them to the arch structure by pulling the knotted ends through the slots to create a fun and welcoming arch. Place arch at the top of the escalators on Convention Level 3.

Cocktail Party Set-up and Tear-down

Set-up easel sign at the top of the escalators on Convention Center Level 3 and the sponsorship banner next to the bar. Retrieve unclaimed exhibitor, press, and volunteer badges from the RMAF registration desk for distribution to incoming guests. Set-up check-in table and chairs provided by the hotel and stanchions to direct traffic.

The opening night cocktail party is not a ticketed event and all exhibitors, press and volunteers are welcome. However, all who attend must have their badges visible. NO BADGE, NO ENTRY. Each guest will receive two drink tickets. Additional drinks may be purchased at the bar.

Return all items to RMAF office when party is over.

Convention Center Breakout Rooms Set-up

Each breakout room should already contain the tables, chairs and power ordered by the exhibitor. The volunteer will deliver a trash can with the RMAF logo and affix the sign with an RMAF navy blue ribbon to the digital display outside of each room.

Convention Center Breakout Rooms Tear-down

The volunteer will collect any signage (room signs, retractables, easels, etc.) associated with RMAF, empty the RMAF trash can into the large trash bin provided by the hotel, and bring everything back to the office. The room signs should be recycled or thrown away.

Directional Signs and Flags Set-up

RMAF will prepare a spreadsheet for all sign types and locations. RMAF has six flags that will be positioned on stakes (provided) in the garden outside the Convention Center doors at ground level. Volunteers will collect the flags from the office and plant them in the appropriate patch of dirt.

There are thirty (30) 4' x 8' foam-core signs with the RMAF mountain scene and logo. They each get THREE feet that attach to the bottom. Two is not enough, so be sure to use all three! Volunteers will deliver the signs to the appropriate location and attach the feet so the signs provide good directions for our attendees. These signs will be mostly in the convention center area, but also on each tower floor as attendees exit the elevators.

There are also vertical banners that are in metal stands and roll up like window shades. Volunteers will deliver these to designated areas, generally in the convention center area, and on the bridge between the hotel and the convention center. Set-up can be tricky, so we suggest attaching the banner to the extension rod prior to actually extending it.

Directional Signs and Flags Tear-down

At the end of the show, volunteers will collect the flags, roll them up and store them in the appropriate zip-up fabric bag. If the flags are wet from rain, please bring them inside and leave them up to dry while you collect the other signage throughout the hotel.

Volunteers will collect the extendable vertical banners from the bridge and conference center. Each banner retracts into its case like a window shade, and the feet turn sideways for compact storage.

RMAF Volunteer Position Descriptions

Each vertical banner has a fabric bag that is labeled, so please put the banners into the appropriate bags.

Volunteers will also collect the tall 4' x 8' foam core directional signs. There will be one on each floor of the tower, near the elevators, and many in the convention center area. These signs should be delivered to the staging area near the RMAF office, and ultimately put into the truck with all the RMAF equipment, furniture, etc.

Entry Level Rooms???

Golf Cart Driver

RMAF will provide free rides to and from the parking lots at the Gaylord Hotel to the Convention Center upon request. Two 6-passenger golf carts – with blue flags on them – will be available by calling: 303-393-7918 and identifying their location and the brightest piece of clothing – or other identifying item – worn by someone in their party. Rides will be available on the following schedule:

Friday, Oct. 8: 9:30 am to 6:30 pm

Saturday, Oct. 9: 9:30 am to 6:30 pm

Sunday, Oct. 10: 9:30 am to 4:30 pm

Volunteers will circle the designated lot(s) and offer rides to the convention center doors. There, they will also pick up attendees who are leaving, and deliver them to the appropriate lot. We like to be kind and deliver them to their car when possible.

The hotel has not named or numbered the lots or provided any signage to assist people in locating their cars at the end of the day, so it's good to remind people to take a moment to remember where their cars are parked. This is important because we don't want to end up driving up and down the aisles searching for a car that's really in another lot!

At the end of the day, the volunteer on the closing shift will bring the carts inside to the secure storage area (TBD) and plug it in for overnight charging.

NOTE: There should be signs for RMAF Attendees & Exhibitors directing them to parking areas where the RMAF golf carts will be picking up and dropping off that request assistance.

HeadSpace and Marketplace Set-up

The hotel should have already delivered and set up tables, chairs and power to the appropriate booth areas. Volunteers will set up furniture (black and white couches and love seats, black futons, black tables) for the lounge area, deliver a trash can with the RMAF logo and easel-back signs to each booth. Check with the exhibitors to see if there are any changes or if they need anything else.

HeadSpace and Marketplace Tear-down

The exhibitors will have removed all their equipment, products and packing material. The volunteer will collect the RMAF trash can, empty it into the large trash bin provided by the hotel, and bring all the cans back to the office. At this time, please collect any signage associated with RMAF. The small cardboard signs should be recycled if there is a place for that or thrown away. Tear down lounge furniture in ballrooms and bring to RMAF office.

Information: Elevator Tower Lobby

Stand by the elevator and direct traffic to the tower rooms, RMAF registration, and Convention Center Level 3 rooms. Please make sure attendees follow the rules on elevator occupancy. There are

RMAF Volunteer Position Descriptions

no public restrooms in the tower so please direct them to the lobby restrooms across the hall from the elevator.

Mobility Scooter Check-in / Check-out

RMAF is providing individual indoor scooters for RMAF attendees that would like mobility assistance to get around the convention center. These will be available on a first come first serve basis and the user must sign an agreement/liability form at the RMAF registration area and leave a credit card with RMAF to cover any damage done to the scooter. **Scooters may be used inside only – NO OUTSIDE OPERATION!** They are not to be taken outdoors at any time and are not allowed to get wet (no wet bathing suits or spilled beverages on them).

The 8 indoor mobility scooters will arrive Thursday morning around 9:30am and will be picked up Sunday evening at 5pm. Move the scooters from storage to the check-out desk each morning. They should be fully charged and ready to go. Individuals who wish to sign out a scooter for the day will have to sign a liability form and give us a credit card which will be given back when they return the scooter.

Show the person how to operate the scooter and tell them to enjoy the show. When they return the scooter, make sure there is no obvious damage, and return their ID or credit card. Plug the scooter in to recharge while waiting for the next user.

Each evening, move the scooters to the secure storage area and plug them in so they are fully charged for the morning.

The Scooters will be available for pickup and must be returned to the RMAF office according to the following schedule:

Thursday, Oct. 7: 11:00 am to 6:00 pm
Friday, Oct. 8: 10:00 am to 6:30 pm
Saturday, Oct. 9: 10:00 am to 6:30 pm
Sunday, Oct. 10: 10:00 am to 4:30 pm

Partner Outing Coordinator

Each year, RMAF offers a partner outing for anyone who would like to participate. The volunteer will be available while the participants gather Saturday morning at 9:30am and assist them in putting the agenda for the day together. They will meet the van driver in the Gaylord parking lot and begin their adventure. The driver will return everyone to the Gaylord by 5pm.

Registration Desk

Registration Desk will open daily 30 minutes prior to show hours. Please instruct the attendees that the exhibit areas **Do Not Open** until 10am.

Attendee Online Registration. Pre-registered attendees will have pre-printed their individual badge on white paper and will need to pick up directories, lanyards and badge holders ONLY. Attendees who did not print their own badges will be given a blank badge. We will not be printing ATTENDEE badges on-site.

- Please confirm that the individual is an attendee, **not an exhibitor, press or volunteer.** If they are not an attendee, direct them to the proper line.
- Check their name off the provided alphabetical list. If their name is not on the provided list, ask them if they have a receipt or contact the Registration Desk Coordinator for assistance.

RMAF Volunteer Position Descriptions

- Hand the attendee lanyard and badge holder. Mention that the badge must be visible at all times.
- Hand the attendee a directory and note that maps are **Purple** and located in the middle of the directory.
- Always say, "Thank you and enjoy the show."

Attendee Walk-In Registration. This line is for anyone who did not register online before Monday, October 4, 2021.

- Give them an **Attendee Registration Form** to fill out and ask them if they want a one, two or three day pass. The forms are color coded. Friday is Purple, Saturday is White and Sunday is Beige.
- Verify the information on the form; make sure it is legible. Only Name, City and State or City and Country are required. (If they are adamant about not filling it out, please have them fill out a first name and city, state or country.
- Write the attendee badge number on the form.
- **Coupon:** turn the coupon over and verify the "Compliments of" area is filled in. If not, ask where they got the card and note it on the registration form in the coupon code box listed below the **Colorado Audio Society Only** box. If there is a sticker, write the Code in the coupon code box on the registration form. Each coupon is buy one entry, get the second one for free (BOGO). If the sticker says **ADMIT TWO, DO NOT CHARGE ANY REGISTRATION FEE.** Staple the coupon to the registration form.
- Collect the money (only checks or cash are accepted). Please verify that the dollar amount on the check matches the dollar amount on the registration form. If they do not have cash, send them to the ATM or Marjorie or Marcie.
- Write the attendee's name on the appropriate name badge.
- Slip the name badge in a badge holder and hand the attendee a lanyard. Mention that the badge must be visible at all times. They will not be allowed into the exhibit rooms without a badge.
- Hand the attendee a directory and note that maps are **Purple** and located in the middle of the directory.
- Thank them and ask them to "enjoy the show."
- Note: During the rush on Friday and Saturday, forms will be handed out on clipboards to those waiting in line to pre-fill as much information as possible.

Badge Pickup

As a general rule, do not hand out badges to someone who asks for a badge that is not his own. Each individual should pick up his or her own badge in person. Request that the absent individual pick up his or her own badge. If they are insistent, there is a sign out sheet for exhibitors and press. The person must sign for each badge they collect.

Exhibitor Badges

Exhibitors should have registered online. Please check the provided lists for individual names. Exhibitor badges are listed on two spreadsheets: 1. alphabetically by Company Name or 2. Alphabetically by Exhibitor's Last Name. Exhibitor badges are yellow and filed alphabetically by Last Name.

RMAF Volunteer Position Descriptions

Missing Exhibitor Badges

Verify that the badge is NOT on the master list. Verify that the exhibitor is showing this year by checking the company and room number in the directory. If that person or company is not listed, they are welcome to purchase an industry badge at registration. An industry badge costs: \$40 for a weekend pass or \$10 per day.

If the company is showing, have the exhibitor fill out the additional badge form (2021 Exhibitor Name Badge Additions), be sure that the room number is filled out, that the handwriting is legible, and fill in the badge number. There are no additional printed badges, hand write the badge.

Press Badges

Press badges are green and listed alphabetically by Last Name. Please check the provided list for pre-registered names. If the press person's name is not on the list, have them fill out the additional badge form (2021 Press Name Badge Additions), be sure that the handwriting is legible, and fill in the badge number. There are no additional printed badges, hand write the badge.

Exhibitor and Press Badges Walk-In Registration

Exhibitor, press, and volunteer badges will be located at a table across from the RMAF registration desks all weekend.

Furniture Changes

The exhibitor must fill out a **2021 Furniture Changes** form and give that form to the RMAF office.

Sign Changes

Fill out all the lines on the form (2021 Room Sign Changes) or make the changes on the original sign. Please bring the forms or revised signs to the RMAF office.

RIHPA Awards Set-up and Tear-down

Volunteers will assemble the printed awards in their frames, and store them in appropriate order in boxes, which they will deliver to the banquet room in time for the ceremony.

The hotel will have set up the area with tables and chairs.

Volunteers will deliver the retractable banner to the area outside the room where the awards ceremony is being held and set it up. It is likely that some towels available from the hotel will be necessary to keep the banner balanced and upright, so allow some time!

Volunteers will also be on hand to check badges and hand out drink tickets. Two per guest, and more drinks are available for cash at the bar. The boxes with unclaimed awards will be collected and delivered to the RMAF office, along with the retractable banner and any remaining RMAF property.

RMAF Transfer Office from 363 Cook St. to Gaylord

Volunteers will carry boxes, equipment and furniture and load the truck for transport to the Gaylord. Volunteers will work in teams to move furniture and heavy boxes. Upon arrival at the Gaylord, volunteers will unload the contents of the truck and deliver to the RMAF office (Aurora Coat Check).

RMAF Transfer Office from Gaylord to 363 Cook St.

Volunteers will carry boxes, signs, equipment and furniture and load the truck for transport to 363 Cook St. Volunteers will work in teams to move furniture and heavy boxes. Upon arrival at Cook St., volunteers will unload the contents of the truck and store in designated room(s).

RMAF Volunteer Position Descriptions

Security – All Exhibit Areas

Security Volunteers will be assigned to one of the following areas:

Level 3 (Convention Center)

Ballrooms

- Ballroom A - HeadSpace
- Ballrooms B & C - Marketplace
- Ballroom D - Seminars

Breakout Rooms

- Red Rock Rooms 1 to 11
- Willow Lake Rooms 1 to 5
- Homestead Rooms 1 to 4

North Tower

- Elevator (North Tower, Lobby Level)
- 3rd Floor, 4th Floor, 5th Floor
- 6th Floor, 7th Floor, 8th Floor
- 9th Floor, 10th Floor, 11th Floor

As a roving Security volunteer, your job will be to make regular passes through your assigned area, making sure that exhibitors have what they need, ensuring that people are wearing their badges, that distancing guidelines and mask mandates are being followed, and that merchandise does not go missing.

Please stay in your assigned area. We are principally trying to maintain security and ensure unauthorized people are not walking around the show. Each area is large enough that you will not be standing in one place unless your task is to man one of the doors to the ballrooms. If your assignment is the Headspace or Marketplace area, please check badges and prevent theft at the entry door.

The volunteers that are assigned to monitor the elevator bank serving the tower rooms will be charged with making certain that elevators are not overcrowded, and that masks are worn (if the mask mandate is still in effect). Fortunately, the Gaylord has six speedy elevators that serve the North Tower, so the delays that people experienced at the Marriott will not be such a problem.

If you see anyone entering an exhibitor's area without a badge, please ask to see his or her badge. After the badge is shown, ask them to keep it visible and say thank you. If they do not have a badge, politely tell the visitor that the show areas are only for paid attendees, exhibitors, and press and direct the visitor to the RMAF registration desk. If anyone becomes unruly, please disengage and contact Marjorie or Marcie in the RMAF office.

We will try to make sure that you have the opportunity for restroom breaks and a change of scenery! You will have many chances to visit with exhibitors, press and attendees, and help them to find what they are looking for.

Seminar Assistant

Volunteers will assist the videographer in setting up the seminar room and ensuring that name signs (table tents) are in place, microphones are charged and correctly placed for each unique seminar configuration. Make sure there are water and snacks in the room.

RMAF Volunteer Position Descriptions

T-Shirt Sales and Pickup

Pre-purchased T-shirts should be taken from stock and put into the provided brown paper bags and marked with the name of the attendee and shirt size on Thursday.

During show hours, volunteers will use the provided list to check that a shirt has been pre-purchased. All shirts purchased before Thursday, October 7, 2021 will be in brown bags. Please indicate that the shirt has been picked up. If the shirt was purchased after Wednesday night, please check their email receipt. If they do not have their receipt, ask Marjorie or Marcie to check RMAF email. Then given them a shirt from our stock and write down their name on the checklist.

The price of the shirts is \$20.00. Shirts for attendees are black and volunteers are purple. A limited supply of vintage shirts is available to purchase for \$10.00. All shirt proceeds go to the Swallow Hill RMAF Scholarship Fund. If the attendee would like a receipt, receipt books will be in the cash box. Only checks or cash are accepted. Make certain that: Full name, address, and phone number are on check. If they do not have cash, ask them to purchase the shirt online at <https://www.audiofest.net/the-vibe/t-shirts> and have them show their receipt.

Tower Room Signs Set-up

RMAF will provide pre-punched room signs and RMAF ribbon. Volunteers will cut the ribbon into appropriate lengths and thread it through the holes in the signs. The signs will then be hung on the numbered wooden block outside each corresponding room. The Gaylord does not permit anything to be affixed to doors or walls with either tape or staples. If you see this happening, please ask the exhibitor to remove the items or we will have to remove it for them. Exhibitors are prohibited from having any signage in the hallway. This is against fire code.

Tower Tear-down

Volunteers will collect all room signs from the wooden blocks outside the rooms and remove the ribbons. The paper signs can be recycled in a hotel-provided container. Ribbons can be thrown in the trash. Collect remaining door stops and bumpers, pick up all the trash and help exhibitors whenever possible.

Young Audiophiles Room

Help set-up the room and make sure all products are working each morning. Check in periodically during the day to see if they need any help.

Volunteer Coordinator

The Volunteer Coordinator will work with RMAF staff to assign shifts for this year's show. The Coordinator will prepare the volunteers prior to their shift and allocate assignments if needed. The Coordinator will ensure all tasks are complete at the end of the shift.