

Day of Event Volunteer Duties

On behalf of the Build My Future Committee, thank you so very much for being willing to volunteer your time to make this year's event a success! We could not pull this day off without your help, and it is quite an undertaking with our event space and number of students being double that of last year. Below you will find the general process flow for the day of the event followed by your assigned role and duties:

General Process Flow

The majority of students, around 1,500, are scheduled to arrive at 9:00 am, 700 more will arrive at 9:30 am, around 300 will arrive at 10:00 am, and a few more will arrive at 11:30, and there are still a few schools that have not given an arrival time yet. As students get off the bus, they will be met by their Group Guide, who will guide them through the process of registration, safety video, and then on to the East or West hall. Schools A-K will enter through the West door, have safety training in the West set of rooms and then begin in the West Hall. Schools L-Z will enter through the East door, and so on. The very first schools to arrive will file into the Center Hall, which is past the bathrooms and will serve as the "waiting area" for safety training. This is where they will get their t-shirt- before entering for safety training. The waiting area needs to be a quiet zone so that the students in the safety training can hear the video and instructions. Once they get their t-shirt, they can find a seat in a safety room. In the safety training rooms, they will also receive their wristbands, which will be their "ticket" for lunch, and safety glasses. All students must get their t-shirt, wristband, and safety glasses before entering either hall.

If you see any students that appear to be lost or confused, help them find their group or an exhibitor to visit. If you see any rough-housing or behavior that could potentially be dangerous to the student or those around them, please ask them to stop or ask a Security Team volunteer to intervene. We want this to be a fun and safe event for all students, and we need your help to ensure that it is.

Your Role

Please plan to attend our volunteer training at the E-Plex on Tuesday, April 16, from 4:30 pm-6:30 pm. If you have any questions or wish to be assigned a different role, please contact me as soon as possible by calling 417-841-3354 or emailing me at amazon@springfieldmo.gov.

Registration

Registration volunteers will direct school groups to their Group Guide

You will wait outside and as schools arrive, you will make sure that they find a Group Guide. The Group Guides are assigned a school and have a packet of surveys with the school's name on it. If, for some reason, you cannot find the group's specific Group Guide, find any Group Guide volunteer and they can walk them through the process.

T-shirt, Safety Goggles, Lunch Wristbands

If you are handing out t-shirts, you will be stationed in the Center Hall, which is just past the Common Area and bathrooms. Students will file in and get their t-shirts before they enter the safety training. The students need to know that the Center Hall is a quiet zone, so that the students in the safety training can hear the video and instructions. There will be two sets of t-shirt tables to hopefully make the area less crowded. Ask students to wait in line for their t-shirt.

If you are giving out wristbands and safety glasses, you will be assigned to one of the 6 safety training rooms. The wristbands and safety glasses will be set up in the rooms, and you will hand them out to students as they are coming in to the training room.

Make sure that the students put on their wristband and remind the students that it is required to eat lunch. Also, let them know that lunch will be served from 11 am – 1 pm, at their discretion. Once the safety training is complete, the Group Guide will take the students from there.

Group Guide

As a Group Guide, you will be guiding the students through the registration process, from when they get off the bus to when they enter the hall to visit the exhibitors. You will start with a packet of surveys with the school's name on it, which you'll hand to the teacher/counselor, and then you will direct them into the building through the West door if they are A-J or the East door if they are K-Z. Unless they are the first few schools to arrive, they will likely have to wait in the common area until the first groups are through the safety training. The groups will be lined up based on when they arrived.

When it's their turn, the students will enter Center Hall, which is the safety training waiting area (past the bathrooms), to receive their t-shirt and wait for a safety room to open up. This area is to be a quiet zone so that the students in the safety training can hear the video and instructions. Once a training room opens up, students will go in and receive their safety glasses and wristbands from registration volunteer staff. Once the safety training is complete, please direct the students to enter the hall on the side they entered the building on- A-J begins in the West Hall and K-Z begins in the East Hall. You may briefly go over the layout and explain that there are 2 halls with outside areas on each side. Ask if they have any questions, and make sure the students have the flyer with the list of vendors. At this point the students are free to explore, and you can go pick up another packet and find that group.

Lunch

As a lunch volunteer, you will need to begin lunch set-up at 10:00am. If you are serving as a Group Guide or in Registration, let the other volunteers know that you have to leave for lunch set up so they can take cover what you were doing. Students will receive a wristband in the safety training rooms, and these wristbands are their “ticket” for lunch. Once lunch is ready, the students will have their wristbands cut off before entering the lunch area.

If you’re on “food detail”, you will be stocking the food lines with hamburgers, chips, and drinks. There will be an E-Plex employee cooking the food, but someone may need to let him know when you’re running out of things. Gloves will be provided to you. Please try to move students along through the lunch area, if you see a group that has been sitting for more than 20 minutes eating, remind them that other groups are waiting and ask them to wrap things up.

Volunteers will be serving the exhibitors by going around with carts and food on them. We will do a “final call” for lunch at 1:00pm, and then wrap up by 1:45 pm or earlier/later depending on lunch traffic.

Security

The lead for Security Team will be Daniel Snyder, and if you have any issues or need further assistance, please ask someone with a walkie talkie to call for Daniel.

1. **Front Doors-** directing schools to the correct side. Schools A-K enter through the West door and schools L-Z enter through the East door. Direct students back inside if they wander out the front doors to hang out- be aware that some students are not with a school group, but they don't need to go in and out of the front doors unless they are arriving or leaving. Also, do not allow anyone inside that is not there for Build My Future.
2. **Common area-** this is where the majority of students will be waiting before they go into the safety training hall or as they transition between the East and West hall. Students that have not gone through the safety training should not enter into the exhibitor area. You will know if they have been through training because they will have a t-shirt, safety glasses and wristband. If you see a student that appears to be lost or in need of assistance, let them know you can help direct them where to go. Group guides can help in these situations.
3. **Outside "Bull Pen" areas-** there are outside areas on both the West and East side of the E-Plex, and both sides will have exhibitors with heavy equipment. **East side security volunteers will need to assist in directing students around the heavy equipment to the area where the exhibitors are set up. Some students may not be aware that there is more past the equipment and we don't want them to miss it.** On both sides it's important to be observing the students and intervene if you see behavior that may be dangerous to the student or others around them.
4. **Center Hall-** The center hall is past the common area and between the 2 sets of safety rooms. This is also the area where students will receive their t-shirts and wait for a safety room to open up for their training. This is to be a quiet zone, and you may need to help remind students of that. This is important so that the students in the training rooms can hear the video and instructions being given to them. After all the students have gone through the training, you will remain in this area to monitor that students don't hang out here as there are no exhibitors and it isn't a hang-out area.
5. **Break room-** a few security volunteers will be stationed near the exhibitor break room to ensure that students do not wander in. During lunch time, you can also help to clear students out, as it will be very busy and students will need to move on after they've eaten and not take up seats longer than necessary.