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SOUTHERN PLEASURE EXPO  
**VOLUNTEER**  
GUIDE



# GENERAL VOLUNTEER EXPECTATIONS



- **ARRIVE ONE HOUR BEFORE THE EXPO OPENS EACH DAY UNLESS OTHERWISE INSTRUCTED**
- **CHECK IN WITH YOUR SUPERVISOR OR LEAD UPON ARRIVAL**
- **WEAR ASSIGNED CREDENTIALS AT ALL TIMES (ARM BAND AND LANYARD)**
- **MAINTAIN A PROFESSIONAL, RESPECTFUL, AND FRIENDLY DEMEANOR**
- **ASSIST ATTENDEES, EXHIBITORS, PRESENTERS, AND EXPO MANAGEMENT AS NEEDED**
- **REPORT ANY ISSUES IMMEDIATELY TO TRACI MOORE OR LEAD VOLUNTEERS**
- **STAY IN YOUR ASSIGNED POST UNLESS TEMPORARILY RELIEVED BY A LEAD VOLUNTEER**
- **MAINTAIN CONFIDENTIALITY AND PROFESSIONALISM IN ALL EXPO AREAS**
- **TREAT ALL GUESTS WITH RESPECT, REGARDLESS OF IDENTITY, ORIENTATION, OR BACKGROUND**

## APPEARANCE AND DRESS CODE

### REQUIRED

- **BLACK PANTS OR BLACK TIGHTS WITH NO RIPS OR TEARS**
- **FLAT CLOSED-TOE SHOES**
- **EXPO VOLUNTEER SHIRT (ISSUED ONSITE)**

### NOT ALLOWED

- **DRESSES OR SKIRTS**
- **CLOTHING WITH HOLES**
- **VISIBLE OFFENSIVE GRAPHICS OR LANGUAGE**
- **HIGH HEELS**
- **CLOTHING NOT CONSISTENT WITH EXPO BRAND OR SAFETY STANDARDS**

# THURSDAY VOLUNTEER CHECK-IN



**DATE: THURSDAY (PRE-OPENING DAY)**

**TIME: 5:00 PM**

**LOCATION: HOTEL LOBBY IN FRONT OF MARSALIS HALL**

## THURSDAY VOLUNTEERS WILL

- RECEIVE EXPO SHIRTS
- SIGN-IN
- BE ASSIGNED AREAS
- RECEIVE QUICK-TRAINING AND ORIENTATION
- HELP WITH PRE-SETUP, SIGNAGE, DIRECTIONAL ASSISTANCE, EXHIBITOR WELCOMING

## CHECK-IN SCHEDULE (EVENT DAYS)

**VOLUNTEERS MUST ARRIVE ONE HOUR  
BEFORE THE EXPO START TIME EACH DAY.**

**FRIDAY 5 PM UNTIL 10:30 PM**

**SATURDAY 12 NOON UNTIL 10:30 PM**

**SUNDAY 12 NOON UNTIL 5:00 PM**



## **CONDUCT AND SAFETY RULES**

- **NO TOUCHING ATTENDEES OR PERFORMERS WITHOUT CONSENT AND AUTHORITY**
- **NO DISCUSSING PRIVATE ATTENDEE INFORMATION**
- **NO PERSONAL OPINIONS REGARDING KINK PRACTICES OR IDENTITIES**
- **IF ANYONE EXPRESSES DISTRESS OR CONCERN, INVOLVE TRACI IMMEDIATELY**
- **NEVER LEAVE ASSIGNED AREAS UNATTENDED**
- **DIRECT ALL MEDIA INQUIRIES TO TRACI MOORE**

## **ASSIGNED VOLUNTEER AREAS AND DUTIES**

**VOLUNTEERS WILL BE PLACED IN ONE OF THE  
FOLLOWING AREAS DAILY:**

**CLASSROOM  
REGISTRATION  
SHOWROOM  
MAIN STAGE  
SATELLITE STAGE  
VIP LOUNGE**

**BELOW ARE RESPONSIBILITIES PER AREA.**

### **REGISTRATION DESK**

- **CHECK IN ATTENDEES**
- **HAND OUT BADGES, WRISTBANDS, SWAG BAGS AND MATERIALS**
- **DIRECT ATTENDEES TO LOCATIONS**
- **ANSWER BASIC SCHEDULE QUESTIONS**
- **MAINTAIN CLEAR ENTRY FLOW**
- **REPORT TICKETING COMPLICATIONS TO THE REGISTRATION LEAD**

## **SHOWROOM FLOOR**

- ASSIST EXHIBITORS AS REQUESTED
- PROTECT WALKWAYS AND SAFETY PATHWAYS
- DIRECT ATTENDEES TO CLASSES AND STAGES
- MONITOR CROWD FLOW
- ANSWER GENERAL QUESTIONS
- NOTIFY LEAD OF ANY MEDICAL OR SAFETY CONCERN

## **CLASSROOMS**

- ASSIST INSTRUCTORS
- MONITOR ENTRY/EXIT
- TRACK CAPACITY
- ENSURE ROOM RESETS QUICKLY BETWEEN CLASSES
- DISTRIBUTE HANDOUTS (IF GIVEN)
- HANDLE QUIET ROOM POLICIES DURING LECTURES

## **MAIN STAGE**

- ASSIST STAGE MANAGER
- ENSURE NO UNAUTHORIZED BACKSTAGE ACCESS
- DIRECT PHOTOGRAPHERS TO APPROVED ZONES
- MAINTAIN CLEAR PATHWAYS
- WATCH FOR SAFETY CONCERNS DURING DEMOS

## **SATELLITE STAGE**

- MONITOR TRAFFIC FLOW
- CONTROL CAPACITY
- ASSIST PRESENTERS WITH SIMPLE NEEDS
- SIGNAL IF AV SUPPORT IS REQUIRED

## **VIP LOUNGE**

- MONITOR VIP ACCESS ONLY
- ENSURE COMFORT ITEMS ARE STOCKED
- DIRECT VIP GUESTS TO SPECIAL AREAS
- COMMUNICATE NEEDS TO EVENT LEADS

## **BREAKS AND ROTATION**

- VOLUNTEERS WILL RECEIVE SCHEDULED BREAKS EACH DAY
- BREAKS ARE APPROVED BY A LEAD VOLUNTEER ONLY
- DO NOT LEAVE AREAS WITHOUT RELIEF

## **EMERGENCY AND INCIDENT PROCEDURE IF SOMETHING REQUIRES IMMEDIATE ATTENTION**

- NOTIFY TRACI MOORE OR YOUR LEAD
- REMAIN CALM AND PROFESSIONAL
- FOLLOW INSTRUCTIONS FROM STAFF AND HOTEL SECURITY
- DO NOT INTERVENE PHYSICALLY UNLESS INSTRUCTED



## **END OF DAY PROCEDURES**

- CHECK OUT WITH LEAD
- RETURN PHONES AND/OR EQUIPMENT
- REPORT ANY ISSUES OR CONCERNS
- PREPARE FOR NEXT DAY PLACEMENT



# **THANK YOU FROM EVENT MANAGEMENT**

**OUR VOLUNTEERS ARE THE BACKBONE OF THE SOUTHERN PLEASURE EXPO. THANK YOU FOR CONTRIBUTING YOUR TIME, PATIENCE, AND PROFESSIONALISM. YOU HELP CREATE A SAFE, EDUCATIONAL, AND WELCOMING SPACE FOR ALL ATTENDEES.**

**IF YOU HAVE QUESTIONS AT ANY TIME  
CONTACT  
TRACI MOORE  
EVENT ORGANIZER  
MOORE.SOUTHERNPLEASUREEXPO.COM  
469-316-7601**