

REACH THE **PEAK**

PREPARE | EMBRACE | ASK | KNOW

.....

IPW VOLUNTEER HANDBOOK





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ABOUT IPW

U.S. Travel Association's IPW 2018 will be held Saturday, May 19, through Wednesday, May 23, at the Colorado Convention Center in Denver, Colorado. IPW will have more than 1,300 exhibitor booths held by U.S. suppliers of USA travel products and destinations and more than 6,000 attendees, including 1,300 international and domestic travel buyers and 500 journalists representing more than 70 countries.

Thank you for volunteering to welcome the international tourism community to The Mile High City during the “Super Bowl of Tourism,” IPW! On behalf of VISIT DENVER, The Convention & Visitors Bureau, I would like to express our appreciation and gratitude for your commitment to the mountain hospitality people have come to know and love about our city.

Each year, only one U.S. city is awarded the privilege of hosting IPW, which has proven to generate over 700,000 new international visitors and \$1.7 billion in new tourism revenue for the host city within three years. From May 19-23, 2018, IPW will bring more than 1,000 travel organizations from every region of the U.S. and about 1,300 international and domestic travel buyers to conduct business negotiations at the Colorado Convention Center and throughout the city, generating more than \$4.7 billion in future travel to the U.S. Additionally, about 500 journalists from across the globe will attend the conference, seeking new travel story topics in U.S. travel destinations, especially Denver, which they will have ample opportunity to explore.

After business hours, more than 5,000 travel executives and journalists from around the world will spread out across our city, and we want to ensure we create an immersive experience for them that is both memorable and productive for future tourism business. One of our biggest assets in showcasing the true spirit of Denver is you – our genuine, welcoming and passionate residents!

We encourage you to engage with these important visitors – tell them what you love about Denver, help them get where they need to go, embrace their curiosity about our city and show them what Denver is really all about.

Hosting IPW is a significant honor, and Denver will be in the international spotlight for five days; let's show them our very best!

Thank you,



Richard W. Scharf
President and CEO, VISIT DENVER

VOLUNTEER INFORMATION

VOLUNTEER TRAINING:

All volunteers must attend one of the following training sessions. It is very important to get a full overview of IPW and job responsibilities. All trainings will be held at Sheraton Denver Downtown Hotel (1550 Court Place – Denver, CO 80202).

- Tuesday, April 24 – 6 pm
- Thursday, April 26 – 6 pm
- Saturday, May 12 – 10 am

GENERAL INFORMATION

- ***Volunteer Arrival Times:*** Times will vary based on volunteer position. **Your timely arrival is critical to our success.** Please plan your transportation route carefully and arrive 15 minutes prior to your scheduled shift start time to account for transportation delays.
- ***Volunteer Dismissal Times:*** All volunteers must check with their staff lead before leaving. Please return any specialty credentials given at the beginning of your shift if needed.
- Shifts are 4 hours, so we recommend eating prior to arrival. Water will be available at Volunteer Command Centers. (If you are working double shift, please discuss with volunteer coordinator.)
- Very limited storage is available, so please refrain from bringing any personal items that need storage.
- If you would like to purchase refreshments at the concession carts or food kiosks you may do so.
- Volunteers will be required to wear a volunteer vest provided by the event with a white shirt and black professional trousers/pants/skirt. Comfortable shoes are a must! No high heels or flip-flops allowed.
- NOTE: City Center = Downtown

SCHEDULE OF EVENTS

- **Friday, May 18**
 - Complimentary rail service from airport to City Center: 10:00 am-10:00 pm
 - Denver Union Station shuttles to host hotels: 10:30 am-11:00 pm
- **Saturday, May 19**
 - Host Hotels information desk: 7:00 am-7:00 pm
 - Convention Center shuttles from host hotels: 7:30 am-5:30 pm
 - Booth Set-Up for U.S. Suppliers: 8:00 am-5:00 pm
 - Local Sightseeing Tour Registration: 8:00 am-5:00 pm
 - Attendee Registration: 8:00 am-5:30 pm
 - Press Registration: 8:00 am-5:30 pm
 - Complimentary rail service from airport to City Center: 10:00 am-10:00 pm
 - Denver Union Station shuttles to host hotels: 10:30 am-11:00 pm
 - IPW Gives Back: 10:30 am-2:15 pm
 - Local Sightseeing Tours: 11:00 am-5:00 pm (departure times vary)
 - Shuttle to Cherry Creek Shopping Center and Cherry Creek North from Convention Center: 11:00 am-3:00 pm (last shuttle leaves Cherry Creek at 4:30 pm)
- **Sunday, May 20**
 - Host Hotels information desk: 7:00 am-7:00 pm
 - Convention Center shuttles from host hotels: 7:30 am-5:30 pm
 - Local Sightseeing Tour Registration: 8:00 am-2:00 pm
 - Booth Set-Up for U.S. Suppliers: 8:00 am-5:00 pm
 - Attendee Registration: 8:00 am-5:30 pm
 - Press Registration: 8:00 am-5:30 pm
 - Shuttle service from Convention Center to Press Brunch & Tours: 8:45 am
 - IPW Orientation: 9:00 am-10:00 am
 - IPW Chinese Delegation Orientation Session: 9:00 am-10:00 am
 - IPW Press Brunch & Tours: 9:00 am-5:00 pm
 - Brand USA Market Trends Update: 10:00 am-11:30 am
 - Complimentary rail service from airport to city center: 10:00 am-10:00 pm
 - Shuttle Service from Convention Center to MICE Brunch & Tours: 10:15 am
 - IPW MICE Buyers Brunch & Tour: 10:30 am-3:00 pm
 - Denver Union Station shuttles to host hotels: 10:30 am-6:30 pm
 - International Market Exchange: 11:00 am-12:30 pm
 - Local Sightseeing Tours: 11:00 am-5:00 pm (departure times vary)
 - Visit USA Committee Worldwide Network Luncheon: 12:30 pm-1:30 pm
 - Visit USA Committee Worldwide Network Annual Meeting: 1:45 pm-4:00 pm
 - Shuttle service from host hotels to Denver Performing Arts Complex: 6:45 pm-8:00 pm
 - Evening Event: Discover Denver! - Denver Performing Arts Complex: 7:00 pm-10:00 pm
 - Shuttle service from Denver Performing Arts Complex to host hotels: 8:30 pm-10:15 pm
- **Monday, May 21**
 - Convention Center shuttles from host hotels: 7:00 am-9:00 am
 - Host Hotels information desk: 7:00 am-10:00 am
 - Registration: 7:30 am-5:05 pm

- *Press Registration: 7:30 am-5:30 pm*
 - *Brand USA Press Conference: 8:00 am-8:50 am*
 - *Appointment Scheduling Session: 8:30 am-9:30 am*
 - *Brand USA Media Marketplace – Open Networking Time: 8:55 am-9:25 am*
 - *Brand USA Media Marketplace – Session I: 9:30 am-12:30 pm*
 - *Business Appointments 1-7: 9:35 am-12:25 pm*
 - *Lunch: 12:40 pm-1:45 pm*
 - *Open Networking Time: 1:50 pm-2:10 pm*
 - *Brand USA Media Marketplace – Session II: 2:00 pm-4:00 pm*
 - *Business Appointments 8-14: 2:15 pm-5:05 pm*
 - *Brand USA Media Marketplace Reception & Awards: 4:00 pm-5:30 pm*
 - *Convention Center shuttles to host hotels: 5:05 pm-6:00 pm*
 - *Shuttle service from host hotels to Sports Authority Field at Mile High: 6:30 pm-8:00 pm*
 - *Evening event: Colorful Crafted Colorado at Sports Authority Field at Mile High: 7:00 pm-10:00 pm*
 - *Shuttle service from Sports Authority Field at Mile High to host hotels: 8:30 pm-10:15 pm*
- **Tuesday, May 22**
 - *Convention Center shuttles from host hotels: 7:00 am-9:00 am*
 - *Brand USA Partner Engagement Meeting: 8:00 am-9:00 am*
 - *Registration: 8:00 am-5:50 pm*
 - *Press Registration: 8:00 am-6:00 pm*
 - *Open Appointment Session: 8:30 am-8:55 am*
 - *Press Conference (Philadelphia CVB): 8:30 am-9:15 am*
 - *Business Appointments 15-22: 9:00 am-12:15 pm*
 - *Press Conference (New Orleans CVB): 9:30 am-10:15 am;*
 - *Press Conference (US Travel Association): 10:30 am-11:15 am*
 - *Press Conference (Visit California): 11:30 am-12:15 pm*
 - *Lunch: 12:30 pm-1:30 pm*
 - *Open Networking: 1:35 pm-2:05 pm*
 - *Press Conference: 2:00 pm-2:45 pm*
 - *Business Appointments 23-31: 2:10 pm-5:50 pm*
 - *Convention Center shuttle to host hotels: 5:50 pm-7:00 pm*
- **Wednesday, May 23**
 - *Convention Center shuttles from host hotels: 7:00 am-9:00 am*
 - *Registration: 8:00 am-4:00 pm*
 - *Press Registration: 8:00 am-4:30 pm*
 - *Business Appointments 32-40: 8:30 am-12:10 pm*
 - *Press Conference (Destination DC): 9:30 am-10:15 am*
 - *Press Conference (Visit Anaheim): 10:30 am-11:15 am*
 - *Lunch: 12:25 pm-1:25 pm*
 - *Open Networking: 1:30 pm-2:10 pm*
 - *Business Appointments 41-44: 2:15 pm-3:50 pm*
 - *\$10,000 Buyer Prize Drawing: 4:00 pm*
 - *Convention Center shuttles to host hotels: 4:00 pm-5:30 pm*
 - *Booth tear down: 4:00 pm-6:30 pm*
 - *Shuttle service from host hotels to Red Rocks: 6:15 pm-6:45 pm*

- *Evening Event – Rhythm on the Rocks: Red Rocks Park & Amphitheatre: 7:00 pm-10:00 pm*
- *Shuttle service from Red Rocks to host hotels: 9:45 pm-10:15 pm*

- **Thursday, May 24**

- *Host Hotels information desk: 5:00 am-3:00 pm*
- *Outbound transportation between host hotels and DEN: 5:30 am-2:00 pm*
- *Booth tear down: 8:00 am-5:00 pm*

HOST HOTELS

AC Hotel Denver
750 15th St.
Denver, CO 80202

Crowne Plaza Denver Downtown
1450 Glenarm Pl.
Denver, CO 80202

The Curtis, a DoubleTree by Hilton
1405 Curtis St.
Denver, CO 80202

Embassy Suites by Hilton Denver Downtown Convention Center
1420 Stout St.
Denver, CO 80202

Grand Hyatt Denver
1750 Welton St.
Denver, CO 80202

Hilton Denver City Center
1701 California St.
Denver, CO 80202

Hilton Garden Inn Denver Downtown
1400 Welton St.
Denver, CO 80202

Hyatt Place Denver Downtown
440 14th St.
Denver, CO 80202

Hyatt Regency Denver at Colorado Convention Center
650 15th St.
Denver, CO 80202

Le Méridien Denver Downtown
1475 California St.
Denver, CO 80202

Magnolia Hotel Denver, a Tribute Portfolio Hotel
818 17th St.
Denver, CO 80202

Renaissance Denver Downtown City Center
918 17th St.
Denver, CO 80202

Sheraton Denver Downtown Hotel
1550 Court Pl.
Denver, CO 80202

The Westin Denver Downtown
1672 Lawrence St.
Denver, CO 80202

OTHER IPW LOCATIONS

Colorado Convention Center

700 14th St.
Denver, CO 80202

Denver Union Station

1701 Wynkoop St.
Denver, CO 80202

Denver International Airport (DEN)

8500 Peña Blvd.
Denver, CO 80249

Denver Performing Arts Complex

1400 Curtis St.
Denver, CO 80204

Red Rocks Park & Amphitheatre

18300 W. Alameda Pkwy.
Morrison, CO 80465

Larimer Square

Larimer St./15th & 14th St.
Denver, CO 80202

Sports Authority Field at Mile High

1701 Bryant St.
Denver, CO 80204

VOLUNTEER RESPONSIBILITIES

Day of Shift – On your scheduled day, there will be an official volunteer room at each activity/venue designated for check-in where you will get your assignment and materials and meet your Volunteer staff lead. See Maps on pages 16-21 for specifics.

CONVENTION CENTER VOLUNTEERS including Host City Booth, Sight-seeing, MICE

Colorado Convention Center:

- Shifts located at the Colorado Convention Center, please report to **Volunteer Room (Room 206)** to check in and receive your shift location. A map and detailed description of the meeting room is provided in this packet.
- Please refrain from bringing any personal items that need storage.
- After you check in, staff will direct you to your appropriate location. Prior to working your shift, staff will review your volunteer roles and responsibilities for that day.
- If you are working two shifts back-to-back, please notify staff at the shift change time and they will direct you back to the Volunteer Room to check-in for your second shift. If you are working a double shift, you may bring and store food/drink items in the Volunteer Command Center.

AIRPORT VOLUNTEERS

Denver International Airport:

- Please check in at the **Tourist Information Desk, Level 5 – Main Terminal**.
- Your volunteer lead will direct you to your appropriate assignment.
- The desk is located on the plaza near Westin Hotel and will have IPW 2018 signage.
- Free RTD Train passes will be available for pick up at training sessions for transportation to DEN.

DENVER UNION STATION VOLUNTEERS

Denver Union Station:

- Please check in at the **McWhinney Room** located on the Lower Level of Denver Union Station. Take elevator near Crawford Hotel reception desk to Lower Level.
- Your volunteer lead will direct you to your appropriate assignment.

HOST HOTEL VOLUNTEERS

Host Hotel Lobbies:

Please report to the welcome table located in the lobby of your assigned host hotel.

- You will be notified in advance of your staff lead contact.
- Once you arrive at your table, there will be a contact number to call to confirm your arrival and to answer any advance questions.
- All materials for your table will be in the bin under the table.
- Please make sure your table is presentable for our guests. This means keep food and drink out of sight and refill brochures as needed.

Sunday, May 20 – MORNING/AFTERNOON EVENT: Larimer Square – Press Brunch

All volunteers **meet at Volunteer Room at Colorado Convention Center (Room 206) or Larimer Square (parking lot west of 14th & Larimer)**, depending on assignment.

- Look for Volunteer Check-in signs.
- Please do not bring personal items and keep anything you bring with you at all times.
- You will be given specific instructions and the location of your shift at that time.
- Additional information will be provided to you prior to the event.

Sunday, May 20 - EVENING EVENT: Denver Performing Arts Complex

All volunteers **meet at the Volunteer Check-In Station, located at 14th & Curtis, near staircase/entry of Galleria.**

- Look for Volunteer Check-in signs.
- Please do not bring personal items and keep anything you bring with you at all times.
- You will be given specific instructions and the location of your shift at that time.
- Additional information will be provided to you prior to the event.

Monday, May 21 - EVENING EVENT: Sports Authority Field at Mile High

All volunteers **meet at the Volunteer Check-In Station, located at North Loading Dock.**

- Look for Volunteer Check-in signs.
- Please do not bring personal items and keep anything you bring with you at all times.
- You will be given specific instructions and the location of your shift at that time.

Wednesday, May 23 - EVENING EVENT: Red Rocks Park & Amphitheatre

All volunteers **meet at the volunteer check-in station, located Upper Plaza – top row of seat in the Amphitheatre.**

- Look for Volunteer Check-in signs.
- Please do not bring personal items and keep anything you bring with you at all times.
- You will be given specific instructions and the location of your shift at that time.
- Additional information will be provided to you prior to the event.

Delays or Changes in your Committed Assignment

- Every volunteer will be assigned a staff lead. This person will be your point of contact on-site.
- Important contact information will be provided upon arrival.
- Your staff lead will also be the person that you check in with upon arriving and before departing. While on-site, you will go to your staff lead in all emergency situations, or if you are not able to complete your volunteer responsibilities.
- **VERY IMPORTANT: If you have any delays, changes or cancellations to your shift, please contact Carol Hiller (303) 668-2322.**
- If there are changes to your schedule, we will contact you immediately.
- Most communication will be done by email or text. We will provide the name/phone number so you can program names and identify your contact.
- We will make every effort to accommodate your requested job/shift. Due to last minute changes beyond our control, things may change a bit. **We do ask volunteers to be flexible.** Shifts are subject to change based on event programming needs.

Food and Beverage

- Breakfast, lunch and dinner will not be provided for those working a 4-hour, nonconsecutive shift. If you would like to bring your breakfast, lunch or dinner, please enjoy it in the volunteer room before or after your shift.
- Water will be provided at Volunteer Command Centers.
- If you are working two consecutive shifts, please check with your staff lead so that your shift is adequately covered before taking a break.
- You will be given breaks, as needed, during your shift. Make sure to coordinate this with your staff lead so that coverage is maintained in your assigned area. You are asked not to leave for your break/lunch until your replacement returns.

Uniform/Dress Code

- **IMPORTANT NOTE:** Due to space restrictions, vests will NOT be available for pick up at hotels, airports, or opening/closing events. Please make arrangements in advance.
- Volunteers are required to wear the designated IPW vest, white shirt and black professional pants or skirt during their shift. No jeans or shorts.
- Your volunteer vests will be handed out at the training session on (April 24, April 26 or May 12).
- If your assigned shift is at the convention center you may also pick up your vest prior to your shift. Please arrive at least 30 minutes early and report to the Volunteer Check-In room.
- Comfortable shoes are a must, as you are likely to be on your feet most of the day. No high heels or flip flops allowed.
- It is important for volunteers to be in appropriate attire at all times and present a consistent “look” for attendees to know who they can go to for questions.

IPW Volunteer Vests



Code of Conduct

We are proud hosts to guests from over 70 countries from around the world. Volunteers serve as our ambassadors and are expected to behave in a professional manner while volunteering.

- No alcohol or drug use.
- No inappropriate language.
- No asking for autographs while on your shift.
- No promotion of individual businesses or services, distribution of non-Bureau collateral
- No smoking on site.
- Please avoid confrontational behavior and remain respectful.
- Contact your VISIT DENVER/U.S. Travel staff lead if you suspect questionable behavior or activity.
- Do not leave your post unless you arrange coverage by another volunteer and check in with your staff lead.
- Please help clean up your area.

Do Bring:

- Lots of energy, smiles and a “Reach the PEAK” attitude. Working with staff and fellow volunteers, you play a very important role in creating a positive experience for all IPW guests.
- The volunteer manual. It will be posted online for easy access at <https://www.denver.org/ipw2018/volunteer/>.
- Any information previously sent, including correspondence related to your check-in time and location.
- Your mobile phone – **for emergency use only**. Please have your phones on vibrate throughout your entire shift. Remember to bring your charger should you be working all day.
- Any medication that you might need during the day.
- Comfortable clothes and walking shoes. You will be on your feet for the majority of your shift.

- Money to buy refreshments at the concession carts or food kiosks.
- PHOTO ID.

Do NOT Bring:

- VALUABLES OR WEAPONS OF ANY KIND.
- Large purses or large backpacks. There will be no storage for personal belongings. Keep anything you bring with you at all times.
- Children or pets.

Media Coverage

- Local, national and international media will be at the event and covering the program. Please refrain from speaking with any media and direct all inquiries to appropriate volunteer staff lead.

Photography, Filming & Social Media

- **During your shift:** we ask volunteers to refrain from taking videos or photographs. This will allow volunteers to focus on their role and support IPW.
- **Off shift:** we encourage photos! Share your moments during IPW and throughout Denver with #IPW18 #VISITDENVER). Also, check out the IPW 2018 free app.
- Follow us on Facebook at VISIT DENVER, Twitter at VISIT DENVER or Instagram at @VISIT DENVER.

Medical Liability Waiver and Release Document

For Volunteers over the age of 18

- All volunteers need to sign the Volunteer Waiver.
- **Please email Carol Hiller (CaroleylI@mindspring.com) for this form if you have not received a copy.** Forms can be filled out in person at the volunteer training meeting or emailed to (CaroleylI@mindspring.com). We prefer to receive a copy of the signed liability form as soon as possible.

Security / First Aid / Emergency Information

COLORADO CONVENTION CENTER:

- The Security Office is located at 12th and Welton (across from the dock entrance).
Note: This is a 24-hour facility.
 - CCC Security Phone: 303-228-8030
 - CCC Security Phone Extension: Dial 200 from any beige house phone, and you will be connected to the security office.
- Please give lost items to your staff lead or drop off items at Volunteer Check-In.
- For medical or security emergencies, please notify a nearby security officer, your on-site lead or a VISIT DENVER staff member immediately.

AIRPORT:

- For medical emergencies please take the sick or injured person to the nearest Airport Information Kiosk.
- If it is an immediate emergency please contact the following:
Emergency Info:
 - **ALL EMERGENCIES 911**
 - DEN Police: 303-342-4211
 - DEN Lost & Found: 303-342-4062
 - DEN Information 303-342-2000
- Please give lost items to your staff lead or drop off items at Volunteer Check-In.
- For medical or security emergencies, please notify a nearby security officer, your on-site lead or a VISIT DENVER staff member immediately.

DENVER UNION STATION:

- If it is an immediate emergency please contact the following:
Emergency Info:
 - **ALL EMERGENCIES 911**
 - DUS Security: 303-319-8341
 - DUS Information: 303-592-6712
- Please give lost items to your staff lead or drop off items at Volunteer Check-In.
- For medical or security emergencies, please notify a nearby security officer, your on-site lead or a VISIT DENVER staff member immediately.

HOTELS:

- For all medical emergencies, notify hotel staff immediately.
- Please turn in lost/found items to the front desk of the hotel.
- If you are concerned with a security matter, please notify the front desk or a hotel staff member immediately.

ALL EVENTS:

- For medical or security emergencies please notify a nearby security officer, your on-site lead or a VISIT DENVER staff member immediately.

NOTE: regardless of where you are located there will be a key contact person designated for emergencies.

Frequently Asked Questions

You can access volunteer registration from: <http://signup.com/go/cMyAXLL>

Emergency: 911

Non-emergency Police: 720-913-2000

Volunteer Command Center: 303-228-8415

Colorado Convention Center Room 206

VISIT DENVER: VISITDENVER.com

Downtown Tourist Information Center: 303-892-1505

Colorado Convention Center Tourist Information Desk: 303-228-8167

Denver International Airport Tourist Information Desk: 303-317-0629

Denver Union Station Tourist Information Desk: 303-519-2388

VISIT DENVER Administration Offices: 303-892-1112

1. How will I know that I am signed up for my particular event?

- You will receive a confirmation email for all registered time slots/shifts.
- Once you arrive at your assigned location, report directly to the Volunteer Check-in location and meet with event staff.
- Volunteer rooms vary depending upon event location. You will receive special on-site instructions for each shift.

2. Will I work the job I signed up for?

- We will make every effort to accommodate your preferred shift.
- We do ask volunteers to be flexible.
- All shifts are subject to change due to the nature of the event programming needs.

3. Are there age restrictions for volunteers?

- All volunteers must be **18** years and older to work at IPW.
- There will be some shifts that require the volunteer to be at least 21 years of age.

4. Will the age guidelines be noted on the volunteer sign up listing?

- If a shift is for those ages 21+, it will be noted.

5. Is training required?

- **We require all volunteers to attend one training session.** For those positions with technical requirements, specialty training is required. There are in-person sessions available. (Exceptions, please contact Carol Hiller.) During training, volunteers will learn about logistics and shift responsibilities. Those attending the on-site trainings will receive their vest and credentials.

6. What leadership roles and responsibilities are offered at IPW?

- All volunteers in leadership roles must be at least 18 years of age.
- With the 800+ volunteers that are expected to offer their time and energy at IPW, it will be important for both training and communication to create a seamless structure for questions and/or concerns regarding roles and responsibilities.
- Those in a leadership role will serve as a critical link between the staff and the volunteers for updates and training.
- These people will instruct and educate the volunteers on their respective duties prior to IPW and be the point of contact during the event.

Again, we thank you for your time and dedication. We look forward to working together to make this an incredible and fun-filled experience for volunteers and attendees!

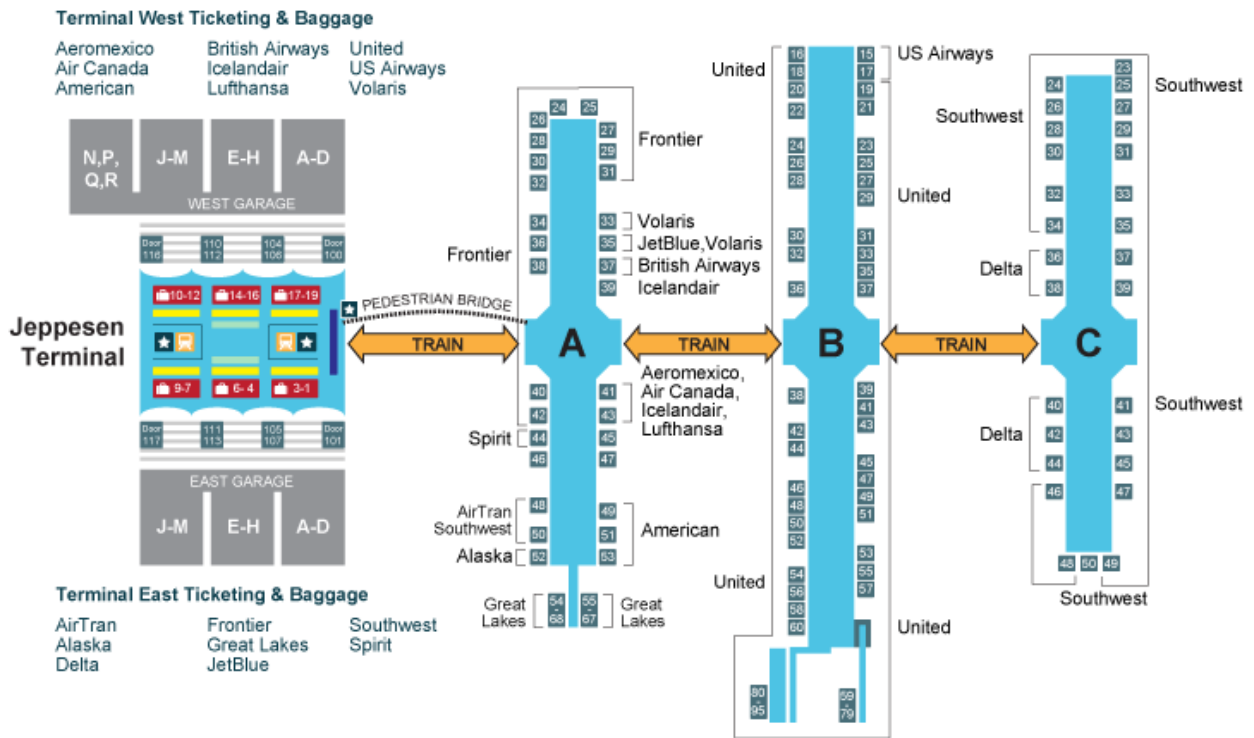
For more information on IPW 2018, visit IPW2018Denver.com.

If your question is not answered in this manual, email Carol Hiller (Caroleyl@mindspring.com) or call (303) 668-2322.

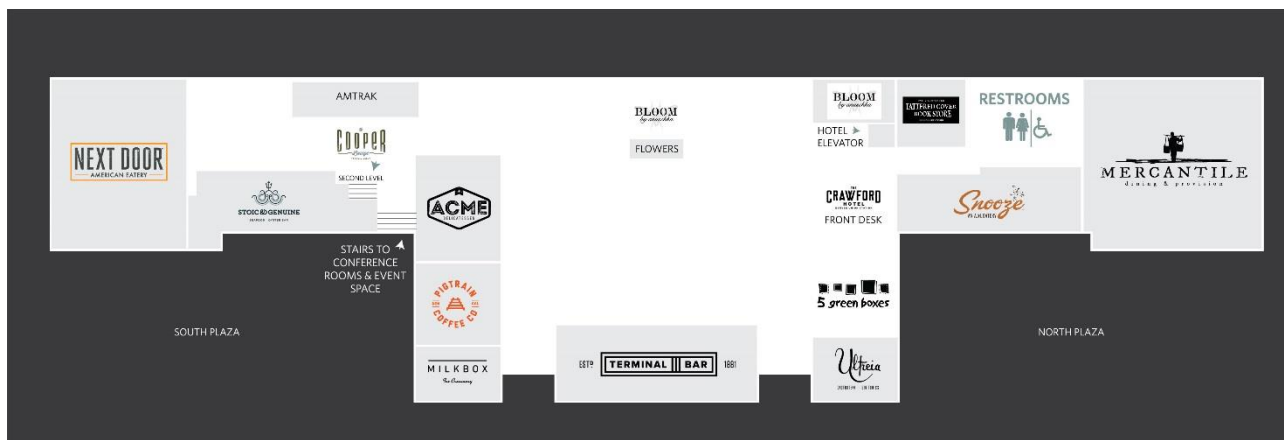
MAPS FOR VOLUNTEER CHECK-IN POINTS

DENVER INTERNATIONAL AIRPORT

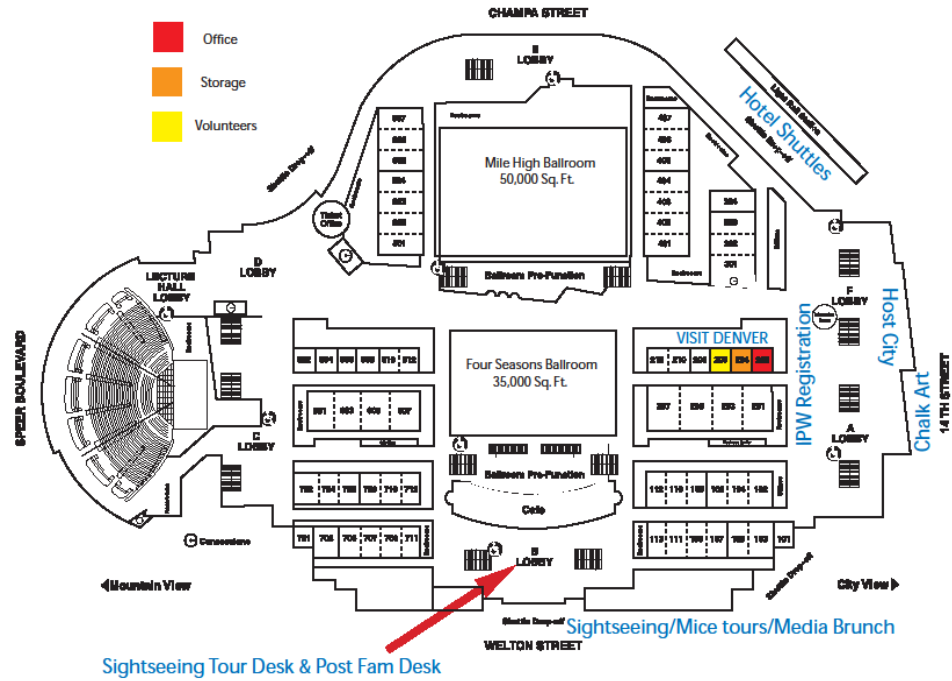
AIRPORT LAYOUT



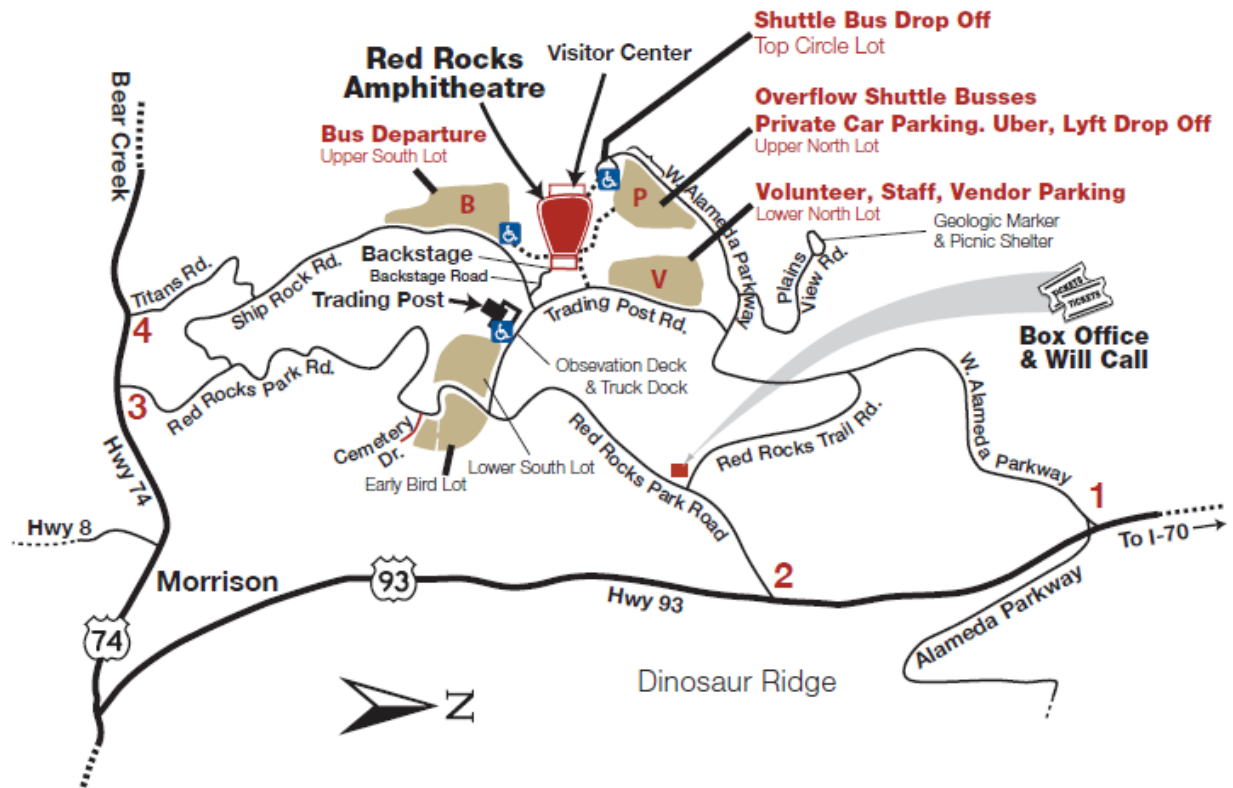
DENVER UNION STATION



COLORADO CONVENTION CENTER



RED ROCKS PARK & AMPHITHEATRE



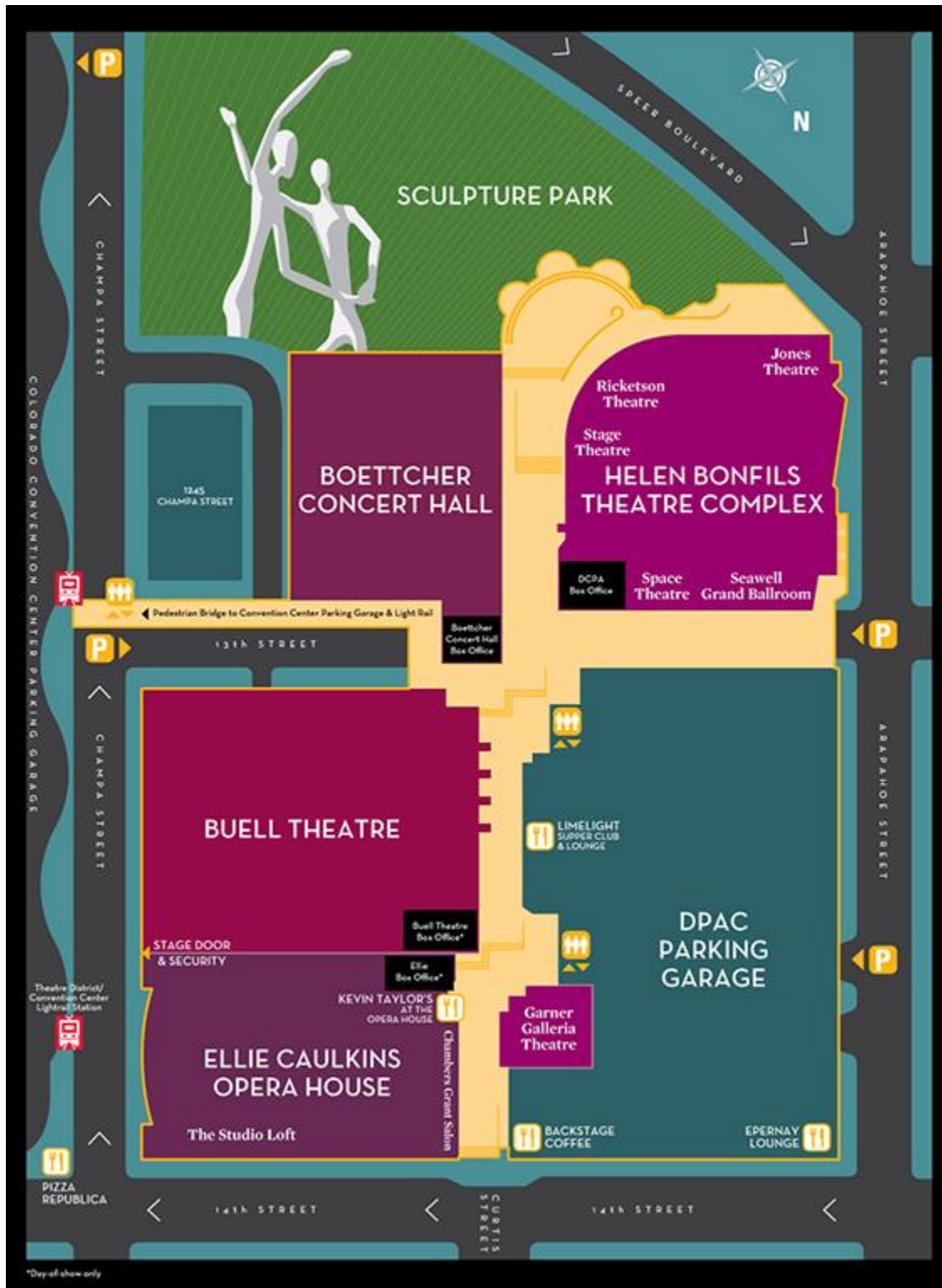
ENTRANCES

- 1 - W. Alameda Parkway Entrance
- 2 - Red Rocks Park Road East Entrance
- 3 - Red Rocks Park Road South Entrance
- 4 - Titans Road Entrance

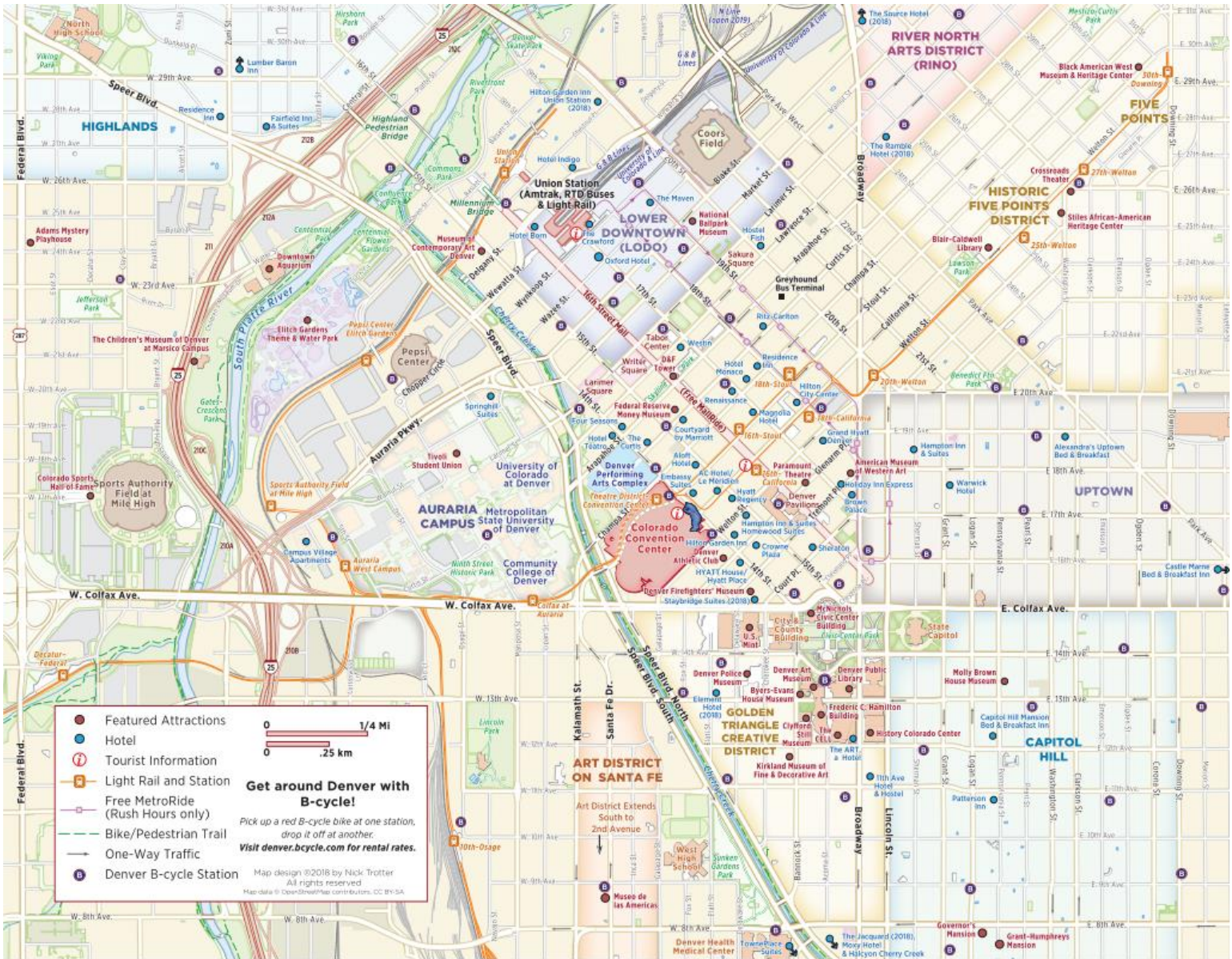
SPORTS AUTHORITY FIELD AT MILE HIGH



DENVER PERFORMING ARTS COMPLEX



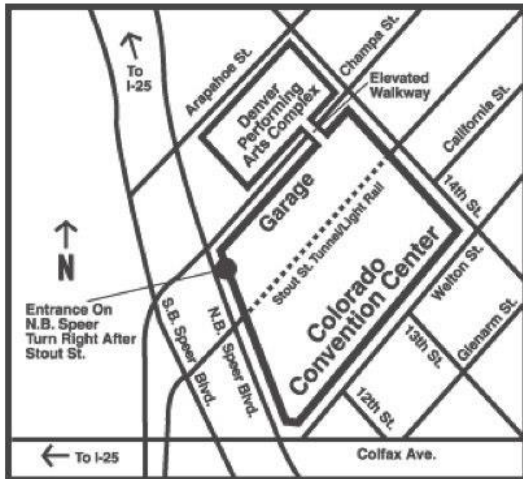
DOWNTOWN DENVER



JOB DESCRIPTIONS – Colorado Convention Center

PARKING/PUBLIC TRANSPORTATION:

Complimentary parking is NOT provided. Colorado Convention Center has a paid parking garage at 1652 Speer Blvd (starting at \$12 for up to 8 hours). For more information, visit <https://denverconvention.com/attend-an-event/parking>.



D, H and F Light Rail lines stop at the Theater District-Convention Center Light Rail Station. For more info, visit www.RTD-Denver.com.

Convention Center Greeter – Morning Shift (Mon, May 21)

Report To: Carol Hiller; 303-668-2322

Location to Report: CCC Room 206

Report Time: 6:45 am

Shift Location: CCC Lobby A/F

Shift Time: 7:00 am-10:00 am

Job Responsibilities:

Be friendly, greet attendees as they enter the CCC in Lobby A or F. Welcome them and direct them to registration desks or exhibit hall. Refer any questions about Denver to the Host City Booth in CCC lobby or dining and reservations desk.

We will provide you with an IPW lollipop sign and information about CCC layout.

Convention Center Greeter – Morning Shift (Sat, May 19; Sun, May 20; Tues, May 22 & Wed, May 23)

Report To: Carol Hiller; 303-668-2322

Location to Report: CCC Room 206

Report Time: Varies

Shift Location: CCC Lobby A/F

Shift Time: Varies

Job Responsibilities:

Be friendly, assist attendees as they exit the CCC in Lobby A or F. Direct them to their hotels or the shuttle pick-up area in North Shuttle drop-off outside of Lobby F. Refer any questions about Denver to the Host City Booth in CCC lobby or dining and reservations desk.

We will provide you with an IPW lollipop sign and information about CCC layout.

Convention Center Greeter – Afternoon Shift (Sat, May 19; Sun, May 20; Mon, May 21; Tues, May 22 & Wed, May 23)

Report To: Carol Hiller; 303-668-2322

Location to Report: CCC Room 206

Report Time: Varies

Shift Location: CCC Lobby A/F

Shift Time: Varies

Job Responsibilities:

Be friendly, assist attendees as they exit the CCC in Lobby A or F. Direct them to their hotels or the shuttle pick-up area in North Shuttle drop-off outside of Lobby F. Refer any questions about Denver to the Host City Booth in CCC lobby or dining and reservations desk.

We will provide you with an IPW lollipop sign and information about CCC layout.

Host City Booth Attendant – Morning Shift (Sat, May 19 & Sun, May 20)

Report To: Carol Hiller; 303-668-2322

Location to Report: CCC Room 206

Report Time: 6:45 am

Shift Location: Host City Booth CCC

Shift Time: 7:00 am-12:00 pm

Job Responsibilities:

Be friendly, greet attendees and assist VISIT DENVER staff in distributing Host City gifts to international buyer delegates. Encourage people to use the oxygen booth, assist with taking photos of the Blue Bear. Direct any dining/reservations questions to the VISIT DENVER Info Desk in the CCC lobby.

We will provide you with a fact sheet on IPW, a map of downtown Denver with IPW hotels, visitor guides, and special event information so you can answer any question you might be asked. An IPW program will be provided at the desk for your reference.

Host City Booth Attendant – Afternoon Shift (Sat, May 19 & Sun, May 20)

Report To: Carol Hiller; 303-668-2322

Location to Report: CCC Room 206

Report Time: 11:45 am

Shift Location: Host City Booth CCC

Shift Time: 12:00 pm-5:30 pm

Job Responsibilities:

Be friendly, greet attendees and assist VISIT DENVER staff in distributing Host City gifts to international buyer delegates. Encourage people to use the oxygen booth, assist with taking photos of the Blue Bear. Direct any dining/reservations questions to the VISIT DENVER Info Desk in the CCC lobby.

We will provide you with a fact sheet on IPW, a map of downtown Denver with IPW hotels, visitor guides, and special event information so you can answer any question you might be asked. An IPW program will be provided at the desk for your reference.

MICE Greeters & Bus Loaders – (Sun, May 20)

Report To: Carol Hiller; 303-668-2322

Location to Report: CCC Room 206

Report Time: 10:15 am

Shift Location: CCC Lobby

Shift Time: 10:15 am-10:45 am

Job Responsibilities:

Be friendly, greet attendees and direct to MICE bus location. We will provide you with IPW lollipop signs, as well as a list of confirmed attendees (max. 50 passengers/1 motor coach). Please return lollipop signs to Volunteer Command Center after shift.

Sightseeing Direction (Indoor) – (Sat, May 19; Sun, May 20)

Report To: Anaya Cullen (onsite); 805-453-7030

Location to Report: Colorado Convention Center Lobby B – Sightseeing Desk

Report Time: 10:30 am

Shift Location: CCC Lobby B

Shift Time: 10:30 am-1:00 pm

Job Responsibilities:

Be friendly, greet attendees, and ask them to remain in their places in the order in which they are lined up until the tour staff guides them to their transportation (or walking tour guide departs). Indoor Volunteers will hold Lollipop signs designated to their assigned tour throughout the lineup process through the loading of the transportation.

You will be holding a Lollipop sign indoors at the Tour lines and Waitlist lines. You will not need to check names on a list. Please just help contain the guests in their respective lines and direct to appropriate lines if they are in the wrong location.

Guests should have either a confirmation or a sticker on their badge designating that they are confirmed for a tour if they are in the Main line. If they are on the waitlist, there will be a separate line for them behind the main line for that respective Tour.

Should guests need further information or confirmation on their registrations, please direct to the sightseeing desk.

Further Tour Details: If guests need to make changes or have further questions about their tours, they may visit the Sightseeing desk located in Lobby B.

Food will be available for tour attendees at the Blue Bear Café in the Convention Center. Variable tours may offer small samples but not full meals and guests are encouraged to eat prior.

Most transportation may not have restrooms onboard. It is encouraged that attendees use the restroom prior to departing for tours. While there may be restrooms at the tour stops, we ask that diverting from the main group be kept limited in order to keep the group schedule on time.

Guests in Waitlisted line will be added to the tour as space permits just prior to the tour departure time. Waitlist guests will be added on a first come, first serve basis.

Sightseeing Direction (Outdoor) – (Sat, May 19; Sun, May 20)

Report To: Anaya Cullen (onsite); 805-453-7030

Location to Report: Colorado Convention Center Lobby B – Sightseeing Desk

Report Time: 10:30 am

Shift Location: CCC Lobby B

Shift Time: 10:30 am-1:00 pm

Job Responsibilities:

Be friendly, greet attendees, and ask them to remain in their places in the order in which they are lined up until the tour staff guides them to their transportation (or walking tour guide departs). Outdoor Volunteers will hold Lollipop signs designated to their assigned tour throughout the lineup process through the loading of the transportation.

You will be located outside assisting RMC staff with directing groups to their Bus staging location. As RMC Staff depart with their group, assist in showing them to their bus locations and escorting guests to their Ride Along Volunteer for final Check in.

Further Tour Details:

If guests need to make changes or have further questions about their tours, they may visit the Sightseeing desk located in Lobby B.

Food will be available for the tour attendees at the Blue Bear Café in the Convention Center. Variable tours may offer small samples but not full meals and Guests are encouraged to eat prior.

Most transportation may not have restrooms onboard. It is encouraged that attendees use the restroom prior to departing for tours. While there may be restrooms at the tour stops, we ask that diverting from the main group be kept limited in order to keep the group schedule on time.

Guests in Waitlisted line will be added to the tour as space permits just prior to the tour departure time. Waitlist guests will be added on a first come, first serve basis.

Sightseeing Tours Ride Alongs – (Sat, May 19; Sun, May 20)

Report To: Anaya Cullen (onsite); 805-453-7030

Location to Report: Colorado Convention Center Lobby B – Sightseeing Desk

Report Time: 10:30 am

Shift Location: CCC Lobby B

Shift Time: 10:30 am-5:00 pm

Job Responsibilities:

Be friendly! You will be standing at the tour departure location assigned to your tour. RMC Staff will escort out the groups to your location to get them boarded transportation. You will check off names as guests board from an established list while taking a count of the guests boarding.

Guests should have either a confirmation or a sticker on their badge designating that they are confirmed for a tour if they are in the Main line. If they are on the waitlist and are not accompanied by the RMC staff, please ask that they return indoors and join the waitlist line.

Should guests need further information or confirmation on their registrations, please direct to the sightseeing desk.

A Tour Guide will be on board to assist with questions and talking points while on board the transfers to the tour stops.

You will have a phone number given onsite to an RMC Staff who will advance each of the stop locations prior to your arrival. Please make sure you are connected with your staff person prior to departing the Convention Center with your group giving ETA to first location. Connect with your staff person with ETA each time you depart for your next stop locations.

Please make sure to recount your guests before departing for your next tour. You will have a phone list for your attendees as needed.

Further Tour Details:

Food will be available for tour attendees at the Blue Bear Café in the Convention Center. Variable tours may offer small samples but not full meals and Guests are encouraged to eat prior.

Most transportation may not have restrooms onboard. It is encouraged that attendees use the restroom prior to departing for tours. While there may be restrooms at the tour stops, we ask that diverting from the main group be kept limited in order to keep the group schedule on time.

Guests in Waitlisted line will be added to the tour as space permits just prior to the tour departure time. Waitlist guests will be added on a first come, first serve basis.

Sightseeing Tour Check In Desk – (Sat, May 19; Sun, May 20)

Report To: Lee Texier (onsite); 303-748-5535

Location to Report: Colorado Convention Center Lobby B – Sightseeing Desk

Report Time: 10:30 am

Shift Location: CCC Lobby B

Shift Time: 10:30 am-1:00 pm

Job Responsibilities:

Be friendly! Greet guests visiting the desk and assist in answering questions regarding the tours. Assist in looking up their respective Sightseeing Tours. Please give (CONFIRMED guests only- not waitlisted) guests a sticker with the number of their assigned tour.

Note that most tours are sold out so changes should be minimal, and guests confirmed for a tour are encouraged to stick with their confirmed tour as a guarantee of participation.

If guests are looking for information on MICE or Press Tours, they should visit the information desks for those tours.

RMC staff will be available to assist in managing changes to tours, reconfirming within the registration system.

Further Tour Details:

Food will be available for tour attendees at the Blue Bear Café in the Convention Center. Variable tours may offer small samples but not full meals and Guests are encouraged to eat prior.

Most transportation may not have restrooms onboard. It is encouraged that attendees use the restroom prior to departing for tours. While there may be restrooms at the tour stops, we ask that diverting from the main group be kept limited in order to keep the group schedule on time.

Guests in Waitlisted line will be added to the tour as space permits just prior to the tour departure time. Waitlist guests will be added on a first come, first serve basis.

JOB DESCRIPTIONS – Denver Performing Arts Complex

PARKING:

Complimentary parking is NOT provided. Parking is available throughout downtown including the Denver Performing Arts Complex and the Colorado Convention Center. The Denver's Regional Transportation District (RTD) offers eco-friendly transportation by Bus or Light Rail services within and around the City of Denver. The Theater District-Convention Center station is the closest stop to the event.

Volunteer Group 1 (Sun, May 20)

Report To: Anne Fleming (onsite); 760-470-3947

Location to Report: 14th and Curtis, near staircase/entry of the Galleria

Report Time: 6:00 pm

Shift Location: Denver Performing Arts Complex

Shift Time: 6:00 pm-10:00 pm

Job Responsibilities:

Greeting and directing guests to the DPCA along 14th Street. Volunteers will spread out on corners along 14th Street/CCC greeting with signage and directing to DPAC.
(Welton, California, Stout, Champa and Curtis Streets)

From 8:00 pm-10:00 pm, volunteers will move into galleria to help with flow, directing guests to event spaces and help with overall event questions.

Towards the end of the event volunteers will help direct attendees to exit.

Volunteer Group 2 (Sun, May 20)

Report To: Anne Fleming (onsite); 760-470-3947

Location to Report: 14th and Curtis, near staircase/entry of the Galleria

Report Time: 6:00 pm

Shift Location: Denver Performing Arts Complex

Shift Time: 6:00 pm-10:00 pm

Job Responsibilities:

Greeting attendees and checking name badges at entrance of event.

From 8:00 pm-10:00 pm, volunteers will move into galleria to help with flow, directing guests to event spaces and help with overall event questions.

Towards the end of the event volunteers will help direct attendees to exit.

Volunteer Group 3 (Sun, May 20)

Report To: Anne Fleming (onsite); 760-470-3947

Location to Report: 14th and Curtis, near staircase/entry of the Galleria

Report Time: 6:00 pm

Shift Location: Denver Performing Arts Complex

Shift Time: 6:00 pm-10:00 pm

Job Responsibilities:

Volunteers will be spread throughout event greeting and directing in galleria space, in addition to answering any event questions.

From 9:00 pm-10:00 pm, towards the end of the event volunteers will help direct attendees to exit.

JOB DESCRIPTIONS – Denver International Airport

PARKING/PUBLIC TRANSPORTATION:

DEN Welcome Greeters will receive one regional/airport day-pass to be used for transit to and from Denver International Airport. This regional day-pass may be used on buses, light rail and commuter rail during the same **date**. Volunteers may take a bus or light rail to any stop along the A-Line commuter rail and board the A-Line to Denver International Airport.

- A Regional/Airport day pass is valid for all fare zones. (I.E. an “all system” pass)

Single day pass logistics!

- If taking a bus first that day:
 - Passenger will place their day pass in the “dollar bill slot” and TELL the driver they need a REGIONAL day pass.
 - The driver will print a validated pass which can be used for the remaining calendar **date** on a bus, light-rail, or train.
- If taking a light rail or train first that day:
 - Passenger needs to **validate** the day pass by inserting the white end of the pass into the slot of the red “V” pole found near the rail stop.
 - Pass will be date/time stamped, then this pass can be used for the remaining calendar **date** on a bus, light-rail, or train.

If you plan to take the A-Line from Denver Union Station to Denver International Airport, please note that long-term parking, while available, is limited near and around Denver Union Station.

DEN Greeter (Fri, May 18; Sat, May 19; Sun, May 20)

Report To: Carol Hiller; 303-668-2322

Location to Report: Volunteer Check-In Desk at the Tourist Information Desk, Level 5 – Main Terminal

Report Time: Varies

Shift Location: Main Terminal & Baggage Claim

Shift Time: Varies

Job Responsibilities:

Be friendly, greet attendees, and direct them to the Westin DIA Plaza, located on the south side of the Denver International Airport main terminal. We will provide you with an IPW lollipop sign.

Attendees will be welcomed in the Westin DIA Plaza with live music and beer/wine tastings. Delegates will be presented with an Arrival Guide which includes a validated A-Line train ticket, as well as water, snack and directions to the A-Line train, which will take them to Denver Union Station. The train ride from DEN to Denver Union Station is 37 minutes. Security officers on the A-Line train will ask delegates to present their validated train ticket during the train ride. Once attendees reach Denver Union Station, they will be directed to ground transportation which will take them to their hotel.

Refer any specific questions about IPW to the Tourist Information Desk inside the main terminal.

DEN Information Specialist (Fri, May 18; Sat, May 19; Sun, May 20)

Report To: Carol Hiller, 303-668-2322

Location to Report: Volunteer Check-In Desk at the Tourist Information Desk, Level 5 – Main Terminal

Report Time: Varies

Shift Location: Westin DIA Plaza

Shift Time: Varies

Job Responsibilities:

Be friendly, greet attendees, and provide the following:

- Water bottle
- Lara Bar
- Information about the beer & wine tastings
- Arrival guide, which contains a validated A-Line train ticket
- Directions to the train platform located at the bottom of the escalators (additional volunteers will be stationed at the bottom of the escalators to direct delegates to the A-Line train).
- Information about the A-Line Train:
 - Travel time is 37 minutes from DEN to Denver Union Station
 - The A-Line services 8 stations. Denver Union Station is the last station on the route. Inform delegates to stay on the train until they reach Denver Union Station.
 - 10:00 am-6:30 pm, the A-Line train departs DEN every 15 minutes
 - 6:30 pm-10:00 pm, the A-Line train departs DEN every 30 minutes
 - RTD website and on-site signage shows exact timing of departures
 - Security officers on the A-Line train will ask delegates to present their validated train ticket during the train ride.
- Once attendees reach Denver Union Station, they will be directed to ground transportation which will take them to their hotel.

We will provide you with water bottles, Lara Bars and Arrival Guides with validated train tickets for distribution.

DEN Train Ticket Validator (Fri, May 18; Sat, May 19; Sun, May 20)

Report To: Carol Hiller; 303-668-2322

Location to Report: Volunteer Check-In Desk at the Tourist Information Desk, Level 5 – Main Terminal

Report Time: Varies

Shift Location: A-Line Train Platform

Shift Time: Varies

Job Responsibilities:

Train Ticket Validators are responsible for monitoring the use of train tickets and validating train tickets as needed. Train Ticket Validators will work in pairs to validate regional airport day-passes by inserting the white end of the pass into the slot of the red “V” pole located on the DEN train platform, and shuttle validated tickets to Information Specialists located in the Westin DIA Plaza throughout the day.

Train Ticket Validators will report to the volunteer command center to receive books of “un-validated” train tickets.

Ticket validators will validate train tickets in the validator machine located on the DEN train platform and take the validated tickets up the escalator to Information Specialists located in the Westin DIA Plaza. Information Specialists will place validated tickets inside arrival guides to be given to delegates upon arrival.

Validators and Information Specialists will work together to ensure that validated tickets are available at the beginning of their shift for delegates. They will continue to coordinate with each other throughout their shift to monitor use of train tickets and ensure that enough tickets are validated (but not too many) and placed in arrival guides for distribution.

Validated tickets are date-stamped and only good for one 24-hour period. Any un-validated tickets may be returned to RTD for refund, so monitoring ticket use is essential.

Train Ticket Validators will also be responsible for ensuring that all ticket books are secure in the Volunteer Command Center at the end of their shift.

By way of background, attendees will be welcomed in the Westin DIA Plaza with live music and beer and wine tastings. Delegates will be presented with an arrival guide which includes a validated A-Line train ticket, water, Lara Bar, and directions to the A-Line train, which will take them to Denver Union Station. The train ride from DEN to Denver Union Station is 37 minutes. Security officers on the A-Line train will ask delegates to present their validated train ticket during the train ride. Once attendees reach Denver Union Station, they will be directed to ground transportation which will take them to their hotel.

DEN Platform Greeters & Directional Volunteers (Fri, May 18; Sat, May 19; Sun, May 20)

Report To: Carol Hiller; 303-668-2322

Location to Report: Volunteer Check-In Desk at the Tourist Information Desk, Level 5 – Main Terminal

Report Time: Varies

Shift Location: A-Line Train Platform

Shift Time: Varies

Job Responsibilities:

DEN Platform Greeters & Directional Volunteers will be stationed on the DEN Train Platform and will greet attendees who are making their way to board the A-Line train and assist them with any questions before they board the train to Denver Union Station.

By way of background, attendees will be welcomed in the Westin DIA Plaza with live music and beer and wine tastings. Delegates will be presented with an arrival guide which includes a validated A-Line train ticket, water, Lara Bar, and directions to the A-Line train, which will take them to Denver Union Station. The train ride from DEN to Denver Union Station is 37 minutes. Security officers on the A-Line train will ask delegates to present their validated train ticket during the train ride. Once attendees reach Denver Union Station, they will be directed to ground transportation which will take them to their hotel.

- Information about the A-Line train:
 - Travel time is 37 minutes from DEN to Denver Union Station
 - The A-Line services 8 stations. Denver Union Station is the last station on the route. Inform delegates to stay on the train until they reach Denver Union Station.
 - 10:00 am-6:30 pm, the A-Line train departs DEN every 15 minutes
 - 6:30 pm-10:00 pm, the A-Line train departs DEN every 30 minutes
 - RTD website and on-site signage shows exact timing of departures
 - Security officers on the A-Line train will ask delegates to present their validated train ticket during the train ride.
- Once attendees reach Denver Union Station, they will be directed to ground transportation which will take them to their hotel.

We will provide you with an IPW lollipop sign.

JOB DESCRIPTIONS – Denver Union Station

PARKING/PUBLIC TRANSPORTATION:

Please note that parking, while available, is limited near and around Denver Union Station. Consider using public transportation or Uber or Lyft to report for your shift.

DUS Plaza Greeters & Directional Volunteers (Fri, May 18; Sat, May 19; Sun, May 20)

Report To: Carol Hiller; 303-668-2322

Location to Report: McWhinney Room – Lower Level of Denver Union Station

Report Time: Varies

Shift Location: Plaza in Front of DUS

Shift Time: Varies

Job Responsibilities:

IPW attendees will take the A-Line commuter train from DEN to Denver Union Station. Once attendees reach Denver Union Station on the A-Line train, they will be welcomed and directed through Union Station to ground transportation located in front of Union Station. Buses will be staged on Wynkoop Street directly across the street from Union Station.

Be friendly, greet attendees when they arrive on the plaza from the terminal. Direct attendees to buses located across from Union Station.

Refer any specific questions about IPW or ground transportation to the Information Desk located near the train platform adjacent to Denver Union Station building.

We will provide you with an IPW lollipop sign, and arrival guides which will outline hotel locations.

DUS Great Hall Greeters & Directional Volunteers (Fri, May 18; Sat, May 19; Sun, May 20)

Report To: Carol Hiller; 303-668-2322

Location to Report: McWhinney Room – Lower Level of Denver Union Station

Report Time: Varies

Shift Location: DUS Great Hall

Shift Time: Varies

Job Responsibilities:

IPW attendees will take the A-Line commuter train from DEN to Denver Union Station. Once attendees reach Denver Union Station on the A-Line train, they will be welcomed and directed through Union Station to ground transportation located in front of Union Station. Buses will be staged on Wynkoop Street directly across the street from Union Station.

Be friendly, greet attendees when they come through the Union Station Terminal and direct them out to the plaza in front of Union Station, where they will see buses located across from the Station.

Refer any specific questions about IPW or ground transportation to the Information Desk located near the train platform adjacent to Denver Union Station building.

We will provide you with an IPW lollipop sign, and arrival guides which will outline hotel locations.

DUS Train Platform Directional Volunteers (Fri, May 18; Sat, May 19; Sun, May 20)

Report To: Carol Hiller; 303-668-2322

Location to Report: McWhinney Room – Lower Level of Denver Union Station

Report Time: Varies

Shift Location: Train Platform

Shift Time: Varies

Job Responsibilities:

IPW attendees will take the A-Line commuter train from DEN to Denver Union Station. Once attendees reach Denver Union Station on the A-Line train, they will be welcomed and directed through Union Station to ground transportation located in front of Union Station. Buses will be staged on Wynkoop Street directly across the street from Union Station.

Be friendly, greet attendees when they come through the Union Station Terminal and direct them out to the plaza in front of Union Station, where they will see buses located across from the Station.

Refer any specific questions about IPW or ground transportation to the Information Desk located near the train platform adjacent to Denver Union Station building.

We will provide you with an IPW lollipop sign, and arrival guides which will outline hotel locations.

DUS Train Platform Info Desk Volunteers (Fri, May 18; Sat, May 19; Sun, May 20)

Report To: Carol Hiller; 303-668-2322

Location to Report: McWhinney Room – Lower Level of Denver Union Station

Report Time: Varies

Shift Location: Train Platform Info Desk

Shift Time: Varies

Job Responsibilities:

IPW attendees will take the A-Line commuter train from DEN to Denver Union Station. Once attendees reach Denver Union Station on the A-Line train, they will be welcomed and directed through Union Station to ground transportation located in front of Union Station. Buses will be staged on Wynkoop Street directly across the street from Union Station.

Be friendly, greet attendees who approach the Info Desk located adjacent to the Denver Union Station building. Direct attendees to move through Denver Union Station and out to the plaza in front of Union Station, where they will see buses located across from the Station. Answer any questions about hotel

locations and/or alternative transportation such as Mall Ride, Uber/Lyft, Pedi cab, etc. (if they do not want to take the bus transportation provided.)

We will provide you arrival guides which will outline hotel locations, and ground transportation information.

DUS Bus Loading Directional Arrival Volunteers (Fri, May 18; Sat, May 19; Sun, May 20)

Report To: Carol Hiller; 303-668-2322

Location to Report: McWhinney Room – Lower Level of Denver Union Station

Report Time: Varies

Shift Location: 17th & Wynkoop St.

Shift Time: Varies

Job Responsibilities:

IPW attendees will take the A-Line commuter train from DEN to Denver Union Station. Once attendees reach Denver Union Station on the A-Line train, they will be welcomed and directed through Union Station to ground transportation located in front of Union Station. Buses will be staged on Wynkoop Street directly across the street from Union Station.

Bus Directional volunteers will be stationed at the corner of 17th & Wynkoop Street to direct attendees to the correct bus for transportation to their hotel. Be friendly, greet attendees when they arrive on the corner of 17th & Wynkoop and direct them to the appropriate bus.

We will provide you with arrival guides with hotel locations, and bus transportation information.

DUS Ticket Validator Volunteers (Thurs. May 24)

Report To: Carol Hiller; 303-668-2322

Location to Report: McWhinney Room – Lower Level of Denver Union Station

Report Time: Varies

Shift Location: Plaza in front of DUS

Shift Time: Varies

Job Responsibilities:

On Thursday, May 24, IPW delegates may depart on the A-Line commuter rail from Denver Union Station to DEN.

Train Ticket Validators are responsible for monitoring the use of train tickets and validating train tickets as needed.

Train Ticket Validators will work in pairs to validate regional airport day-passes by inserting the white end of the pass into the slot of the red “V” pole located on the Denver Union Station train platform, and shuttle validated tickets to Greeters located on the Denver Union Station Plaza.

Train Ticket Validators will report to the volunteer command center to receive books of “un-validated” train tickets.

Ticket validators will validate train tickets in the validator machine located on the Denver Union Station platform and take the validated tickets to greeters located on the Denver Union Station plaza, who will provide tickets to departing IPW attendees.

Validators and Plaza Greeters will work together to ensure that validated tickets are available at the beginning of their shift for delegates. They will continue to coordinate with each other throughout their shift to monitor use of train tickets and ensure that enough tickets are validated (but not too many).

Train Ticket Validators will also be responsible for ensuring that all ticket books are secure in the Volunteer Command Center at the end of their shift.

DUS Plaza Greeter & Directional Volunteers (Thurs. May 24)

Report To: Carol Hiller; 303-668-2322

Location to Report: McWhinney Room – Lower Level of Denver Union Station

Report Time: Varies

Shift Location: Plaza in front of DUS

Shift Time: Varies

Job Responsibilities:

On Thursday, May 24, IPW delegates may depart on the A-Line commuter rail from Denver Union Station to DEN.

Be friendly, greet attendees when they arrive on the front plaza of Denver Union Station. Provide them with a validated train ticket. Direct them through Union Station to the train platform behind Union Station where they will take the train to the airport.

- Information about the A-Line Train:
 - Travel time is 37 minutes from Denver Union Station to DEN.
 - The A-Line services 8 stations. DEN is the last station on the route. Inform delegates to stay on the train until they reach DEN.
 - The A-Line train departs Union Station every 15 minutes.
 - RTD website and on-site signage shows exact timing of departures.
 - Security officers on the A-Line train will ask delegates to present their validated train ticket during the train ride.
 - Once they reach DEN, they take the escalators up to the main terminal.

We will provide you with an IPW lollipop sign, and validated train tickets.

DUS Train Platform Directional Volunteers (Thurs. May 24)

Report To: Carol Hiller; 303-668-2322

Location to Report: McWhinney Room – Lower Level of Denver Union Station

Report Time: Varies

Shift Location: Train Platform

Shift Time: Varies

Job Responsibilities:

On Thursday, May 24, IPW delegates may depart on the A-Line commuter rail from Denver Union Station to DEN.

Be friendly, greet attendees when they arrive on the train platform of Denver Union Station. Confirm they have a validated train ticket. If not, provide them with a validated ticket. Provide them with train departure information.

- Information about the A-Line Train:
 - Travel time is 37 minutes from Denver Union Station to DEN.
 - The A-Line services 8 stations. DEN is the last station on the route. Inform delegates to stay on the train until they reach DEN.
 - The A-Line train departs Union Station every 15 minutes.
 - RTD website and on-site signage shows exact timing of departures.
 - Security officers on the A-Line train will ask delegates to present their validated train ticket during the train ride.
 - Once they reach DEN, they take the escalators up to the main terminal.

We will provide you with an IPW lollipop sign, and validated train tickets.

DUS Great Hall Greeters & Directional Volunteers (Thurs. May 24)

Report To: Carol Hiller; 303-668-2322

Location to Report: McWhinney Room – Lower Level of Denver Union Station

Report Time: Varies

Shift Location: DUS Great Hall

Shift Time: Varies

Job Responsibilities:

On Thursday, May 24, IPW delegates may depart on the A-Line commuter rail from Denver Union Station to DEN.

Be friendly, greet attendees when they arrive inside Denver Union Station. Direct them through Union Station to the train platform behind Union Station where they will take the train to the airport.

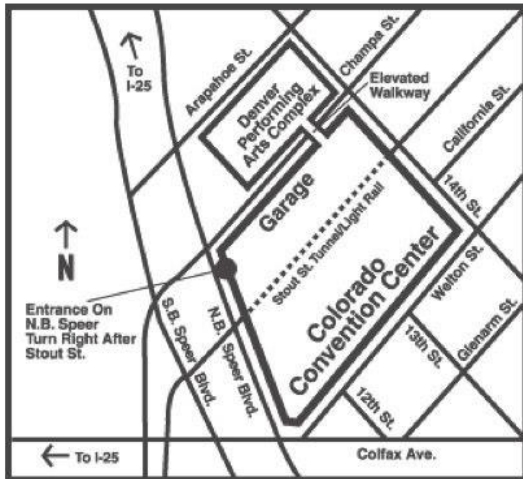
- Information about the A-Line Train:
 - Travel time is 37 minutes from Denver Union Station to DEN.
 - The A-Line services 8 stations. DEN is the last station on the route. Inform delegates to stay on the train until they reach DEN.
 - The A-Line train departs Union Station every 15 minutes.
 - RTD website and on-site signage shows exact timing of departures.
 - Security officers on the A-Line train will ask delegates to present their validated train ticket during the train ride.
 - Once they reach DEN, they take the escalators up to the main terminal.

We will provide you with an IPW lollipop sign.

JOB DESCRIPTIONS – Hotels

PARKING/PUBLIC TRANSPORTATION:

Complimentary parking is NOT provided. Colorado Convention Center has a paid parking garage at 1652 Speer Blvd (starting at \$12 for up to 8 hours). For more information, visit <https://denverconvention.com/attend-an-event/parking>.



D, H and F Light Rail lines stop at the Theater District-Convention Center Light Rail Station. For more info, visit www.RTD-Denver.com.

Hotel Lobby Welcome Desk (Sat, May 19; Sun, May 20; Mon, May 21; Thurs, May 24)

Report To: Carol Hiller; 303-668-2322

Location to Report: Host Hotel Lobby, as assigned

Report Time: Varies

Shift Location: Host Hotel IPW Lobby Desk

Shift Time: Varies

Job Responsibilities:

Be friendly, greet badged IPW attendees as they enter the Hotel Lobby. You may need to provide walking directions to Colorado Convention Center, special events and locations throughout downtown Denver.

We will provide you with a fact sheet on IPW, a map of downtown Denver with IPW hotels, attractions and dining information, and special event information so you can answer any question you might be asked. An IPW program will be provided at the desk for your reference. There will also be signage in the lobby with transportation information and times. Feel free to use the hotel concierge if anything arises that you may not know the answer too.

Bus Directional Loading (Sun, May 20; Mon, May 21; Wed, May 23)

Report To: Carol Hiller; 303-668-2322

Location to Report: Host Hotel Lobby, as assigned

Report Time: Varies

Shift Location: Host Hotel Lobby

Shift Time: Varies

Job Responsibilities:

Greeting and directing guests to shuttle bus pickups at Host Hotels and/or Colorado Convention Center for evening events on Sunday, Monday and Tuesday evening. IPW lollipop signs will be provided at the hotel lobby desk, as well as shuttle stop information. An IPW program will be provided at the lobby desk for your reference.

Greeter – Opening Night Direction (Sun, May 20)

Report To: Carol Hiller; 303-668-2322

Location to Report: Hotel Monaco

Report Time: 6:00 pm

Shift Location: Hotel Monaco Lobby & Downtown Corridor

Shift Time: 6:00 pm-7:30 pm

Job Responsibilities:

Greeting and directing guests to Denver Performing Arts Complex from Hotel Monaco lobby, as well as throughout the downtown corridor, along 16th Street Mall. Volunteers will be placed on 16th Street Mall (Tremont, Glenarm, Welton, California, Stout, Champa, Curtis Streets) to direct IPW attendees towards the location of the opening night event at Denver Performing Arts Complex. We will provide you with IPW lollipop signs.

Please return all signs to Hotel Monaco lobby desk.

VIP Reception Directional (Sun, May 20)

Report To: Carol Hiller; 303-668-2322

Location to Report: Hyatt Regency Denver at CCC

Report Time: 6:30 pm

Shift Location: Hyatt Regency Denver at CCC

Shift Time: 6:30 pm-7:30 pm

Job Responsibilities:

Greeting and directing guests from VIP reception in Hyatt Regency Denver, Capitol Ballroom on the 4th floor, downstairs and to the Denver Performing Arts Complex. IPW lollipop signs will be provided to you at the Hyatt Regency Denver at CCC IPW lobby desk.

Please return all signs to Hyatt Regency lobby desk.

JOB DESCRIPTIONS – Press Brunch

Convention Center Press Brunch Support (Sun, May 20)

Report To: Carol Hiller; 303-668-2322

Location to Report: CCC Room 206

Report Time: 8:15 am

Shift Location: Colorado Convention Center

Shift Time: 8:15 am-10:00 am

Job Responsibilities:

Be friendly, greet attendees and direct to shuttle location. Guests will be taking shuttles to the press brunch on Larimer Square. You may need to provide walking directions to Larimer Square as well.

We will provide you with a descriptions of the media tours, a fact sheet on IPW, a map of downtown Denver with IPW hotels, attractions and dining information, and special event information so you can answer any question you might be asked.

Press Brunch Greeters (Sun, May 20)

Report To: Jesse Davis (onsite); 720-417-9621

Location to Report: Parking lot west of 14th & Larimer

Report Time: 8:30 am

Shift Location: Larimer Square

Shift Time: 8:30 am-12:00 pm

Job Responsibilities:

Be friendly and greet attendees as they arrive to the press brunch. Assist with press tour shuttle staging and organization. When the brunch is over you'll assist with crowd flow and direct attendees to the shuttle location in time for tour departure.

The attendees of this event are mostly media, with key partners also in attendance. You may need to provide general information about the media tour and IPW in general.

We will provide you with a descriptions of the media tours, a fact sheet on IPW, a map of downtown Denver with IPW hotels, attractions and dining information, and special event information so you can answer any question you might be asked.

JOB DESCRIPTIONS – Red Rocks Amphitheatre

PARKING/PUBLIC TRANSPORTATION:

On own for transportation. Park in the Lower North Parking Lot – map provided. Shuttle will be provided to the top of the Amphitheatre and return as needed.

Laborers & Greeters (Wed, May 23)

Report To: Lee Texier (onsite); 303-748-5535

Location to Report: Upper Plaza – top row of seats in Amphitheatre

Report Time: 5:00 pm

Shift Location: Red Rocks Amphitheatre – Plaza Level

Shift Time: 5:00 pm-10:00 pm

Job Responsibilities:

Moving boxes, placing poncho on or near seats. (Must be able to lift 25 – 50lbs.). Various other needs as determined to help with final set-up.

Greeting guest along ramp with handheld signs. Assist with distribution of Glo Bands and event card.

From 9:00 pm-10:00pm, volunteers will move to bus staging location to assist in distribution of water, as well as keeping water stocked on tables.

Directional Greeters (Wed, May 23)

Report To: Lee Texier (onsite); 303-748-5535

Location to Report: Upper Plaza – top row of seats in Amphitheatre

Report Time: 5:00 pm

Shift Location: Red Rocks Amphitheatre – Plaza Level

Shift Time: 5:00 pm-10:30 pm

Job Responsibilities:

We will assign the below duties on-site:

- 10 ppl - at ramp and plaza distributing glo bands and event cards
- 10 ppl - welcoming and split the crowd into Visitor Center and Plaza.
- Once everyone is in and glo band/cards are distributed, 10 volunteers will move to Visitor Center and 10 on the plaza assisting, directing to restrooms, etc.

From 8:00 pm-8:15pm, Volunteers in Visitors Center and Plaza start to direct attendees to Amphitheatre, and have a chance to enjoy the live concert.

Beginning at 9:30pm the following duties will be assigned:

- 6 ppl per side (12 total) will direct attendees to exist down at conclusion of concert by spreading out with lollipop signs that say “Exit Down” on stairway.
 - 2 ppl (4 total) at the end of stairway in front of stage with lollipop signs directing to exit right down ramp.
 - 4ppl floaters, collecting ponchos if not used. May assist with water distribution if necessary or checking Visitor Center for any attendees.
-

JOB DESCRIPTIONS – Sports Authority Field at Mile High

PARKING/PUBLIC TRANSPORTATION:

On own for transportation. Park in Lot J (see map).

Greeters (Mon, May 21)

Report To: Joe Villezcas (onsite); 720-785-0195

Location to Report: Sports Authority Field at Mile High

Report Time: 5:30 pm

Shift Location: North Loading Dock (see map)

Shift Time: 5:00 pm-10:00 pm

Job Responsibilities:

- Volunteers will spread outside event entrance greeting attendees with signage, directing into event entrances at gate 7 (East) and gate 2 (West), and managing flow into the event.
- Checking name badges
- Assist in handing out bandanas
- Handing out event trail maps
- Answering event questions

From 8:00 pm-10:00 pm, volunteers move outside to direct attendees to buses.

Directional Greeters – Club Level, East & West (Mon, May 21)

Report To: Joe Villezcas (onsite); 720-785-0195

Location to Report: Sports Authority Field at Mile High

Report Time: 5:30 pm

Shift Location: North Loading Dock (see map)

Shift Time: 5:00 pm-10:00 pm

Job Responsibilities:

- Volunteers will spread out inside the club level (5 east – 5 west) directing with signs in and out of the venue, to field and egress out to field level
- Handing out event trail maps
- Answering event questions

From 8:30 pm-10:00 pm, volunteers move outside to direct attendees to buses.

Directional Greeters – Inside, Gate 7 & Gate 2 (Mon, May 21)

Report To: Joe Villezcas (onsite); 720-785-0195

Location to Report: Sports Authority Field at Mile High

Report Time: 5:30 pm

Shift Location: North Loading Dock (see map)

Shift Time: 5:30 pm-10:00 pm

Job Responsibilities:

- Volunteers will be stationed inside gate 7 and gate 2 greeting attendees.
- Checking name badges
- Assist in handing out bandanas
- Handing out event trail maps
- Answering event questions

From 8:00 pm-10:00 pm, volunteers move inside event to assist with directional and egress out to field level.

JOB DESCRIPTIONS – Transportation

Greeters (Sun, May 20)

Report To: Rachal Weisnaar (onsite); 303-945-3232

Location to Report: CCC Room 206

Report Time: 5:30 pm

Shift Location: 14th St. from California St. to Champa St.

Shift Time: 6:00 pm-11:00 pm

Job Responsibilities:

Greeters and directing attendees to Denver Performing Arts Complex.

6:00 pm-8:00 pm: Volunteers will be positioned strategically along 14th Street to direct walkers from hotels to the Denver Performing Arts Complex. You will be given hand held signs to help direct.

8:00 pm-10:30 pm: You will then move to the Performing Arts Complex at 14th and Curtis and help direct from the complex to the buses and assist walkers with directions to the hotels at the conclusion of the event.

You will be outside please dress accordingly – layers.

Transportation Desk (Sat, May 19; Sun, May 20; Mon, May 21; Tues, May 22; Wed, May 23)

Report To: Rachal Weisnaar (onsite); 303-945-3232

Location to Report: CCC Room 206

Report Time: Varies

Shift Location: Front Lobby by North Shuttle Door

Shift Time: Varies

Job Responsibilities:

Assisting guests and directing to shuttle buses located outside in North shuttle lot. Providing transportation information for the week and answering transportation related questions. Maps, hotel information, and bus route information will be provided to you. As well, there will be a sign near this desk with the entire shuttle schedule.

Hotel Shuttles (Mon, May 21; Tues, May 22; Wed, May 23)

Report To: Rachal Weisnaar (onsite); 303-945-3232

Location to Report: CCC Room 206

Report Time: Varies

Shift Location: Front Lobby by North Shuttle Door

Shift Time: Varies

Job Responsibilities:

Assisting guests and directing to shuttle buses located outside in North shuttle lot. Providing transportation information for the week and answering transportation related questions. Maps, hotel information, and bus route information will be provided to you. As well, there will be a sign near this desk with the entire shuttle schedule.

Evening Shuttles (Mon, May 21; Wed, May 23)

Report To: Rachal Weisnaar (onsite); 303-945-3232

Location to Report: CCC Room 206

Report Time: 5:30 pm

Shift Location: 14th St. in front of Colorado Convention Center

Shift Time: 6:00 pm-8:00 pm

Job Responsibilities:

Greeting and directing attendees from walk hotels to the shuttle bus location for evening events.

Assisting guests and directing to shuttle buses located outside Lobby B – Welton Drive location of Colorado Convention Center. Attendees will be walking from the following hotels to board shuttle buses that will be staged on the inner ring road of the convention center (Welton Street side of the building) to the Monday night event at Sports Authority Field at Mile High and the Wednesday night event to Red Rocks Amphitheatre.

Walkers will be coming from: Hyatt Regency, Hilton Garden Inn, Hyatt Place, La Méridian/AC, and Crowne Plaza.

You will be provided with hand held signs to assist in directing walkers down the walkway.

Departures to Denver Union Station (Thurs, May 24)

Report To: Rachal Weisnaar (onsite); 303-945-3232

Location to Report: Assigned Hotel

Report Time: 5:00 am

Shift Location: Assigned Hotel Lobby

Shift Time: 5:00 am-2:30 pm

Job Responsibilities:

Luggage Handler: (1 at each hotel) Must be able to lift and load luggage a min. of 50 lbs.

Attendees will be shuttled from the official IPW hotels to Union Station and will depart Union Station for the airport. You will be responsible for assisting attendees with their luggage and loading luggage if necessary on to the bus.

Official IPW Hotels: AC Hotel by Marriott, Curtis Denver, Crowne Plaza Hotel, Hilton Denver City Center, Embassy Suites Denver Downtown, Grand Hyatt, Hilton Garden Inn, Hyatt Place, Hyatt Regency Denver, Le Méridien Denver, Magnolia Hotel, Renaissance Denver Downtown, Sheraton Denver Downtown, Westin Denver Hotel.

You will be outside the entire time so please dress appropriately, depending on weather.

Arrivals at Denver Union Station (Fri, May 18; Sat, May 19; Sun, May 20)

Report To: Michael Wingate (onsite); 303-945-3232

Location to Report: McWhinney Room – Lower Level of Denver Union Station

Report Time: 2:00 pm

Shift Location: 17th & Wynkoop

Shift Time: Varies

Job Responsibilities:

Luggage Handler (5) Must be able to lift and load luggage a min. of 50 lbs.

IPW attendees are arriving by train from Denver International Airport. Volunteers will be at the train platform and inside Union Station directing from the station to the cross walk at 17th and Wynkoop where the shuttle buses will be staged. You will assist guests once they get across the street and to the corner. Be friendly, greet attendees and direct to correct bus and route number. Assist attendees with luggage and loading luggage onto buses. Signage will be at the location with all hotel information and route numbers. Signage will also be in the bus window.

You will be outside the entire time so please bring a jacket, gloves, etc. depending on weather.

Arrivals at Denver Union Station (Fri, May 18; Sat, May 19; Sun, May 20)

Report To: Michael Wingate (onsite); 303-945-3232

Location to Report: McWhinney Room – Lower Level of Denver Union Station

Report Time: 10:30 am

Shift Location: 17th & Wynkoop

Shift Time: 11:00 am-2:30 pm

Job Responsibilities:

Luggage Handler (2) Must be able to lift and load luggage a min. of 50 lbs

IPW attendees are arriving by train from Denver International Airport. Volunteers will be at the train platform and inside Union Station directing from the station to the cross walk at 17th and Wynkoop where the shuttle buses will be staged. You will assist guests once they get across the street and to the corner. Be friendly, greet attendees and direct to correct bus and route number. Assist attendees with luggage and loading luggage onto buses. Signage will be at the location with all hotel information and route numbers. Signage will also be in the bus window.

You will be outside the entire time so please bring a jacket, gloves, etc. depending on weather.

Departures at Denver Union Station (Thurs, May 24)

Report To: Michael Wingate (onsite); 303-945-3232

Location to Report: McWhinney Room – Lower Level of Denver Union Station

Report Time: 4:00 am

Shift Location: 17th & Wynkoop

Shift Time: 4:00 am-2:30 pm

Job Responsibilities:

Luggage Handler (5) Must be able to lift and load luggage a min. of 50 lbs

Attendees will be shuttled from the official IPW hotels to Union Station and will depart Union Station for the airport. You will be responsible for assisting attendees with their luggage and directing to Union Station. Volunteers will be at the train platform and inside Union Station providing train tickets and directing to the train.

You will be outside the entire time so please bring a jacket, gloves, etc. depending on weather.

