

## Steward Tasks

### Main Tasks

- Assist speakers with audiovisual equipment if possible if a technician is not present, or locate technician
- Assist speakers with any handouts they may have; this may mean going to do some photocopying if they don't have their handouts with them
- Alert a conference committee member or BPS conference staff to any problems ASAP
- Assist all delegates in terms of directing them around the venue, i.e. tell people or show them where toilets, session rooms, cloakroom, refreshments etc are located – any questions you can't answer, please direct delegates to the registration desk

### General

Professional, courteous stewarding is a key element to the success of this conference. It will be hard work and by the end of the day your legs will ache but please keep smiling!

We will provide tea/coffee and lunch throughout the conference for you so please help yourself during break times but please make sure that delegates are looked after at the same time and refreshment breaks are taken in shifts.

Please keep calm if any problems arise or delegates seem stressed, it will be much easier to do this if you know as much as possible about the venue and the conference programme so that you can help them. Perhaps the three most important tips are:

- Keep a copy of the programme with you at all times and make any notes in it.
- Know what the fire alarm signal is, where the fire exits are, what the evacuation procedures are and, once outside, where the assembly points are. There will be a briefing on this subject.
- Know what facilities exist for disabled people and what the wheelchair routes are around the building.

### T-Shirt & Badges

You will be provided with a distinctive purple t-shirt, you will also receive a name badge, please wear both at all times. Everyone else at the conference, including staff, speakers, exhibitors and delegates should also be wearing a badge. If they are not, it generally means that they have forgotten to put it on or not collected it yet or even that they are not registered for the conference, please remind people to wear their badge and if people don't have one, please direct them to the registration desk.

From time to time, we have things stolen at our conferences and it is most likely that opportunist thieves just walk in off the street to help themselves. If you see someone not wearing their badge and they argue or refuse to do so call a member of staff or the committee at once.

### Specific roles

#### Directions

All the rooms and routes should be signposted by the time you arrive. It is very important that routes are well signed and that stewards know their own way around. Generally towards the end of the conference most delegates will have worked out how to get around the building.

It will be your responsibility to note if any particular area is badly signed and to inform BPS conferences at the registration desk.

#### Stewarding a session

Session stewards should:

- Check that the speakers are happy with the Audio Visual equipment. There will be AV technicians present at all times during the conference so please alert them to any problems
- Know who is chairing the session and make sure that they know who you are in case they need any help during the session.
- Help delegates with their seating, particularly if a room starts to fill up – point out empty seats. Try to encourage people to sit towards the front
- Prevent further access to the room once the Chair has indicated that the room is full to capacity or that the speaker has commenced the session.
- Keep the room reasonably tidy and take possession of any found property. This should be handed in at the conference registration desks.
- Be quick and efficient with the microphones during any Q&A sessions, place yourselves at sensible points around the room so that you are able to quickly cover the whole audience.
- There is no objection to stewards being inside session rooms during presentations provided that all the above criteria are met first.

9 times out of 10 – nothing untoward will happen and you will be able to enjoy the whole session – but you do need to be alert and vigilant for those occasional times when someone needs help.