

MACLEAN'S OnCampus

VIRTUAL FAIR

Booth Staffing Tips

- ∞ Attend the booth rep training sessions scheduled for your event. This session will provide you with an overview of the booth rep interface; its features; and, provide you with an opportunity to practice using the interface.
 - ∞ Open your booth rep email as soon as possible. The email includes a link to your password. In order to comply with corporate security guidelines, there is an expiration date associated with the password link.
 - ∞ When you have booth staffing duty, login in as booth rep.
 - ∞ Ensure that your speakers are turned on so that you can hear the "chime". A chime is broadcasted whenever someone enters your booth.
 - ∞ Login early on the day of the event. This will provide you with the opportunity to re-familiarize yourself with the interface, prior to the start of the event.
 - ∞ The "private rep chat" can only be accessed by booth staff members. Only they can see and contribute to this chat.
 - ∞ The booth chat feature is available to anyone entering the booth. By default, all booth staffing members are part of the booth chat.
 - ∞ Understand your role as a staffing member. If you are unsure of what to do, follow-up with your project manager or lead for guidance.
 - ∞ If you experience any technical issues during the event, click on the "support" button. This will be the quickest way for you to obtain help during the live event.
 - ∞ Reminder: An invitation to chat from an attendee is sent to all booth staff members. The first staff member to acknowledge the invitation [by accepting or declining the invite] has control of the invitation.
 - ∞ If there is an attendee/candidate acting in an inappropriate/unprofessional manner, click on the "support" button to request that the person be removed. The email address of the person is required.
 - ∞ Quickly respond to any invitations to chat from attendees/candidates. They expect an almost instantaneous response to any invitation that they send.
 - ∞ Determine booth staffing roles prior to the event. It is important for all staff members to understand how they are supporting the event.
 - ∞ Develop a staffing plan for the booth.
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- ∞ Some attendees/candidates may be shy. If they ignore your invitation to chat, send them a message.
 - ∞ Login as a visitor, prior to your staffing duties, to upload your picture/image. You also have the option of updating your personal details when you login as a visitor.
 - ∞ You can have an almost unlimited number of chat sessions. The ideal number of chat sessions to manage as a booth rep is 5-7.
 - ∞ Reminder: All information that is typed in as a chat or as a message is captured and stored in the database.
 - ∞ Text entries can only be used when you are engaged in a chat.
 - ∞ Booth reps and other staff members can be invited to a one-on-one chat, making it a "multi-party" chat.
 - ∞ A subject should be included in each chat in order to facilitate the management of multiple chats.
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