

APARTMENTALIZE

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2020 CONCIERGE COMMITTEE FAQs

What is the Concierge Committee?

The Concierge Committee is a group of local volunteers who offer their time to support NAA at Apartmentalize. In exchange for this support, Concierge Committee volunteers receive a full conference registration at a discounted rate of \$425.

When is Apartmentalize?

Apartmentalize will take place June 17-19, 2020 at the Boston Convention & Exhibition Center. NAA and NAAEI will be holding Committee and Board meetings from Monday, June 15 to Wednesday, June 17. Official conference programming begins on Wednesday afternoon and continues through Friday, June 19. Volunteer shifts will be available Tuesday through Friday of the conference.

What is required of me as a Concierge Committee volunteer?

In exchange for a discounted full-conference registration rate, volunteers are required to fulfill one volunteer shift during Apartmentalize. Shifts range between three and five hours, Tuesday through Friday of the conference. Volunteers are also required to wear the Concierge Committee t-shirt (provided to you by NAA) and attend two training sessions (a pre-conference webinar and an on-site training session).

What will I be doing during my shift?

Above all, your primary job is to be proactive and welcoming! We're expecting over 11,000 apartment industry professionals from around the country and the world, and you'll be playing a key role in making sure their experience is a positive one. Have fun and let it be contagious! When shift selection opens in May, you'll be able to select a specific day, time and role to complete your volunteer shift. Below are the roles you'll be able to choose from:

- Attendee Registration
 - Registration is a busy place, and we'll need your help to make it a smooth experience for attendees. You'll help direct attendees when they arrive to pick up their badges, as well as assist with managing lines in the Registration area.
- Charity Activity Station
 - NAA is supporting Rosie's Place, a shelter providing a safe and nurturing environment for homeless women in the Boston area, by assembling toiletry kits at the Apartmentalize. At this kit assembling station, you'll assist with monitoring the area, replenishing supplies for the kits, and letting attendees know what to do.
- Directional
 - As a directional volunteer, you are strategically placed to help attendees navigate the convention center. Make sure to know your area – which education sessions are where, how to get to the Exposition or general session from your area, where the closest bathroom is located, etc. Lost attendees will count on you for guidance.
- Information Kiosks
 - In this position, you are a main focal point for all Apartmentalize attendees. You'll be located at one of the three information counters where you'll be available to answer questions, provide directions, and hand out Apartmentalize daily newspapers. Please make sure to review the NAA app and be comfortable with it, as attendees will be looking to you for answers and directions.

- Maintenance Mania
 - Maintenance Mania volunteers will help with last minute tasks for the event. We'll need your help with scanning attendees into the arena, directing people to open seating, passing out any giveaways, and getting everyone excited to crown a new Maintenance Mania champion!
- NAA Excellence Awards Luncheon
 - In this position, you'll help greet attendees, collect tickets as attendees enter the session, and direct them to their seats, especially VIP seats for award winners.

How do I register for Apartmentalize as a volunteer?

It's as easy as 1-2-3! Ask yourself these three questions:

1. Am I a resident of Massachusetts?
2. Am I a member in good standing of the Rental Housing Association of the Greater Boston Real Estate Board?
3. Am I an employee of a non-supplier company?

If you answered "yes" to all three questions, enter promo code CONCIERGE2020 when registering for the conference. This code will give you a full-conference registration at the discounted Concierge Committee rate of \$425, which includes all education sessions, general sessions, the tradeshow floor, lunch on Thursday and Friday, the Maintenance Mania National Championship, and the Friday Night Party. Please note that NAA reserves the right to review all conference registrations - if any of the above requirements are not met you will be notified and required to register at the full price rate.

How do I select my volunteer time shift?

Time shift selection will be done online and will open in two waves. All volunteers who have registered for Apartmentalize by March 16 using the Concierge Committee promo code will receive early access to select their shifts on May 11. They'll have one week to select their shifts before shift selection opens for all volunteers on May 18. On the date that you're eligible to select your shift, you'll receive an email with instructions on how to make your choice.

Will there be any training sessions for volunteers?

Yes! There will be two required training sessions for all volunteers. The first will be a pre-conference webinar at 11am ET on June 3, 2020. The second will be an on-site training session at 11am ET on June 16, 2020. The on-site training session will include a tour of the Boston Convention & Exhibition Center.

Where can I pick up my name badge when I get to Apartmentalize?

Attendee Registration will open on Tuesday, June 16 at 11 a.m. in East Registration on the Exhibit Level of the Boston Convention & Exhibition Center and will be open for the entirety of the conference. This is where you'll be able to pick up your badge and all other pertinent information for Apartmentalize.

Where do I check in and out for my shift?

Before your shift, you'll need to check in at the Concierge Committee Office, Room 150 of the Boston Convention & Exhibition Center, at least 15 minutes prior to your scheduled shift start time. This allows us enough time to give you any special instructions for your shift and walk you to your shift location. The Concierge Committee Office is also where you'll check out once your shift has ended, where you can sit back and relax before or after your shift, and where you'll be able to pick up your Concierge Committee t-shirt.

What should I wear during my shift?

During your shift, you'll be required to wear the Concierge Committee uniform. This uniform consists of:

- Concierge Committee t-shirt (*stop by the Concierge Committee Office on-site, Room 150, to pick up your shirt!*)
- No denim or sweatpants
- Comfortable shoes (sneakers are highly recommended!)

What should I have with me during my shift?

The most important thing to have with you is your phone with the Apartmentalize app downloaded. The app will come in handy for answering attendee questions and is filled with schedules, maps, and much more. The app will be available to download closer to the conference. If you need any personal items during your shift, make sure to keep those with you as well. We encourage you to leave purses or any larger bags in the Concierge Committee Office (Room 150) during your shift. The office will be staffed at all times so there will be someone there to keep an eye on your belongings for you.

Do you have a question that wasn't answered here? Contact [Emily Hall](#), Meetings Manager at NAA.