

Star of the North Host Training



Types of Program Tickets

- Regular Ticket
 - An attendee will have a ticket with their name, program name and course code. Only attendees with a ticket are allowed to enter and be seated.
- Student Ticket
 - Each dental student is provided with one pass printed with their name. Accept a Student Pass in lieu of a regular ticket at any lecture. (subject to availability of seats – i.e. seat attendees with paid tickets first & allow students to enter last).
 - Student Passes are not valid for workshops or limited attendance programs



Handling of Tickets

- Collect the tickets from attendees as they enter
- Check to make sure they have the correct ticket (check the course #).
- Attendees may not switch a morning ticket for an afternoon ticket if it is repeated (or vice versa)



Ticket Handling cont.

- Tickets are not transferable. Only the attendee registered for the class will receive CE credit.
- No one is allowed to sit on the floor or in the aisles. Please direct attendees to available chairs.
- An attendee with a “scout” pass may be admitted at any time. Scouts will stand/sit in the room for approx. 15-20 minutes to observe the program.



Two Types of Hosts

- Speaker Host
 - Act as “Personal Assistant” for the speaker
 - Make announcements before/after presentation
- Room Host
 - Collect tickets at the door
 - Monitor presentation rooms for capacity
 - Attend to equipment needs/malfunctions



Speaker Host: Before the Meeting

- Pre-register for the Star of the North Meeting
- Do NOT register for the programs you are hosting (*You will receive complimentary tickets for any programs you host so you can record your CE credit.*)
- Complete & return your Host RSVP form by March 23
- Review biographical information on your speaker
- Contact your speaker



Contacting Your Speaker

- Make initial contact at least one month before the meeting – the speaker will be provided with your name
- Answer any questions your speaker may have about the meeting, Saint Paul, transportation, etc.
- Follow up two weeks before the meeting
- Arrange for a time to meet on the day of the presentation and escort him/her to the RiverCentre



Speaker Host: At the Meeting

- Make sure you arrive at RiverCentre at least 45 minutes before your speaker's presentation is scheduled to begin
- Pick up your host packet in advance – the Info Booth is open from 7 am to 5 pm daily
- Finalize any last minute details with your speaker
- Make pre-session announcements as provided in your host packet
- Introduce the speaker



Speaker Host: At the Meeting cont.

- Stay in touch with SSC members during presentation
- Be prepared to initiate the question and answer session with a question of your own
- Thank the speaker and lead the applause
- Make post-program announcements



Post-Program Announcements

- Announce the course completion code and display the sign found in your host packet. If you cannot find the completion code, contact an SSC member *immediately*
- If you are hosting multiple programs, please double check & announce the *correct* code. Programs that are not eligible for CE will *not* have a CE code.
- If a speaker goes over the allotted time or goes long with Q & A, please provide the completion code to attendees who need to leave. If necessary, announce the code and then continue with Q & A.
- Remind attendees to record course completion codes in their program books and/or on their handouts. Codes will NOT be provided once a course ends.
- Announce options to verify CE credit: 1) go to CE Verification Station 2) go online or 3) use the meeting App on a smart phone or tablet.



Speaker Host: Post Presentation

- Privately thank the speaker on behalf of the MDA and present the honorarium envelope (if applicable) & a gift (provided by the MDA)
- The honorarium & gift should be presented at the conclusion of the last program or the last day if a speaker is presenting multiple days
- Assist the speaker with their departure from the convention center and with any transportation needed to the airport/hotel



Special Notes for Speaker Hosts

- It is *critical* that you pick up your hosting packet at the Information Booth in the Kellogg Lobby *at least* 45 minutes prior to the start of your speaker's program. Your packet will contain:
 - A set of announcements specific to your speaker's program
 - CE completion code signs
 - Your VIP lounge passes
 - Speaker honorarium check & gift



Room Host: Before the Meeting

- Pre-register for the Star of the North Meeting
- Do NOT register for the *programs* you are hosting (*You will receive complimentary tickets for any programs you host so you can record your CE credit*)
- Complete & return your Host RSVP Form by March 23



Room Host: At the Meeting

- Pick up your host packet at the Information Booth in the Kellogg Lobby before the start of the presentation
- Arrive at the assigned program room **at least 45 minutes** prior to the start of the presentation
- An AV technician will review sound and light controls with you in your assigned meeting room. Notify SSC member for any sound/lighting problems or attendee concerns
- Assist attendees with finding seats in rooms that are at full capacity



Special Notes for All Hosts

- *On the day you host*, you are welcome to utilize the VIP Lounge for your meals:
 - Continental breakfast is served in the VIP Lounge from 7 am to 9 am daily. The VIP Lounge is located on the 5th Floor of the RiverCentre in Room 523
 - Lunch is served at 317 on Rice Park from 11:30 am - 1:30 pm daily. Exit on street level (Washington St side) and walk across to the 317 entrance (Riverside Room)
 - Beverages and light snacks are available all day in the VIP Lounge (5th floor) throughout the day until 4:00 pm



Special Notes for All Hosts

- A SSC member is assigned to each hall & group of rooms. Contact the closest person for any assistance needed.
- The Star of the North is a "Green Meeting." Handouts are only available electronically for registered attendees of the program. Handouts are emailed to attendees prior to the meeting or can be accessed thru the website.
- If you notice disruptive activity in a classroom (crying baby, cell phone usage, loud talking, etc.), please politely request that the attendee remove himself/herself from the classroom to minimize the disruption to other attendees.
- Visit the CE Verification Station (or go online) to enter the program completion code to receive CE credit for the seminar you hosted.



Special Notes for All Hosts

- Evaluations will be recorded during the CE verification process - attendees will answer 4 quick questions.
- Cell phones should be silenced/turned off in program rooms.
- Please assist attendees with special needs. Chairs can be relocated to accommodate a wheelchair and hearing impaired attendees should be seated up front by the speaker.
- Please keep the door from banging as attendees enter/exit.
- First Aid: please ask the nearest committee member to radio the EMT on duty or contact the Info Booth in Registration.
- Smoking is prohibited in the Saint Paul RiverCentre.



Thank you for extending
Star of the North hospitality to
speakers and attendees – we
couldn't do it without you!

