



2023 CONCIERGE COMMITTEE FAQs

When is Apartmentalize?

Apartmentalize will be held June 7 – June 9 at the Georgia World Congress Center in Atlanta, GA. Check out the convention center's [Getting Here & Around](#) guide and [Parking](#) guide for information on getting to the event.

Pre-conference committee and governance meetings will take place on Tuesday, June 6 and the NAA Board of Directors will meet the morning of Wednesday, June 7. Official conference programming will begin that afternoon and continue through Friday, June 9.

What is required of me as a Concierge Committee volunteer?

In exchange for a discounted full-conference registration rate, volunteers are required to complete one volunteer shift during Apartmentalize. Shifts range between three and four 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 a virtual pre-conference training session.

What will I be doing during my shift?

Above all, your primary job is to be proactive and welcoming! We're expecting apartment industry professionals from around the country, 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*:

- Directional
 - As a directional volunteer, you will be strategically placed to help attendees navigate the convention center and find their way between the nearby hotels. Make sure to know the area – how to get to the Exposition, education sessions and general sessions from your location, where the closest bathroom is located, etc. Lost attendees will count on you for guidance.
- Information Desks
 - In this position, you are a main focal point for all Apartmentalize attendees. You'll be seated at one of four information counters where you'll be available to answer questions and provide directions. Please make sure to review the conference information on the NAA app and be comfortable with it, as attendees will be looking to you for help.
- 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.

*As of 5/20/2022. All roles are subject to change.

How do I select my volunteer time shift?

Time shift selection will be available online. Shift selection will open on May 8, 2023 to volunteers who are members of Apartmentalize's host affiliate – the Atlanta Apartment Association (AAA). Shift selection will open on May 15, 2023 to all volunteers. You will receive an email with further instructions when shift selection opens. When selecting your shift, you'll be asked to provide your full name, email address and cell phone number where we can reach you if needed on the day of your shift. All shifts are first-come, first-served.

Will there be any training sessions for volunteers?

Yes! There will be a pre-conference webinar at 2 p.m. ET on Tuesday, May 30 that all volunteers are required to attend. We'll cover details about the conference and important information about volunteering.

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

Visit the Attendee Registration desk in the Registration Hall of the Georgia World Congress Center. Attendee Registration will open on Tuesday, June 6 at 11:00 a.m. and will be open for the entirety of the conference.

Where do I check in and out for my shift?

Before your shift, you'll need to check in at the Concierge Committee Office, International Lounge Conference Room of the Georgia World Congress 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 relax before or after your shift, leave any belongings during your shift, and where you'll be able to pick up your Concierge Committee t-shirt.

What should I wear during my shift?

You'll be required to wear the Concierge Committee uniform during your shift. This uniform consists of:

- Concierge Committee t-shirt (*stop by the Concierge Committee Office on-site, Room International Lounge Conference Room of the Georgia World Congress Center, to pick up your shirt!*)
- Business casual pants or skirts
- No denim, athleticwear or loungewear
- Comfortable shoes

What should I have with me during my shift?

The most important thing to have with you is your cell phone with the Apartmentalize app downloaded. The app will come in handy for answering most attendee questions and is filled with schedules, maps, and much more. The app will be available to download closer to the conference. While the Concierge Committee office will be staffed, we recommend keeping valuables with you or at home. If you need any personal items during your shift, make sure to keep those with you as well.

Do you have a question that wasn't answered here? Contact [Alicia Rutherford](#) at NAA.