

Volunteer Check-In/Runner Services/Lost & Found 101 (Memorial Stadium)

The volunteer check-in team greets volunteers as they enter Memorial Stadium through gate 24. Volunteer check-in for race day volunteers is located in the Great West Hall (GWH), the southwest side of the stadium. Each member of the volunteer check-in team is responsible for a certain section of the alphabet (for example, A-G, H-N, O-Z). They will look up the volunteer's name on an iPad and check off volunteers' names on a list and provide the volunteer with an official TEAM t-shirt and drawstring backpack. Then, direct the volunteer to the specific area of the Stadium for their volunteer post. If we run out of TEAM t-shirts and/or string bags, volunteer will keep a log of those who checked in but did not receive.

The Volunteer Check-in Team will receive various questions throughout their shift. Please review the official race guide and FAQs to have a general understanding of the weekend activities. The link to those documents are below:

<http://illinoismarathon.com/aboutus/faq/>

<http://illinoismarathon.com/wp-content/uploads/RaceGuide.pdf?x16837>

Runner Services: Since you are located in the heart of activity on race day, you will be asked many questions by runners, volunteers, spectators, and so on. Try to direct folks as best as you can or contact Kim Scott to help you get answers for people who need them. Our job is to have the answers or find the answers for our runners and volunteers.

Lost & Found: You will also receive any found items as well as maintain a list of items that runners/spectators report as having lost. You will be given a number to text the main announcer any items that are found. The announcer will direct folks to your location so the items can be retrieved. Lost items will be cataloged on a paper log. Make sure writing is legible for name, address, phone number, and description of item lost. Typical lost items are car & dorm keys, driver's license, phones, iPod, earbuds, glasses, and articles of clothing. Articles of clothing found along the race path are picked up and will be donated to a local shelter. No attempts to return these items will be made.