**Events Team**

**Steward’s Briefing Notes**

**Role – Certificate Desk Steward/Guest Block C**

**Purpose of the Role**

* To “look after” C Block guests as they arrive. In particular the VIP guests on the first few rows of the block.
* To ensure that guests are guided to their seats and assisted with locating their seats.
* To ensure that guests have a programme from the programme bins located by each block.
* To ensure that the correct degree certificate is handed to the Certificate Marshal to enable them to present it to the student as they leave the platform.

**Prior to the start of ceremony.**

* When you arrive, please call into the hall to help place programmes on seats and fill he programme bins if required.
* You should go to Meeting Room 2, Ground Floor, Octagon Centre. The door is marked “Assistant Marshals and Stewards”.
* You will find a file with your name on. This contains all the information you need for the ceremony. Most important documents in the file is list of VIPs in Block C. You will also find “Steward Task List” in the file. This is an important document which will have your name against all the tasks and timings. You should follow this carefully.
* Select a robe – plain burgundy – with no gold trim and a black velvet hat with burgundy cord. The robe should be around mid-calf length.
* Make sure you go up to the main hall at least 50 minutes prior to the start of the ceremony.

Doors open to guests

* Around 45 minutes prior to the start of the ceremony, guests will start to enter the hall and take their seats. All students have been issued with a document giving their own and their guests’ seat numbers. The guest seats will be allocated in one of 7 blocks – A to G. Guests should know their Block number, their Row number and Seat number.
* Some guests get confused and sit in the correct seat in the wrong block, which can cause problems when the people who have been allocated that seat arrive. If this happens it is worth asking both sets of guests to check their allocation.
* If the problem cannot be resolved, advise Janet or Natalie and they will sort it out.
* If guests do not know their seat number, direct them to Janet or Natalie.
* Be aware that the VIP guests who have been allocated seats in the first rows of Block C may not arrive until almost the start of the ceremony, so keep an eye on the seats in case other guests think that they are spare and move themselves into them prior to the arrival of the VIP guests.
* Ensure that guests take, or are handed, a programme.
* Any guest who takes a pushchair into the hall should be advised to take them to the cloakroom. Advise Janet or Natalie if you have problems with guests with regard to this.
* 5 minutes before the start of the ceremony, take your seat marked A on the floorplan – this is at the certificate desk by the steps. to the platform.

During the ceremony

* On the Certificate Desk you will have a script (list of student names) and the certificates in ceremony order.
* Listen for the students’ names to be read out. This will follow the script. You should then take the certificate from the pile and hand it to the Certificate Marshal who will be standing next to you and they will hand it to the student as they leave the platform.
* Follow the script closely. If you do not hear the name read out, it means that the student is absent. In this case you should simply take the certificate from the pile and place it face down on the desk.
* A few students may have already received their certificate prior to the ceremony. In this case, the name will be highlighted on your script and there will be no certificate for that person as they leave the platform. Don’t worry. They aren’t expecting to receive one.
* At the end of the ceremony, after all students have been presented, the Presiding Officer will give a closing speech, after which he or she will declare the congregation closed, the music will start and the Officers and staff on the platform will begin to process out. At this time you should move to the bar area – marked Door A on the plan. Please leave the unclaimed certificates on the certificate desk. Janet or Natalie will collect them.
* After the Officers and Staff have left the hall, they will go through the doors and downstairs. New graduates will be following and should be guided through the bar area to the main Octagon foyer and not down the stairs.
* When graduates have left please return your folder, robe and hat to Meeting Room 2.
* Please return to the hall to assist in setting up the hall ready for the next ceremony.