

## Before The Event

- Appoint a lead person from your organization for this event. This person will be responsible for registering the organization for the event and managing users.
- All recruiters review training videos under Premier Virtual Tutorials to ensure you are ready for the event.
- At least two days prior to the event finalize/review your booth
  - Add recruiters that will be attending the job fair for your booth
    - Multiple recruiters are recommended
      - *The first hour the event can be overwhelming for just one recruiter.*
      - There should be at least ONE recruiter in your booth interacting with job seekers for the duration of the event.
    - We recommend that you assign a *general password* for all recruiters in the booth (to limit confusion if somebody forgets it)
  - Add Quick Reply Messages (formerly known as Pre-set messages) - think about common phrases that you would use to interact with jobseekers at an in-person job fair)
    - **Examples:**
      - 'Welcome to the (your organization) booth!' I will be with you shortly.
      - 'What position are you interested in?'
      - 'What shifts are you available for - days, evenings, overnight?'
      - 'Do you have a driver's license?' (or required certifications for your open positions)
      - Instructions/next steps that job seekers need to follow.
      - Closing message: 'Thank you for stopping by. Don't forget to apply to that position online. I look forward to reviewing your application.'
    - Each recruiter needs to add their own Quick Reply Messages to their profile.
  - Job Vacancies
    - If you have positions that have many openings, cluster them into one job vacancy regardless of the shift or whether it is a PT, FT or per-diem position.
    - Add a vacancy title "other", to gather resumes for positions that might not be posted on your website yet, or you are not responsible of hiring.



## Premier Virtual Best Practices Guide

- Once you have a profile and booth created, you will be able to use it for all future job fairs – please save your username and password!

### During The Event

- Take time to review the candidate's profile by clicking on the person icon at the top of your chat box. Take a moment to disposition your candidate once you are done speaking with them.
- Utilize your Internal Chat to coordinate with your team during the event, this tool can make it easier to manage the job seeker flow.
- Be patient if a candidate does not respond right away, remember they are browsing the event.
- When chatting with jobseekers, remember that many are using mobile devices and "autocorrect" or "fat fingers" will cause grammar errors.
- Video chat option – Before initiating a video chat, ask the jobseeker whether they are comfortable with it doing so.

### After The Event

- Reports- Utilize the reports found in the Manager Event for follow up with job seekers. You can find the following reports on Premier Virtual after the event:
  - Chat Log
  - Submitted Resumes (available up to 30 days after the event)
  - Visitors
- Be sure to reach out to jobseekers soon after the job fair with the next steps! We have advised all jobseekers to check their emails and empty their voicemailboxes.

