

VIP Registration

VIP Reception Planning

VIP Reception Guest Registration

We expect that about 150 people will be attending the VIP reception. Most will be arriving between 6:00pm and 6:30pm. Each must pass through the registration process. The purpose of this document is to explain the different types of guests, and how to direct them through the registration process. It is important that this be done smoothly and quickly, so that the guests feel served and we do not have a backup in the registration area.

Each guest must receive a nametag, either by picking up one that is already prepared for them, or by registering and paying. The guests fall into one of 4 categories:

1. Pre-Paid
2. Will Call
3. RSVPs
4. Walkups

1. Pre-Paid. These are individuals, whose name we were given in advance, that have already purchased a ticket or are award winners. These individuals should already have a nametag prepared for them. They can pick up their nametag at the Registration table outside the entrance door. After they get their nametag, tell them they can proceed into the Reception, through the main doors and to the left.

If someone says that they have paid for a ticket or are an award winner but do not have a nametag – and aren't on the nametag list – they are probably a Will Call; see below.

There are actually two types of Pre-Paid: Award winners (blue nametag, bidder numbers 100 – 299); and "regular" attendees (cream nametag, bidder numbers 300-499)

2. Will Calls. These are individuals whose ticket has been paid for by their company or organization, but we weren't given their names ahead of time. We have a Registration Card and blank nametag pre-printed with their company name, prepared for each of these individuals. Direct them to the Will Call area at the end of the table.

Find their Registration Card/Nametag (based on their company name). Instruct them to write their name on the Registration Card and take it to the Registration Table (by the big sign that says "Nametags" at the back of the lobby), where their registration will be completed.

Like the Pre-Paid, the Will Calls may be Award winners (unlikely, blue nametag, etc) or "regular" attendees (cream nametag, etc.)

3. RSVPs. These are individuals who have reserved a ticket but have not yet paid for it. Direct them to the Cashier Table, where they can pay for their admission and pick up their nametag.

4. Walkups. These are individuals that did not pre-register or pay. Direct them to the Guest Registration table outside. They will fill out a Guest Card and take it to the Cashier Table, where they will pay for their admission. The Cashier will stamp "PAID" on their Guest Card and direct them to the Registration Table where they will receive their nametag.

If you're not sure what category someone is in, check the alphabetic list of attendees. If their name is on the list, their status is indicated by their bidder number:

- 100 – 299 Award winners - pre-paid – Blue nametag
- 300 – 499 Pre-paid – Creme nametag
- 600 – 699 RSVP – Creme nametag
- 700 – 799 Volunteers – Green Nametag
- 800 – 999 Walk-ups - Creme nametag

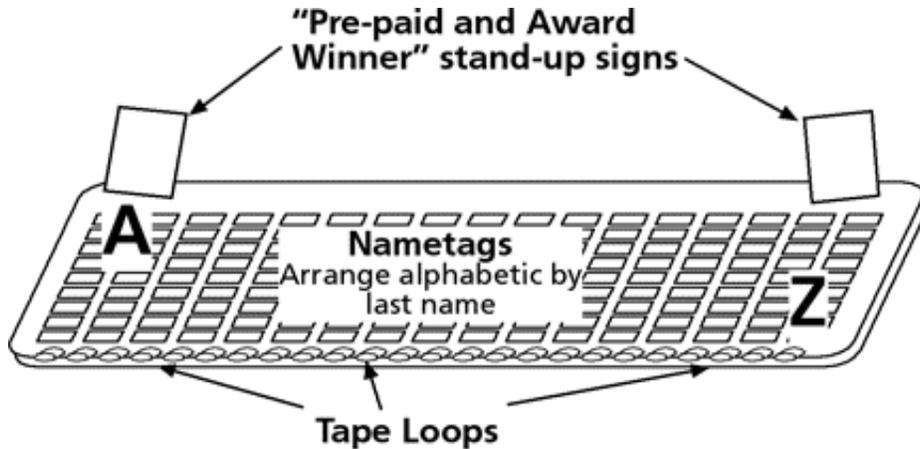
If their name is not on the list but their company name is at the front of the "Bidder List by bidder name" list, they are a Will Call.

Of course, there are generally cases that won't conveniently fit in the above pattern. For example:

- An unexpected VIP shows up, and needs to be walked through registration
- A company sends John instead of Phil, so the nametag is wrong
- An award winner brings an additional family member, and wants to know if they have to buy another ticket

In any such case, send or escort the individuals to the Registration Manager, who will be by the Cashier table.

Greeter Nametag Table Setup and Operations: Pre-Paid and Award Winners



The Greeter Nametag Tables are located just outside the doors to the building.

1. Setup

- Arrange nametags alphabetically by last name, top to bottom, left to right.
- Place standup cards in corners of table where they can be easily read.
- Place the display card offering a lanyard to attendees with nowhere to clip a nametag at the center behind the nametags
 - The nametag holders have clips; some visitors won't have anything to clip it to.
 - A lanyard is a narrow strap worn around the neck that has a nametag holder attached.
 - If a visitor requests, transfer their nametag to a lanyard nametag holder, attach to a lanyard, and hand it to them.

2. Operation

- You have three jobs:
 - Help people find their nametags if necessary, and answer questions if they can't find one or seem confused.
 - Keep the nametags arranged neatly.
 - Move nametags to lanyards when asked.

1) Helping people.

- Some people will walk right up, grab their nametag, and head on in. No problem.
- Other people may need help finding their nametag.
- Still others won't have a nametag, and will want to know what to do next. Read and understand the sheet labeled "VIP Reception Guest Registration" so you will be able to direct them.
- While it may seem most natural to stand behind the Nametag Table, it may be easier to help guests find their nametag if you stand in front. Do what works best.

2) Keep the nametags arranged neatly.

- After a substantial number of nametags have been removed, close up the empty spaces; this will make the process of finding nametags faster.

3. Shutdown

- By 7:30 or so most of the attendees will have arrived. When directed, gather up the remaining nametags and move them onto one of the tables by the cashiers. Fold up the table and tablecloth and move them into an unoccupied area of the lobby.

At the end of the evening KEEP ALL THE REMAINING (UNCLAIMED) NAMETAGS SEPARATE FROM THOSE TURNED IN BY EXITING GUESTS. These nametags are the only way we can know exactly who attended and who didn't.

Will-call Nametag Operations

A "Will-call" Nametag is one where the entry fee has been paid, but we didn't have the guest's name to complete a nametag. This generally happens when sponsors or businesses have a block of guests paid for, but don't exactly know who will be attending. So, there will be a set of partially completed guest cards and nametags that

need to be picked up by attendees.

Setup the Will-call to the right of, but slightly separated from, the Prepaid and Award setup. Place the stand-up sign so the names of the will-call individuals and organizations are easily visible to approaching attendees.

You will find an envelope containing the Will-call Guest Cards and Nametags. Don't put them out for people to pick up – just arrange them so you can quickly read them and find the one you're looking for.

When someone approaches and identifies themselves as a guest of one of the individuals or organizations on the list, look for an appropriate Will-call. If you find one:

1. Give them the Guest Card and attached nametag
2. Instruct them to fill in their name on the Guest Card, and
3. Take BOTH the Guest Card and Nametag to the Registration table (by the big sign that says "Nametags" at the back of the lobby) where their nametag will be completed.

If you can't find a will-call for them, direct them to the Registrar, next to the cashiers in the lobby.

When the Pre-Paid and Award Winner operation moves inside around 7:30 or so, move the Will-call materials inside as well.

At the end of the evening KEEP ALL UNCLAIMED WILL-CALL CARDS AND NAMETAGS.

New Nametag/Data Entry Operations

You will be producing nametags for three types of attendees:

1. Pre-paid: Those who have a nametag and need it to be changed (wrong spelling, wrong company, etc.)
2. Will-call: Those who have a nametag with just a company name; they need to have their name added
3. New registrations: These folks just registered and need a new nametag.

1) Pre-pays: These folks will present you a nametag in a holder. Mark the changes on their current nametag (so we can correct our database later) and make a new nametag for them (same color). Copy their bidder number to the new card.

2) Will-call: These folks will have both a Guest Card with PRE-PAID printed in the upper corner, and a nametag with just a business name and bidder number printed on it. Have them complete the Guest Card, and print their name on the incomplete nametag. Put their nametag in a holder and give it to them, and invite them to go into the reception. Keep the Guest Card; we will need it later.

3) New registrations: These folks will present you with a Guest Card with PAID stamped on it (by the cashiers). Write their name (and business, if any) on a blank nametag. Write their name at the end of the bidder number list, and assign them a new bidder number. Write the bidder number BOTH on the completed Guest Card AND at the end of the bidder number list. Put the nametag in a holder and give it to them, and invite them to go into the reception. Keep the Guest Card; we will need it later.

Don't make a nametag for anyone unless they: 1) Already have a nametag (that needs to be changed or completed); or 2) Have a Guest Card that is printed with PRE-PAID or stamped PAID; or 3) The Registrar or someone in authority tells you to do so (e.g., the Mayor shows up)

Keep track of all new nametag numbers on the bidder number list: record the name and number for each one. Keep all the Guest Cards. At 8:00 (when the Awards start) give the bidder number list to the Auction Cashier, J Goldberg.

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