

VIP Registration

VIP Reception Planning

VIP Reception Guest Registration

We expect that about 250 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. 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 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 plus their families/associates (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 table.

At the Will Call table, find the 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, there are Award winners plus their families/associates (blue nametag, etc.); and 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 tables 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

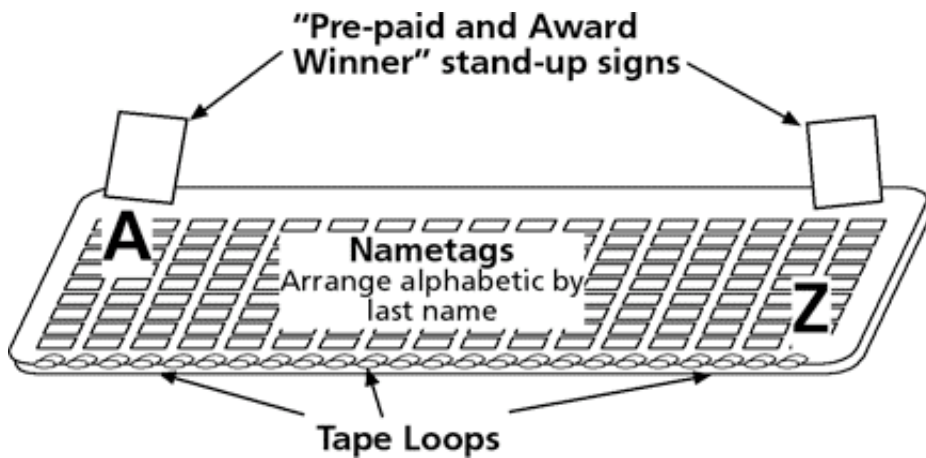
If their name is not on the list but their company name is at the front of the "Bidder List by bidder name" list, they are a Will Call.

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.

Pre-Paid and Award Winner Nametag Table Setup and Operations



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 a row of tape loops on the front edge of the table.
 - The nametag holders generally have clips. Some visitors won't have anything to clip it to.
 - The "tape loops" are pieces of masking tape that can be used to stick the nametags to clothing.

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.
 - Keep the supply of tape loops stocked.

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.

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) Tape loops.

- Make sure there are plenty available. People might not know what they are for... you can offer them to folks who look like they may need them.

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.

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