

Attendee Management

Note: The information below is provided as a guideline to assist the committee which may be assigned this area of responsibility. Needs may change from year to year; therefore, specific requirements will be provided by the current convention chair after consultation with the presiding officer. The committee includes 2 previous committees – onsite check in and badges/kits.

PRIMARY DUTIES – KITS AND BADGES:

- Evaluate, clean, and prepare badge lanyards/holders.
- Responsible for managing the onsite check-in (and possibly credentials verification) process during convention.
- Create and fill kits for all voting members of convention and those non-voting members as designated by the presiding officer. (Refer to the detailed spreadsheet from the WSC Executive Assistant). Recipients of kits typically include:
 - Convention delegates
 - Executive Board
 - Executive Assistant
 - Current standing committee chairs
 - Past State Presidents
 - Current convention chair
 - Nominee for first year Executive Board member
 - Guards and pages
 - Next year's convention chair
 - Members of honor (typically WSC PSPs serving at the International level)
 - International Representative
- Develop a plan for distribution to those attendees who will not receive a kit but will receive a badge and may have purchased a program and/or meals.
- Write a report for at the conclusion of convention.

COORDINATION REQUIRED WITH OTHER COMMITTEES:

- Facilities and Signage
- WSC treasurer (for matters related to credentialing and check-in process)
- WSC Executive Assistant (for clarification of issues related to check-in.)
- WSC Executive Assistant (the EA uses CVENT to print badges and create the master spreadsheet with badge ribbon, meals, entitled and/or purchased programs, and other relevant information.)

KIT CONTENTS:

- Convention Program
- Name Badge
- Meal Tickets, if used. (Meals may be indicated on convention badge, but it's unlikely.)
- Ribbons, if used. (These may be used for special designations).
- Required/additional documents as requested by the presiding officer.
- Special items such as pencil, small pad of paper, snacks. NOTE: These items may be donated or sponsored. Focus may be on the geographic area of the host committees.

TIMELINE:

Before Convention – General

- Review reports from prior years and reach out to applicable points of contact for additional insights or to ask questions.
- Review convention budget with the Convention Chair.

Before Convention - Badges:

- By December 1: Clean the badge lanyards. separate by color and count by color.
- By January 1: Share badge lanyard inventory counts (by color) with the Executive Assistant, Convention Chair, and CPRC liaison. (This team will determine whether additional lanyards are needed and is responsible for purchasing them).
- Usually 2 weeks before convention: Receive printed badges and labels, printed material (meal tickets, packet handouts, other relevant info) from Executive Assistant and insert into appropriate badge lanyards.
- One week before convention: Prepare the lanyard collection boxes/baskets.

Before Convention - Kits:

- Confirm that envelopes will be used for kits, and what, if anything, will be used to distribute items to those not entitled to receive kits (i.e. badges, meal tickets, purchased programs, etc.).
- Purchase packaging items as needed on or about April 15 (but not before).
 - Note: The total entitled count for kits should be at or about 275. (Confirm this count with the Executive Assistant)
 - Purchase of the packaging item should be coordinated with the Executive Assistant (for direct payment and avoiding having to submit an expense report).
- Purchase or collect special items by May 1.
- Receive meal tickets (if being used) from the WSC Executive Assistant, with all other items for the kits.
- If being used, obtain name/chapter labels from WSC Executive Assistant by established date.
- Receive required kit documents from Executive Assistant or presiding officer for inclusion in kits.
- Assemble and organize kits according to received instructions from the Executive Assistant. This may include separating by voting delegates (in chapter order), Past State Presidents, etc.
- Deliver kits to convention site on Saturday morning.

Before Convention – Onsite Check in:

- Review the inventory of supplies received at the close of the last convention to determine what items need to be added or replaced.
- Coordinate with the signage team if new or additional signs are needed for the check-in area.
- Create onsite check-in and/or credentialing staffing schedule for duration of convention. Credentials staff need to be located near the check-in area. Note: there should always be a committee chair or designated leader in check-in area during peak check-in times.
- In collaboration with presiding officer, determine what, if any, additional materials need to be distributed to visitors at check-in if they are not entitled to receive a kit.
- In collaboration with the WSC treasurer and WSC Executive Assistant, develop a system for all attendees to check-in for convention and pick up any materials (e.g. kits, programs, convention schedules, etc.) to which they are entitled. This includes the formal training, which should be conducted by the WSC treasurer.
- Complete check-in area physical set up in accordance with the convention schedule established by the CPRC liaison.
- Attend training before the official opening of convention and be prepared to train volunteers.

Note: Policies and procedures and physical layout for registration will vary greatly from year to year. It is critical that all parties involved (i.e., WSC treasurer, WSC Executive Assistant, presiding officer, onsite check-in chair, individuals responsible for checking credentials and the convention chair) are all in agreement on and understand the process before set up begins. Those working in the check-in area must also be well trained before convention to ensure the process runs smoothly.

During Convention:

- Confirm the process for check in and whether membership cards will need to be shown. Beginning in 2024, members were verified prior to convention and cards no longer need to be shown.
- If needed, confirm credentials of P.E.O. attendees by checking membership cards.
 - Refer those not having membership cards to the designated credentials person(s) to verify P.E.O. membership. (See separate credentials description for details).
- Distribute badges, programs and other convention materials to registrants as directed by presiding officer and convention chair.
- Ensure sufficient staff is always on duty to allow for an efficient flow of traffic through the area.
- Volunteers working in this area will be asked many questions and should therefore be knowledgeable about the layout of the convention site, where to go for hotel registration, convention timelines, etc.
- Collect lanyards as people are leaving.

After Convention:

- Deliver all collected lanyards and any convention properties/supplies to a central location designated by your convention chair.
 - Note: It is not necessary to count, clean or organize returned lanyards prior to delivery to the designated hand off point. This task will be completed by next year's committee.
- Inventory and pack up any convention properties/supplies which will be handed over to next year's convention steering committee.
- Deliver properties and inventory to a central location designated by your convention chair.
- Write a report per instructions and email to CPRC chair by June 15.
- Submit any outstanding expense reports with **original** receipts to your convention chair no later than June 15. Per Washington State Chapter policy, expenses that are submitted after June 15 are not reimbursable.

Budget: \$ _____ **Expenses:** \$ _____