

REGISTRATION CHAIR

NAME Office

- I. Receives registrations
- II. Prints receipts
- III. Prints tear-off sheets
- IV. Prepares registration packets
- V. Labels information
- VI. Mails envelopes
- VII. Manages computer input
- VIII. Sends printouts to registration chair after cancellation deadline

NAME Policy:

- I. **A separate line shall be available for Life Members and Academy of Honor Members to pick up their packets during Registration.**
- II. **Life Members will receive a badge ribbon indicating “Life Member” when attending Conventions/Houseparties. Academy of Honor members will receive a badge indicating “Academy of Honor” when attending Conventions/Houseparties.**

Revenue:

Registration

Registration numbers and costs are set by the Board. Remember that the President, NAME Office Staff and Hosting Chair are given complimentary registrations, so you will need to budget these in. For a convention, if you have a registration of 500 – and the convention is full, you will most likely have only 497 paid registrations. If at a houseparty you have a registration of 250 – and the HP is full, you will most likely have only 247 paid registrations.

Registration Cancellation Fees

You can expect a cancellation rate of about 5% of the registration – multiplying this by the \$40 cancellation fee will give you the total for this line item. **The amount in this line item shall not be used to cover any Convention/Houseparty expenses.**

Expenditures:

Registration (Packets, Badges, etc.) Budget Line Item

This covers expenses for both the packet that is sent by the office to registrants when they register as well as the on site packet, badges, ribbons, etc. Gold star pins are also included in this item. **This amount is based on past experience and shall not be used to offset other Convention/Houseparty expenses.**

Registration Information

- I. After the registrants send in their money, the registration packet is the first response they receive from the Convention/Houseparty Steering Committee. It is the first impression of

the Convention/Houseparty, who is running it, and how well organized it is. Tear-off sheets may arrive in any manner or form, however, the sheets are standardized and should only be modified minimally. Be prepared to retype, or request from the NAME Office, the most recent Convention/Houseparty packet and model yours accordingly. A tear-off checklist should be supplied to the office for your individual Convention/Houseparty.

This eliminates packet error. The layout can be moved to suit the theme, but all information should be included. Have individual chairpersons recheck their personal information and have the entire packet proof read by your Convention/Houseparty Advisor. All sheets in the packet should have the NAME logo in the upper left hand corner and your Convention/Houseparty logo in the upper right hand corner.

- II. The registration chair will receive the following items from the NAME office on or about two weeks after the cancellation deadline
 - A. Registration applications
 1. Check for any registrant special needs.
 - B. Computer printout of registrants
 - C. Printed labels for each registrant for use to prepare welcome packets handed out during the check-in registration process at the hotel.

Prepare Badges

- I. Necklace style, pocketed and zippered badge holders are available from the office. These are the preferred style. The cost of these holders will be applied to your budget. They must be ordered well in advance. Contact the NAME office to order the holders. The current supplier is Marco Promotional Products.
- II. The NAME office will provide you with color-coded ribbons for badge designations for:
 - A. Steering committee
 - B. Board of Trustees
 - C. Regional coordinators
 - D. State representatives
 - E. AOH members
 - F. Life Members
 - G. Sales room dealers – MUST be easily discernable**
 - H. Workshop instructors
 - I. Table Hostess
 - J. Exhibitor
 - K. First timers - It is recommended that first timers be designated as such so that other registrants can make them feel welcome.
Have a roll of duct tape (shipping tape does not work) handy and place a piece over the back side of those badges with multiple ribbons to hold them securely in place to the badge holder as the self-stick glue doesn't hold up very well. (Feb. 2018)
- III. Prepare name tags for badges

- A. The NAME office can provide an importable text file of registrant information that can be used in most word processing programs.
 - B. Print names (at least first name) in as large a print as possible so they can be easily read. Include the city and state as well. Name tags that cannot be read at a quick glance have been criticized on convention/houseparty evaluations.
 - C. Avoid script that is difficult to read.
 - D. Use nicknames if supplied on registration form.
 - E. Names and city/state should be printed as written on the member's registration application from the NAME office. It is nice to have this large enough to read as well.
 - F. Include your logo on the badge if at all possible.
- IV. Special Badges:
- Dealer Helper:** A dealer may choose to have ONE person who is not registered to attend the convention/houseparty to help them in the sales room. The NAME office will provide you with a list of unregistered dealer helpers. The helper will be granted access to the sales room ONLY and will be issued a badge printed on a different color of paper from all other badges. Include the header "DEALER HELPER" on the badge along with the name. The dealer's business name should be printed in smaller letters below the guest name. The badge insert color for Dealer Helper is Light Green.
- Meal Guest:** The NAME office will provide you with a list of meal guests. Should you have a member sign up his/her guest to attend the three meal functions (opening luncheon, banquet, brunch) you will need to issue a badge printed on a different color of paper from all other badges. Include the header "MEAL GUEST" on the badge along with the name. Member's name should be printed in smaller letters below the guest name. The badge insert color for Meal Guest is Light Pink.
- If the Meal Guest is also signed up as the Care Giver use one badge with the header "MEAL GUEST/CARE GIVER" on the badge along with the name. The badge insert color for this is Light Purple.
- Care Giver:** Currently this is addressed on an as requested basis. A Care Giver is a person traveling with a member who is not registered to attend but is necessary to aid the member with maneuvering the convention/houseparty. This person is granted permission to help the member get to and from any activity for which the member is registered for or participating in. The Care Giver is not granted permission to remain in workshops or meal functions. However, the Care Giver can assist the member in the sale room. You will receive a separate form for this. The badge insert color for Care Giver is Yellow. (Feb 2018)
- V. It is important to include the "**Personal Medical Information**" card in every packet and that you encourage the member to fill out the form and keep it tucked in their badge holder. This is their own personal private information to be kept on them at all times and should not be turned in to anyone. This form is available in the "FORMS" Section of the Houseparty Manual online. Should an attendee have a medical emergency, this form can provide vital information to medical personnel should the person be unable to communicate.

Meals/Special Food Requirements

Guests who have special menu needs due to allergies or dietary restrictions should have indicated on their registration forms what those needs are. Provide a list of registrants with special needs indicating what restrictions they have to the Table Host/Hostess Chairman who will prepare a list of these needs and give it to the Hosting Chairman to discuss with the hotel staff so the hotel is prepared with an alternate meal.

Check-In Welcome Packets

Committees requiring space at registration should notify you of their needs 45 days prior to the event so you will have adequate time to lay out the space and give the information to the Hosting Chair and Operations Chair before the hotel deadline.

It is advisable to measure the area and create a diagram of the layout. The first table guests should see is the registration table where they will pick up their welcome packets before proceeding to the next table. You may ask registrants to sign for their things as they pick them up at each table. The NAME office can provide you with extra labels if you request them.

- I. Gather information and fill packets. 10x13 manila envelopes are usually adequate to hold all of your registration materials. Much of the information below will be provided for you by other members of the Steering Committee.
- II. These packets should contain any information that you want the registrant to receive at the beginning of the Convention/Houseparty.
 - A. An extra copy of the Convention/Houseparty schedule and a list of roundtables small enough to fold and tuck in the back of the badge holder is preferred.
 - B. A 'route book', which is a small pamphlet size booklet with key information such as schedule, workshop/roundtable info, sales room and dealer info.
 - C. Badge
 - D. Personal Medical Information Card
 - E. Tour tickets
 - F. Information about nearby attractions including churches and restaurants.
 - G. Information about nearby hospitals, 24 hour pharmacies and maps of area.
 - H. A letter of welcome from the Steering Committee.
 - I. Gold Star assignment with any notes for volunteer helpers
 - J. Any notes for workshop instructors stating day, class and time of workshop
 - K. Information for table host/hostess
 - L. Special invitation to Steering Committee meeting/party, etc.
 - M. Any information given to you by the NAME office for insertion
- III. On the outside:
 - A. The printed label received from the NAME office.
 - B. A sticker noting any special additions or instructions on envelope is helpful.
 - C. Pre-seating information, if applicable.

- IV. Include an information sheet on any NAME member shop in the area; possibly with special discounts, parties, or open house.
- V. Use boxes to place the completed packets in order prior to registration. Divide the boxes according to the members' last name (ie: A-D, E-J, K-M, etc.). The last box shall contain the packets for the LIFE Members. A separate line shall be available for Life Members to pick up their packets according to NAME policy.

Check-In Registration at Convention/Houseparty

- I. This is where your theme begins. You will want this area to look spectacular to draw your guests into your theme. The registration table, counter or booth at the Convention/Houseparty should be in a prominent, easy to locate place. Use banners or signs that sit higher than six feet tall. Standing next to them they appear very large, but across a crowded room, they cannot be seen.
- II. Keep the area neat and clean at all times. Extra items should be stored in boxes out of site and behind the table if secure. Paper ream boxes are perfect storage containers during registration. The area should have enough space for all of the registration activities that include:
 - A. Registration packets
 - B. Table seating sign-up
 - C. Tote bags
 - D. Souvenir book
 - E. Roundtable workshops samples display
 - F. Place to drop off door prizes, Convention/Houseparty helpers, etc.
 - G. Information about openings for classes, tours, etc.
- III. The sign up table for meal seating, the place to pick up tote bags and the place to pick up souvenir books should all be close enough to the registration table so that the Steering Committee members working at the registration tables can point and say to each registrant: "That is where you go next for table seating, tote bag, souvenir book, etc."
 - *Other Consideration: Pre-assigned seating may be part of the registration process. Tear-off sheets could have requests for friends at one table and special requests for disabled, etc. as to location.*
 - *Tip: Table seating sign-ups is usually a congested area. You will want to plan ahead the location of table sign-ups to allow registrants access to the other registration area tables.*
- IV. The registration table should remain open until most of the envelopes are given to the registrants. Don't be surprised if you still have packets on Saturday. After that time you may close out the registration table and take the remaining packets to Operations. If registrants show up at a later time, The Operations Chair should be able to assist them in getting their packet.
- V. The hours when registrants may pick up their packets should be pre-determined and be included on the schedule. Begin on Sunday evening for a

Convention and Wednesday evening for a Houseparty. Be sure to have enough help in the beginning to keep the process flowing smoothly. This is the registrant's first encounter with the Convention/Houseparty and if registration is a hassle, it could set the tone for the remainder of the Convention/Houseparty. Help them, be courteous and smile!

- VI. The hours the registration table is open should be prominently displayed. When the remaining envelopes are taken to Operations, that notation should be made on the sign at the registration table indicating where, and when, help may be obtained.
- VII. It is best to require that each registrant pick up his/her own registration packet. Wives and husbands can pick up for spouses; however, friends should not pick up packets for each other unless they have their friend's receipt. Keep a record of all packets picked up by a friend, and include the date and time. A good method of keeping the records is to have a list of all registrants handy and ask the registrant to sign beside their names to indicate receipt of their packet. You may repeat the process with tote bags and souvenir books as well.
- VIII. Stress with your committee the importance of being pleasant, kind and helpful. Again, this is their first encounter with the committee. Post notes of positive encouragement behind the counter. The tone should be set as a fun place to be.
 - *Other Considerations: Decorate according to your theme. Wear costumes or funny hats. Accommodate people with special needs (wheelchairs, walkers, scooters, etc.) Even a large space gets very full with 300 people. Remember to think BIG. Hotel space usually has 12-15 foot ceilings. You already know how to scale down... now scale up! When registration is closed you can change the area to an "information booth".*

Lost and Found

Set up a designated area for lost and found.

Convention/Houseparty Evaluation Box

Prepare a nicely decorated box with a slit in the top for attendees to place their completed evaluation forms in. The Convention/Houseparty Liaison will pick these up or a designated member of the board.

Bulletin Board

Set up a bulletin board for getting information to registrants and for registrants to get information to each other. Have paper, pens and pins at the bulletin board.

After the Convention/Houseparty

Submit a written summary, including recommendations, to the Hosting Chair.

Registration Packet (from NAME office) Contents:

NAME Receipts

Welcome Letter
Code of Ethics
Hotel Information
Transportation/Directions
Area Attractions
First Timer Information
Tentative Schedule
Advanced Table Seating Form
Meal Guest Form
Pre-Convention Workshop Photos
Pre-Convention Workshop Descriptions
Pre-Convention Workshop Registration Form
Registered Workshop Photos
Registered Workshop Descriptions
Registered Workshop Registration Form
Theme Luncheon Descriptions
Theme Luncheon Registration Form
NAME Auction Form
Door Prize Form
Exhibit Form
Garage Sale Form (usually at National Convention)
Gold Star Volunteer Form
Host/Hostess Form
Convention/Houseparty Helper Form
Mini Mart Application and Letter (National Only)
Mini Swap Form
Roundtable Application
Souvenir Book Form
Tool Kit List
Tote Bag Form
Tours Form