



# THE MISSION CONTINUES

## Event Registration SOP

As a registration volunteer you have one of the most important positions of the day. You are the first person every volunteer will see the day of the service project. It is important that we greet everyone with a SMILE and WARM welcome. The following items are what is going to make a volunteer's experience with us special and what will bring them back to serve alongside us again.

Items NEEDED at registration during service project:

1. If available, have computer, tablet, smartphone available to check-in and register volunteers
2. Print off liability waivers (if technology fails), incident reports, and registration assignments
3. Have t-shirts, banners, table cloth, signage, tables, chairs, sharpies, pens, and name tags ready

Responsibilities ON service project day:

1. Project Lead discusses with registration volunteer where to set-up registration table to include table cloth, liability waivers, incident reports, registration assignments, t-shirts, sharpies, pens, and nametags
2. Put up banners and signage around project area
3. Have all walk-ups (people who did not register online) register online, if possible. Use registration assignment to place anyone without a volunteer position
4. Make sure all the registration gear gets placed back where it came from once project comes to a close.

Things that need to be done to CLOSE out a service project event:

1. If attendees registered online, check them in the day-of using the Salesforce1 app, or log into Salesforce within a few days after the event to mark them as attended.
2. For those who walked-up (did not pre-register) and signed a waiver, type their names and information into an excel/google spreadsheet and send to the CIM. (The CIM will send to Adam Vatterott to upload attendees into Salesforce).
3. All signed waivers should be collected by the Project lead and given/sent to the CIM who will send to Nathan Beaird who will scan all project waivers into a PDF file in Egnyte (labeled with platoon name, event date and location) for official records.