

SOP: Post-event Cleanup and Client Feedback Collection

This SOP details the procedures for **post-event cleanup and client feedback collection**, covering the systematic cleanup of the event site to ensure cleanliness and safety, proper disposal of waste materials, and restoration of the venue to its original condition. Additionally, it includes methods for efficiently gathering client feedback through surveys or interviews to evaluate event success, identify areas for improvement, and enhance future event planning and execution.

1. Purpose

To outline the steps and responsibilities for efficient post-event cleanup and effective collection of client feedback following all events.

2. Scope

This SOP applies to all events organized or managed by the company and is intended for event coordinators, cleanup crews, and client success teams.

3. Responsibilities

- **Event Coordinator:** Oversee cleanup and feedback collection processes.
- **Cleanup Crew:** Perform site cleanup, waste disposal, and venue restoration.
- **Client Success Team:** Administer client feedback tools and report findings.

4. Post-event Cleanup Procedures

1. **Preparation**
 - Ensure cleanup materials (gloves, trash bags, cleaning agents, etc.) are available onsite.
 - Conduct a post-event briefing for cleanup crew.
2. **Debris & Waste Removal**
 - Collect all waste and sort according to recyclables, compostables, and landfill items.
 - Dispose of waste following venue and local regulations.
3. **Equipment & Rentals**
 - Inventory and pack event equipment and rentals, report any damages.
 - Schedule and coordinate pickup/return of rental equipment.
4. **Cleaning & Restoration**
 - Clean floors, surfaces, restrooms, and high-touch areas.
 - Rearrange venue furniture, fixtures, and decorations to their original positions.
5. **Final Inspection**
 - Conduct a walkthrough with venue staff/management to ensure satisfaction.
 - Log any issues, damages, or additional cleaning needs.

5. Client Feedback Collection Procedures

1. **Feedback Tool Preparation**
 - Develop or update event-specific feedback surveys (digital or paper-based).
 - Prepare interview scripts for follow-up calls or in-person discussions.
2. **Distribution**
 - Email the feedback survey to the client and key stakeholders within 24 hours of event closure.
 - Schedule follow-up interviews if required.
3. **Collection & Analysis**
 - Monitor survey responses, send reminders as needed.
 - Summarize and analyze responses, highlighting positive feedback and opportunities for improvement.
4. **Reporting**
 - Compile a summary report for internal review.
 - Share key findings and recommended actions with relevant teams.

6. Documentation

- Maintain records of cleanup logs, venue sign-off forms, and feedback reports in the event file.
- Archive documentation for future reference and continuous improvement.

7. Continuous Improvement

- Review feedback data to inform planning of future events.
- Update SOP as needed based on lessons learned and client input.

Note: Adjust and customize the procedure steps as relevant for specific event types, client requirements, and venue policies.