

SOP Template: Event Day Run-Through and Supervision Guideline

This SOP provides a comprehensive **event day run-through and supervision guideline** to ensure smooth execution and oversight of all activities. It covers pre-event preparations, detailed scheduling of tasks, staff roles and responsibilities, real-time monitoring techniques, troubleshooting common issues, coordinating with vendors and participants, safety protocols, and effective communication strategies throughout the event. The objective is to guarantee a well-organized event with efficient supervision, minimizing risks and enhancing participant experience.

1. Pre-Event Preparations

- Confirm event objectives and requirements.
- Finalize event schedule and share with all stakeholders.
- Distribute staff assignments and responsibilities.
- Perform equipment and venue checks.
- Set up registration and information desks.
- Conduct staff briefing to review timelines, roles, safety, and emergency procedures.

2. Event Day Schedule Sample

Time	Activity	Responsible Person
07:00 - 08:00	Venue setup and equipment check	Logistics Supervisor
08:00 - 09:00	Staff briefing and final walkthrough	Event Manager
09:00 - 10:00	Participant registration and welcome	Front Desk Lead
10:00 - Event End	Main event activities & continuous monitoring	All assigned Supervisors
Event End + 1 hr	Debrief, clean-up, and closeout	All staff

3. Staff Roles & Responsibilities

- **Event Manager:** Overall supervision, point-person for escalations.
- **Logistics Supervisor:** Venue setup, resources, equipment checks.
- **Front Desk Lead:** Registration, information, and guest liaison.
- **Activity Coordinators:** Supervision of specific event segments/areas.
- **Security & Safety Officer:** Monitoring safety, emergency response.
- **Vendor Liaison:** Coordination with caterers, technical staff, exhibitors, etc.

4. Real-Time Monitoring and Troubleshooting

- Conduct regular walkthroughs of all event areas.
- Maintain communication via radios or messaging apps.
- Document and address issues immediately (equipment failures, supply shortages, etc.).
- Keep a log of incidents and corrective actions taken.
- Designate a rapid response team for unforeseen problems.

5. Coordination with Vendors and Participants

- Ensure all vendors have access and understand their schedules.
- Maintain direct contact with vendor representatives before and during the event.
- Handle participant inquiries efficiently at help desks.
- Announce important updates and changes clearly and promptly.

6. Safety and Emergency Protocols

- Review and disseminate emergency plans and evacuation routes to all staff.
- Ensure first aid kits and contact lists for emergency services are accessible.
- Conduct routine safety checks throughout the event.
- Assign trained staff to monitor crowd and facility safety.

7. Communication Strategy

- Use radios, mobile apps, or other agreed-upon tools for staff communication.
- Schedule regular check-ins and status updates with all supervisors.
- Establish escalation procedures for reporting and resolving significant issues.
- Facilitate end-of-event debrief to capture feedback and improvements.

8. Post-Event Wrap-Up

- Ensure proper clean-up and breakdown of all equipment and materials.
- Verify return of rental items to vendors.
- Collect feedback from staff, vendors, and participants.
- Prepare post-event report including successes, challenges, and suggestions.