SOP: Pre-meeting Follow-up and Reminders to Participants

This SOP details the process for **pre-meeting follow-up and reminders to participants**, including preparing and distributing reminder messages, confirming attendance, providing agenda and relevant materials, addressing participant questions, and ensuring timely communication to enhance meeting preparedness and engagement. The goal is to maximize participant readiness and meeting efficiency through systematic reminders and follow-up actions.

1. Purpose

To ensure all participants are informed, prepared, and engaged prior to scheduled meetings through consistent and timely pre-meeting follow-up and reminders.

2. Scope

This SOP applies to all meetings coordinated by the [Department/Team Name] requiring pre-meeting reminders and follow-up communications to participants.

3. Responsibilities

- **Meeting Organizer:** Accountable for initiating and completing all pre-meeting follow-up actions.
- **Administrative Support:** Assists in preparing communications and distributing materials as needed.
- **Participants:** Responsible for acknowledging reminders, confirming attendance, and reviewing provided materials.

4. Procedure

Step	Description	Responsible
1. Confirm Meeting Details	Verify date, time, location/virtual link, agenda items, and participant list.	Meeting Organizer
2. Prepare Reminder Message	Draft a clear and concise reminder including meeting details, agenda, relevant materials, RSVP request, and contact information for queries.	Meeting Organizer / Admin Support
3. Distribute First Reminder	Send the first reminder 3-5 days before the meeting via agreed communication channels (e.g., email, calendar invite).	Meeting Organizer / Admin Support
4. Track Responses	Monitor and document participant responses and confirmation of attendance. Follow-up with non-responders as necessary.	Meeting Organizer
5. Address Questions	Respond promptly to participant questions or requests for clarification/materials.	Meeting Organizer / Subject Matter Experts
6. Distribute Final Reminder	Send a brief final reminder 1 day prior to the meeting including the agenda and necessary joining instructions.	Meeting Organizer / Admin Support
7. Update Meeting List	Finalize attendee list based on confirmations and communicate any changes to relevant stakeholders.	Meeting Organizer

5. Timeline

- **Initial Reminder:** 3-5 days before meeting
- **Final Reminder:** 1 day before meeting
- **Follow-ups/Clarifications:** Ongoing as questions arise

6. Communication Templates

a. Initial Reminder Email

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Subject: Reminder: [Meeting Name] on [Date/Time]
Dear [Participant Names],
This message is a reminder of our upcoming meeting:
Date: [Date]
Time: [Time]
Location/Link: [Virtual link or room]
Agenda:
- [Item 1]
- [Item 2]
- [Item 3]
Attached are relevant documents for your review.
Please confirm your attendance by replying to this email. Let us know if you have any questions.
Best regards,
[Organizer Name]
```

b. Final Reminder Email

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Subject: Final Reminder: [Meeting Name] Tomorrow at [Time]
Dear [Participant Names],
This is a final reminder for our meeting scheduled for tomorrow.
Date: [Date]
Time: [Time]
Location/Link: [Virtual link/room]
Agenda attached. Please arrive 5 minutes early/prepared with the attached materials.
If you have any last-minute questions, contact [Contact Name].
See you then,
[Organizer Name]
```

7. Records & Documentation

- Save all reminder and follow-up communications for record-keeping.
- Maintain an updated participant attendance list.
- Document participant queries and responses for reference.

8. Review & Continuous Improvement

- Regularly review the effectiveness of reminder and follow-up procedures.
- Solicit feedback from participants post-meeting to identify opportunities for improvement.