SOP: Guest Registration and RSVP Management

This SOP describes the process for **guest registration and RSVP management**, covering invitation distribution, guest data collection, RSVP tracking, confirmation notifications, special requests handling, and event attendance verification. The goal is to ensure an organized, efficient, and seamless experience for both event coordinators and guests by maintaining accurate records and timely communication throughout the event planning process.

1. Scope

- Applies to all team members responsible for guest management at events.
- Covers process from invitation to post-event attendance verification.

2. Responsibilities

- **Event Coordinator:** Oversee the process and resolve issues.
- **Guest Management Team:** Handle invitations, data collection, RSVP tracking, and communication.
- **Reception/Check-in Staff:** Verify guest attendance on event day.

3. Process Overview

1. Prepare the guest list.
2. Distribute invitations.
3. Collect guest data and RSVPs.
4. Send confirmation notifications.
5. Track special requests (e.g., dietary, accessibility).
6. Verify attendance on event day.
7. Update records post-event.

4. Detailed Procedures

1. **Guest List Preparation**
   - Collect guest information (name, contact, affiliation).
   - Obtain approval from event stakeholder(s).
2. **Invitation Distribution**
   - Choose appropriate channel: email, physical mail, SMS, or event platform.
   - Ensure personalized salutation and accurate details.
   - Include RSVP instructions and deadline.
3. **RSVP & Data Collection**
   - Use a registration form or platform for responses.
   - Collect details: attendance, guest name, contact, special requests.
   - Log responses promptly in a master guest list (sample tracking table below).

Name	Email	RSVP Status	Special Requests	Date Received
Jane Smith	jsmith@email.com	Yes	Vegetarian meal	2024-07-01

4. **Confirmation Notifications**
   - Send confirmation email/message upon RSVP receipt.
   - Provide event details and instructions.
   - Remind guests of special requests or bringables (if any).
5. **Special Requests Handling**
   - Review all requests (e.g. dietary, accessibility).
   - Coordinate with vendors or relevant staff.
   - Document fulfillment in guest record.
6. **Event Check-in & Attendance Verification**
   - Prepare check-in list (print or digital).
   - Check off guests as they arrive.
   - Address on-site registration or last-minute changes if needed.
7. **Post-event Record Update**
   - Update attendance status.
   - Note no-shows, cancellations, or special notes for future reference.

5. Documentation & Communication

- Maintain up-to-date records (digital or physical).
- Ensure privacy and security of guest data.
- Regularly communicate updates or changes to team and stakeholders.

6. Review & Improvement

- Conduct a post-event review meeting for feedback.
- Document lessons learned and suggestions for process improvement.