

Registration Desk Etiquette

The primary purpose of the registration desk is to help people get checked in and answer their questions, help direct folks to where they can get an answer, and deal with issues that come up. We need to stay focused on attendees approaching the desk for these purposes.

In the past there has been a lot of congestion at the desk. The congestion needs to be reduced and there are steps being put in toward that end by the conference committee. One of the biggest sources of congestion at the registration desk is that it is a natural place for people to meet up with friends and co-workers. We want to encourage people to go to the Resource Central for networking and meet-ups. The only people in front of the desk should be attendees getting checked in or asking questions. The only people behind it should be those assigned to work the desk. If a group starts to form near the desk, the people behind the desk need to kindly suggest that the group move to the Resource Central so that the area in front of the desk is always open and welcoming. We need to discourage friends, co-workers, etc. from hanging around the registration desk.

Shy people might be inclined to walk away if everyone at the desk appears busy. We have all become multi-taskers and feel the need to fill up our quiet time with email checking or chatting. During quieter times at the desk, we need to take notice of our attendees passing by, making eye contact and greeting them. We can certainly chat a bit with each other when things are slow, but we should always keep an eye out for someone who looks like they might need something.

We can't possibly know the answer to every question asked, but we can help the person asking to find the right answer. For WUSS questions, an Executive Committee representative should be nearby. Know how to contact the A/V vendor for A/V issues or the hotel for other issues in our space.

While working at the registration desk we do not want people eating at the desk. Eating at the registration desk can lead to spills and may discourage timid people from approaching the desk because they do not want to interrupt the person eating. If you find you are pressed for time and do not have time to eat, please wait till things slow down and find someone to cover for you while you step away from the registration desk to grab something to eat. If you have to have a beverage behind the desk, please ensure that it is in a closed container to avoid spills.

This is a business conference, and we want to convey a professional image. When working at the desk, we should dress in business appropriate clothing. Attire that would be inappropriate for giving a presentation in one of the sessions is also inappropriate for working the registration desk.