

Registration Desk Procedures

There will be a name tag envelope for everyone in attendance at the convention – students, teachers, vendors, and any volunteers not registered otherwise.

A notebook/binder will be provided with all the required listings and forms for the On-Site Registration procedures.

1. Look up the **Student**'s name to verify registration is paid and mark off on registration sheet to indicate they checked-in. Check to see if there are any unpaid fees or special notes by their name.
2. Locate the Name Tag envelope (Vendor's helpers will not have an envelope, however, their name tag is in the Vendor's envelope). Refer to the label on the envelope to determine what is to be provided to each attendee, and provide those items. (Visitors and teacher/vendor helpers do not receive a Welcome Bag.) Give the Name Tag envelope to the attendee and if lunch(es) were purchased, ask them to verify they have the proper lunch ticket(s).
3. Returning attendees should have brought their name tag holders from last year. If they did not, they may borrow a clear tag holder and remind them they should return it at the end of the convention, or they may purchase a new MBG one for \$5.
4. Tell the attendee that the name tag must be worn at all times for security reasons. Inform them that in the envelope they will find their name tag, their individual class schedule, as well as overall event schedule and other information. The contents of each envelope are listed on the front of the attendee's envelopes.
5. In addition to a name tag envelope, **Teachers** receive a teacher pack that includes their student listings and payments checks. Teacher Pack is listed on the Name Tag Envelope label, and will be given to the On-site Registration Chair by the Mail-in Registration Chair.
6. If needed, ask for attendees to sign up for open slots in Volunteer schedule, including Registration, Raffle/Exhibit room, etc. Also mention Chair sign up for next year.
7. **Visitors:** Have them sign in on Visitor Log, and give them a visitor name badge. There is no charge for visitors, unless they want to take classes, provided they are a member of MBG or are willing to immediately join (see On-site Registration below). Visitors may participate in the silent auction by obtaining a bidding number in the Silent Auction Room.
8. **On-Site Registration:**
 - For visitors or anyone who wants to take classes, they must be a current member of MBG or they can immediately join and pay the \$20 membership fee in addition to the convention fees.
 - Check the MBG Membership listing in the Registration binder to verify they have a current membership. If they are not a current member, they need to join now and pay the MBG membership fee of \$20.00 which entitles them to membership until Aug 31 of the

CURRENT year. Be sure to tell them they will need to renew membership at 9/1 or they can also renew right now if they want (which would be collecting \$40 for Membership). Have them fill out the MBG Membership form completely and be sure the membership year(s) and amount of dues collected is annotated on the form.

- The on-site convention registration fee is the same as mail-in - \$20 and entitles the student to any amount of classes.
- They will select classes from the On-Site Class Sales board. See On-Site Class sales on page 3 to sign them up for classes and be sure to log them in the Class listings.
- Have them fill out the convention Registration form. They can provide cash or a check. All fees except the class materials fees can be paid in one check made payable to MBG Convention. A separate check for EACH class materials fees are to be made payable to EACH Teacher.
- Do NOT sell any Market Place spaces without the Market Place Chair approving the sale. Tell the person who inquires that they need to contact the Market Place Chair, and you will assist with that contact if needed.
- Log them in the Registration book, filling out appropriate columns.
- New registration attendees may participate in the silent auction by obtaining a bidding number in the Silent Auction Room
- Enter all payments on the “Payment Log” and put payment in the cash box. You can collect all the fees payable to MBG Convention in one check, but be sure to detail out what the check includes on the Payment Log.
- Written receipts will be given for cash payment sales. Put the copy of the payment receipt in the cash box. Keep all payments in the cash box.

9. If you are the only one at the registration table, please keep a close eye on the cash box. NOTE: **Cash box must not be left unattended at any time!** Keep all payments in the cash box. All monies and accounting will be turned over to the Convention Treasurer at the close of every session.

10. At the end of the day or as needed, make a copy (copy can be made in the hotel business center) of the “Payment Log”. Put the copy of the Payment Log with payments in an envelope for Convention Treasurer who will verify the amount. The original of the Payment Log is to remain with the Registration binder.

11. Other responsibilities may include:

- Logo Wares: Hand out prepaid logo ware items and take orders if applicable. Sell extra items and MBG Logo items if available. Record these payments on a separate Payment Log for Logo Wares; however, the funds can be kept in the registration desk cash box.
- Membership renewals: \$20.00/year (membership year – September 1st through August 31st). Paper clip the check or cash to the registration form and put in the membership box provided. The Membership Chair will collect these daily; this is not included in the

packet that the Treasurer will pick up UNLESS it is paid in one check to the Convention Fund for a new Registration. Do not leave this box unattended – treat it as a Cash Box.

- Sell Open Class Spaces: See On-Site Class Sales procedures on page 4. Record these payments on a separate “Payments Log for On-Site Class Sales”; however, the funds can be kept in the registration desk cash box.
- Market Place inquiries – Do NOT sell any Market Place spaces without the Market Place Chair approving the sale. Tell the person who inquires that they need to contact the Market Place Chair, and you will assist with that contact if needed.
- Provide general information.
- Messages.
- Lost and Found.
- Evaluation Forms, Envelopes with class evaluations and convention evaluation forms are to be returned to the Registration Desk. Review the contents of the envelopes to see that the teacher kept the second copy. If not, please separate the copies and paper clip together for the teacher. The Teacher Liaison, Convention Chair or a runner can deliver these to the teacher.
- Whenever all attendees have picked up Registration packet (name tag and Welcome Bag), please sort the extra Welcome Bags and recycle items by type of inventory. Consult with Convention Chair as to what should be saved for next year. Pack items for storage and tape inventory sheet to tub lid.
- Late Saturday afternoon or Sunday morning, take inventory of Registration Desk supplies and pack for storage for next convention. Tape inventory sheet to tub lid.

On-Site Class Sales Desk Procedures

A notebook/binder will be provided with all the required listings and forms for the On-Site Class Sales procedures.

- Have the student select the class(es) from the On-Site Class Sales board. If they do not have an official attendee name tag, they will need to register at the Registration desk first.
- Log the Student on the Class Listings in the On-Site Class Sales binder.
- Class materials fees are made out directly to the teacher with the class number in the memo line if paid by check. Collect the class materials fees from the student and put in an envelope with the Teacher's name on it. If the teacher has not picked it up when you close the On-Site Class Sales desk, leave it with the Registration Desk or you may track down the teacher if you have time.
- Written receipts will be given for cash payment sales. Put the copy of the receipt in the cash box. Keep all payments in the cash box until the material fee is given to the teacher.
NOTE: **Cash box must not be left unattended at any time.**
- If a class fills, remove the sign from the magnetic board.

On-Site Logo Sales Desk Procedures

- Hand out prepaid logo ware items and take orders, if applicable.
- Sell extra items and MBG Logo items if available. Record name, item amount, total and type of payment on the “Payment Log” and put payment in the cash box. Checks received must be made payable to “MBG Convention”
- Written receipts will be given for cash payment sales. Put the copy of the receipt in the cash box. Keep all payments in the cash box.
- NOTE: **Cash box must not be left unattended at any time.**
- All logo sales income will be turned into the Convention Treasurer at the close of each sales session. Make a copy (can be made in the hotel business center) of the Payment Log. Put the copy of the Payment Log with payments in an envelope to Convention Treasurer who will verify the amount. The original of the Payment Log is to remain with the Logo Sales binder.