Traffic Controller - Registration Operation Manual

In the Registration Hall, we will separate delegates into various queue for badge collection.

- Exhibitor/Group registration
- Walk-in guests and unpaid registration (need to pay)
- Paid registration without barcode (need search barcode)
- Paid registration with barcode
- Invited Faculty

1-2 traffic controllers will be arranged at the entrance of these queues, “Walk-in guests and unpaid registration”, “Paid registration without barcode”, “Paid registration with barcode” to identify the guest.

Walk-in Guests and unpaid registration

- Ask if they have registered before
  - if NO, proceed to this queue
  - if YES, ask if they have paid or received the confirmation barcode
    - if NO, proceed to this queue
    - if YES, proceed to “Paid registration” queues

Paid registration without barcode

- Ask if they have registered before
  - if NO, proceed to “Walk-in Guests and unpaid registration” queue
  - if YES, ask if they have the confirmation barcode
    - if NO, proceed to this queue
    - if YES, proceed to “Paid registration with barcode” queue

Paid registration with barcode

- Ask the guest to “show” you their confirmation barcode
  - if NO, proceed to “Paid registration without barcode” queue
  - if YES, proceed to this queue

From:
https://wiki.questwork.com/ - **Questwork's Wiki**

Permanent link:
https://wiki.questwork.com/doku.php?id=course:congress_setup:operations_manual:registration:traffic_controller

Last update: **2018/12/16 01:17**