





# Our Attendee Experience Team

delivers high-touch support for both the client and attendee throughout the event process to ensure everyone has a seamless experience every step of the way.

**129**k

Annual Number of Attendees

4.5/5



Customer



**Annual Rooms** Booked



Savings

## UNDERSTANDING THE HUMAN ELEMENT

Your attendees are our top priority - we personally review every registration confirmation to better identify and manage the specific needs of each individual. We ensure special requests like dietary needs, hypoallergenic hotel rooms and travel extensions are communicated and taken care of with prompt and professional attention.

#### CONNECTING WITH YOUR AUDIENCE

Now more than ever, it's important to work with a partner that understands how to make communications stand out from the barrage of emails & texts attendees receive as a part of their daily lives. The M&IW Attendee Registration

Team will work with you to ensure important communications are being delivered, read and understood. By taking a look at open-rates and website visits, we can adjust messaging and delivery to increase effectiveness where needed.

- Tracking email open-rates
- Tracking website visits
- Sending reminders to register as needed
- Ensuring attendees haven't opted-out of receiving event-specific content





# COST SAVINGS & ACCOUNTABILITY WITH OUR REGISTRATION EXPERTS

When it comes to housing management, we take pride in our partnerships, negotiating no shows, managing attrition, and handling deviations and extensions.

We have premier vendor and supplier partnerships that give us the ability to waive or reduce fees and ensure changes and listings are updated globally.

Our experienced registration team can gather data for quality control and cost savings purposes. We look at flight reservations to give you numbers on guests who may miss on-site events, allowing you to lessen your guarantees and save money.

### **ON-SITE SOLUTIONS**

Our On-site Event Staff acts as an extension of your team, leading the hospitality desk and ensuring attendees have a seamless check-in experience. They will also direct the flow of traffic, make any last-minute rooming changes, and handle on-site badge printing.