OWNERSHIP, REHEARSAL, AND RECOVERY

Be Ready Before the Room Fills

A memorable event rests on ordinary details handled well. Use this checklist with the people doing the work. Give every unresolved item an owner and deadline. A checked box should mean somebody verified it.

NAME / PROJECT _____ DATE _____

01 Confirm the promise and the place

- ☐ Record the event date, address, on-site contact, operating hours, package, outputs, and delivery deadline in one current brief.
- ☐ Confirm loading access, parking, setup window, space, power, connectivity, venue requirements, and relevant guest needs with responsible contacts.
- ☐ Write the open questions beside an owner and resolution date. Which unanswered question could stop delivery? Address that one first.

YOUR NOTES / ANSWERS

02 Rehearse the whole experience

- ☐ Run the actual equipment and configuration together. Test capture, lighting, interface, output, and delivery from beginning to end.
- ☐ Walk through the guest's experience: arrival, instructions, waiting, participation, and receiving the result. Ask someone unfamiliar with the setup to try it.
- ☐ Record the rehearsal date, observed problems, fixes, and the person who verified each fix. Packing the equipment is not the same as testing it.

YOUR NOTES / ANSWERS

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CONTINUE YOUR WORKSHEET

03 Give recovery an owner

- ☐ Identify likely failures, spare essentials, offline options, and the conditions that require stopping or changing the service.
- ☐ Assign who troubleshoots, who speaks to the client, and who protects the guest experience while recovery happens.
- ☐ Fictional rehearsal: disconnect the network. Can the team continue the agreed experience, explain the limitation, and complete delivery later? Record what actually happens.

YOUR NOTES / ANSWERS

04 Close the loop

- ☐ Pack from an itemized list. Name the person responsible for setup checks, teardown, equipment count, and venue sign-off.
- ☐ Assign final delivery and confirm receipt. Follow the actual permissions and retention plan for customer images and information.
- ☐ Afterward, capture one success, one failure, and one improvement. Give the improvement a deadline before the next event.

YOUR NOTES / ANSWERS

Your next move: resolve the highest-impact unknown, then rehearse the recovery you hope you never need.