

ProShow's  
New Program, 2009

# "Gold Team"<sup>®</sup> ProShow's Certified Registration Typists.



National Event Staffing  
Management Company  
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ProShow has long recognized that registration is your front line for customer service and valuable for capturing attendee and exhibitor data. It is with this in mind that we developed the "Gold Team"<sup>®</sup> Certification program to ensure that you get the most capable and accurate registration typist with the highest level of computerized database skill.

## The heart of the "Gold Team"<sup>®</sup> Certification program.

- In depth training for the event staffers before the event.
- We work with the registration company to get screen shots and keying instructions utilized for this training.
- ProShow reviews the event staffer's test scores and selects the best candidates.
- We follow up with detailed onsite training and management.

## Results:

We implemented the "Gold Team"<sup>®</sup> Certification program in response to a client's issue. A key ProShow client was struggling with registration database inaccuracies. There was a **70% improvement** in database accuracy after their February, 2009 event, using the "Gold Team"<sup>®</sup> Certification program.

## What can the "Gold Team"<sup>®</sup> Certification program do for you?

- Provide the best possible experience for your exhibitors and attendees.
- Faster, shorter lines
- Accurate badge-name, company
- Enhanced customer satisfaction
- Allocate less database on-site training time since the typists will have already reviewed.
- Enhance your brand, giving you piece of mind knowing that your registration is staffed by highly qualified typist who can deliver a more accurate database.

There is no additional cost for the "Gold Team"<sup>®</sup> Certification as it is included with our services.



## Certified Registration Typist



Ruth Brown  
2009 Fairbourne Ave.  
Henderson NV 89074

Valid until: April 2010

This certifies the bearer has completed rigorous screening, testing, training and has performed at the required high standards to be named a member of the ProShow Gold Team of Certified Typists.

Gold Team<sup>®</sup>

## The "Gold Team"

ProShow offers personalized, high energy customer service one on one to all attendees & exhibitors. We have invested in the Gold Team, creating the best of the best, to deliver on that promise.

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We can all make a difference. The biodegradable card is made from a renewable organic material and is printed thermally.