EL·SHADDAI INTERNATIONAL LTD.



***BRAND:*** ***LUMINOUS*** ***USHERING*** ***AGENCY***

## Event Duration: July 21-23, 2025 Estimated Number of Guests: 1,000

**Ushering** **Team:** **Luminous** **Ushering** **Services** **Agency:** **Elshaddai** **International** **Limited** **Overview:**

**Elshaddai** **International** **Limited**, a fully registered events management company, is proud to offer **Luminous** **Ushering** **Services** for the **Triple** **Elimination** **Conference** **in** **Africa** **(TECA** **2025)**. This prestigious conference, which addresses the elimination of HIV, Hepatitis B, and Syphilis, will gather more than 1,000 delegates, including health professionals, researchers, policymakers, and advocates. **Luminous** **Ushering** **Services** is committed to delivering a seamless, high-quality guest experience that supports the event’s success at every stage.

## Objectives:

* To ensure seamless crowd management and provide excellent guest services throughout the event.
* To guide delegates through all event areas (from registration to sessions) while maintaining professionalism.
* To implement best practices from leading ushering agencies at international events, ensuring safety, accessibility, and timely transitions.
* To provide personalized and tailored services that align with the event's specific branding, including uniform customization and VIP management.

# Ushers' Roles and Responsibilities:

## Guest Reception & Registration:

* + **Luminous** **Ushers** will be stationed at **registration** **desks** to assist delegates upon arrival, distribute registration materials, and direct guests to session venues.
  + Ushers will help streamline the **check-in** **process**, offer event programs, name tags, and provide necessary materials.
  + A **VIP** **Registration** **Desk** will be available for high-profile attendees, ensuring fast-track registration and exclusive services.
  + Ushers will direct delegates to **Help** **Desks** for additional inquiries and to ensure they have all information required to navigate the venue.
  + **Digital** **Check-In**: To streamline the process further, ushers can assist with **QR** **code** **scanning**

for quick check-ins and mobile event app navigation.

## Session Coordination & Flow Management:

* + Ushers will guide delegates to various **sessions,** **workshops**, and **panel** **discussions**, ensuring no confusion and minimal delay.
  + Ushers will help with **seating** **arrangements** and **crowd** **flow** **management** during high-traffic times (such as before and after breaks).
  + At sessions and workshops, ushers will ensure that delegates follow the schedule, maintain proper seating arrangements, and help with crowd control.
  + **Real-time** **Updates** **&** **Announcements**: Ushers will assist with updating delegates about session changes, delays, or urgent announcements through **public** **address** **systems** and **event** **apps**.

## Crowd Management & Safety:

* + Ushers will ensure smooth transitions between sessions, manage **entrances** **and** **exits**, and prevent overcrowding, especially during breaks or key transitions.
  + Ushers will be trained in **emergency** **protocols**, ensuring they can effectively direct attendees in case of an emergency.
  + **Event** **Security** **Collaboration**: Ushers will coordinate with event security to ensure that delegates’ safety is prioritized, especially in high-traffic zones or at VIP areas.

## Information & Guest Assistance:

* + Ushers will be stationed at **strategic** **locations** throughout the venue to provide immediate assistance and event information, such as session schedules, venue maps, and amenities (e.g., restrooms, food stalls, or Wi-Fi).
  + Ushers will manage special requests, including those from guests requiring **accessibility** **support**

or delegates with particular needs (such as mobility assistance).

* + **Multilingual** **Ushers**: To accommodate international guests, ushers fluent in different languages can be deployed to ensure clear communication.

## VIP Handling:

* + **VIP** **Ushers** will be dedicated to serving high-profile guests, guiding them to their designated VIP seating or lounges, and ensuring all their needs are met promptly.
  + VIP ushers will ensure exclusive access to **VIP-only** **events** and manage special requests from VIP guests, such as one-on-one sessions or post-event networking opportunities.
  + VIP ushers will also ensure **discreet** **escorting** to VIP-only facilities, ensuring their privacy and comfort at all times.

## Event Conclusion & Departure:

* + Ushers will manage the **end-of-day** **departure** process, ensuring that delegates leave the venue in an organized manner.
  + Ushers will assist with transportation logistics, guiding delegates to **taxi** **queues,** **shuttle** **services**, and the **venue** **exit**.
  + Ushers will also assist delegates in retrieving their vehicles in the parking lot, ensuring smooth traffic flow during departure.

# Best Practices from Top-Class Ushering Agencies:

To ensure that **Luminous** **Ushering** **Services** aligns with the standards of top-class ushering agencies, we have adopted the following best practices commonly implemented in large-scale international events:

## Professional and Trained Team:

* + Our ushers are professionally trained with a focus on hospitality, customer service, crowd management, and emergency response.
  + We conduct **comprehensive** **briefings** **and** **rehearsals** before the event to ensure all ushers are familiar with the event layout, schedule, and roles.

## Technology Integration:

* + Ushers will utilize **mobile** **apps** or **QR** **code** **scanning** **systems** to assist with quick registrations and event navigation.
  + Ushers will be equipped with **headsets** for real-time communication, enabling seamless coordination among the ushering team and event management staff.

## Continuous Monitoring and Feedback:

* + Our team will conduct regular checks throughout the event, ensuring that ushers are in the right locations and performing their duties efficiently.
  + Ushers will carry **feedback** **forms** to gather insights from delegates, ensuring any issues are addressed in real-time.

## Tailored Uniforms and Branding:

* + Uniforms for the ushers will be **custom-designed** to match the event’s branding, ensuring they complement the conference’s theme and professional atmosphere.
  + We will incorporate any **client-specific** **theme** **color** or logo to align with the branding vision for the event.

## Professional Guest Interaction:

* + Our ushers are trained in high-level **guest** **interaction** **skills**, ensuring that each guest feels valued and receives assistance promptly and courteously.
  + We will provide a **personalized** **experience** for VIP guests by offering tailored services (e.g., special seating, personal guides).

## Emergency Preparedness and Health & Safety Protocols:

* + Ushers will be trained in **first** **aid**, **crowd** **control**, and **emergency** **evacuation** **procedures**, ensuring the safety and well-being of all attendees.

## Sustainability Considerations:

* + Ushers will implement **eco-friendly** **practices**, including managing waste disposal effectively and promoting sustainable practices (such as minimizing paper use and utilizing digital event materials).

# Number of Ushers Required:

## General Ushers:

* + Day 1 (Registration & Opening): 20
  + Day 2 (Sessions & Networking): 20
  + Day 3 (Closing Ceremony): 20
* **VIP** **Ushers**: 4-6
* **Senior** **Ushers**: 14

**Total** **Ushers** **per** **Day**: 20 ushers

**Total** **Ushers** **for** **3** **Days**: 60 ushers

# Conclusion:

With **Luminous** **Ushering** **Services**, managed by **Elshaddai** **International** **Limited**, we are confident that we will provide a world-class ushering experience at the **Triple** **Elimination** **Conference** **in** **Africa** **(TECA** **2025)**. By incorporating industry-leading best practices and tailoring our services to meet the specific needs of the conference, we will ensure that delegates have a smooth, enjoyable, and memorable experience.

Our **professional** **ushers**, **cutting-edge** **technology**, and **custom-tailored** **uniforms** will contribute to the seamless execution of the vent, making TECA 2025 a resounding success.