



Registration



TAKING PARTICIPANT SATISFACTION TO THE NEXT LEVEL

This year, for the first time we supported the European Respiratory Society (ERS) in the registration of participants. Their international congress took place in Paris, France in September 2018 and attracted more than twenty-thousand participants.

THE CHALLENGE

Participant satisfaction is vital for a major international congress such as the ERS. Participants travel from all over the globe, often arriving jet-lagged in a strange city, and in a country where they might not speak the language. They may have packed days before and be overwhelmed by the choice of sessions, presentations, and the countless networking opportunities to meet new people working in the same field. Our goal and challenge at the same time was to provide a warm welcome and to make attendees feel comfortable at the congress.

HOW CONGREX MASTERED IT

World-class hospitality, an efficient registration process and our multilingual staff helped to welcome over twenty-thousand leaders in the field of lung health from all over the world and give them a memorable experience. Paris, one of the most popular tourist destinations in the world, probably helped too!

Plenty of self-print stations allowed a quick and easy check-in and badge print. New registration counters helped participants who may have arrived after registering last-minute, and fully staffed counters were able to assist delegates with all sorts of questions. Regular staff training in areas like non-verbal communication, how to deal with difficult people and situations, along with some extra language courses enabled our staff to help participants individually, personally, and always with a smile.