



Round 2: Task Guidelines

Timeline: T-0

Participation and Hospitality is the heart of the fest, as it is both the quality and quantity of participants that defines the success of the fest. Business leaders, judges, students, alumni, academicians, corporates, NGOs, professional artists from different corners of India dot the entire landscape of IIM Lucknow during the 3 days. To add to it, the participation in online events, off campus case study competitions, and initial rounds of several events, takes the entire participation at the fest to gigantic proportions year after year.

Participation and Hospitality Desk:

The crowd in the campus on the three days of the fest see the result of the work of the Participation and Hospitality team over the past four months. Now, your task is more crucial than ever before, 'To manage the thousands that you brought over to IIM Lucknow's Manfest-Varchasva'. To ensure this, the P&H helpdesk functions round the clock, as the heart of the fest, to facilitate a memorable experience for our participants. Your task is **to develop a detailed execution plan for running the Participation and Hospitality desk** during the 3 days of the fest.

Key Deliverables:

- (Excel/Word Doc) - Give a list of activities performed at the desk and all the required resources with their allocation and the location of the desk, including manpower and its allocation. Also include the specific precautions that must be taken for the safety of each stakeholder involved.
- (Excel/Word Doc) - Give a list of the problems that can happen at the desk in campus during the 3 days and their solution roadmap.
- (Word Doc) - Develop an idea for registration system to facilitate flawless data and money collection. The user interface should decrease the average time spent on participants. Identify the various data points to be collected at different stages, channels to do them and develop a plan to efficiently collate the data to make it a hassle-free process.

Note: Make reasonable assumptions where necessary. You may develop additional collaterals including information systems & request / complaint management & triage systems

For any queries regarding the task contact – Sarthak or Mohit

We hope you enjoy the task! All the best!

MANFEST-VARCHASVA CORE COMMITTEE, INDIAN INSTITUTE OF MANAGEMENT LUCKNOW

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