STANDARD OPERATING PROCEDURE

Event Day Run of Show SOP

Document no.	SOP-EVT-002
Revision	1.0
Owner	Event Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To execute the planned event on time and to standard on the day itself, with clear roles for setup, live cue calling, and breakdown.

2. Scope

Applies to the event team executing an event on the day, from setup through breakdown. Planning and vendor booking are covered by separate SOPs.

Definitions

Run sheet	The detailed, timed schedule of everything that must happen on event day, built during planning.
Cue	A specific trigger point in the run sheet, such as when to start music or bring out a speaker, called live by the event lead.
Load-in	The period when vendors and crew bring in and set up equipment, furniture and decor before the event starts.

3. Responsibilities

Event Lead	Calls cues from the run sheet, makes live decisions, and is the single point of contact for the event on the day.
Event Coordinator	Manages setup and breakdown tasks and communicates with vendors on-site.
Venue Manager	Coordinates building access, house systems and venue staff during the event.
AV Technician	Operates sound, lighting and audiovisual equipment during the program.

RACI matrix

Activity	Event Lead	Event Coordinator	Venue Manager	AV Technician
Confirm setup against the floor plan	A	R	C	I
Call cues during the program	R/A	I	I	R
Resolve an on-site issue	R/A	R	C	C
Complete breakdown and load-out	A	R	C	R

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Printed and digital run sheet
- Venue floor plan
- Two-way radios or messaging app
- Vendor contact sheet
- Signage and table numbers
- Event day issue log

5. Procedure

Step	Task	Owner	Done
5.1	**Arrive ahead of load-in** Arrive before the scheduled load-in time to confirm venue access, house systems and staging areas are ready for vendors.	Event Lead	☐
5.2	**Brief the on-site team** Brief the event coordinator, AV technician and any on-site staff on the run sheet, key cues and points of contact before load-in begins.	Event Lead	☐
5.3	**Supervise vendor load-in** Direct vendors to their setup areas per the floor plan and confirm each vendor's arrival against the vendor contact sheet.	Event Coordinator	☐
5.4	**Check AV and technical setup** Test sound, lighting, microphones and any presentation equipment well before doors open, resolving issues with time to spare. **Checkpoint:** All AV equipment is tested and working before the run sheet's doors-open time.	AV Technician	☐
5.5	**Confirm the floor plan is set** Walk the space against the floor plan to confirm tables, staging, signage and decor match what was approved, and fix any discrepancy before guests arrive. **Checkpoint:** The room matches the approved floor plan before doors open to guests.	Event Coordinator	☐
5.6	**Hold a final pre-event huddle** Gather the on-site team shortly before doors open to review the run sheet's first cues and confirm everyone knows their role.	Event Lead	☐
5.7	**Call cues through the program** Call each cue from the run sheet at its scheduled time, communicating with AV, catering and other vendors by radio as the program moves forward.	Event Lead	☐
5.8	**Monitor timing against the run sheet** Track actual timing against the run sheet throughout the event and adjust upcoming cues if the program is running early or behind.	Event Lead	☐
5.9	**Log and resolve on-site issues** Log any issue that comes up, such as a vendor delay or equipment fault, in the event day issue log and resolve it or escalate to the venue manager. **Warning:** A guest safety issue, such as a blocked exit or a hazard, is addressed immediately, ahead of any other cue.	Event Coordinator	☐

Step	Task	Owner	Done
5.10	**Coordinate the closing cues** Call the closing cues, such as final remarks or last call, and confirm with catering and AV that closing timing lines up with the run sheet.	Event Lead	☐
5.11	**Supervise breakdown and load-out** Direct vendors through breakdown and load-out per the floor plan, checking that rented items and equipment are accounted for as they leave.	Event Coordinator	☐
5.12	**Complete the venue walk-through** Walk the venue with the venue manager after load-out to confirm the space is clear and undamaged before releasing it.	Venue Manager	☐

6. Quality checks

- AV and technical equipment is tested and working before doors open.
- The room matches the approved floor plan before guests arrive.
- Every cue on the run sheet is called within an acceptable time window.
- The venue walk-through after load-out finds the space clear and undamaged.

7. Records

- Completed run sheet with actual timing noted
- Event day issue log
- Vendor arrival and load-out confirmations
- Post-event venue walk-through notes

8. KPIs

- Percentage of cues called within the target time window
- Number of unresolved on-site issues per event
- AV or technical failure incidents
- Time to complete breakdown and load-out

9. Common mistakes

- Starting the program without testing AV equipment first.
- Not adjusting later cues when the program runs behind schedule.
- Letting a vendor delay go unlogged until it becomes a bigger problem.
- Skipping the post-event venue walk-through.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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