



## **The forum for conference organisers in the public sector**

**4<sup>th</sup> June 2007 – Round table discussions**

### **Good practice in venues.**

#### Communication before your event

- The venue should have a check list so that they can prompt you about everything that you need to know about the venue and the information they need to meet your event requirements.
- The venue should provide you with a named individual who will be your key contact on the day of your event. For big events this person should be solely dedicated to you.
- The venue advises you of cut of dates and always chases up provisional bookings.
- Continuous communication between venue and client/ booker.
- Prompt reply to emails and telephone calls
- The venue asks what time you will be arriving on site before your event.
- Good communication between all the departments at the venue i.e. between the events team, the kitchen, the food and beverage team, reception and concierge.
- The venue should ensure that the room size is appropriate for your number of delegates and provide you with room layout examples.
- Easy to book accommodation processes for conferences.

#### Communication and service at the event

- Your named contact meets you on arrival and runs through your programme for the day and checks for any last minute changes.
- The venue staff should be flexible and be able to respond to reasonable last minute changes or requests.

- A simple buzzer provided to the event organiser so that they can easily call for help or assistance when needed. This means that the event organiser does not need to go out of their event or meeting to find someone to provide help or assistance.
- All conferences and meetings taking place should be treated fairly and you should be advised what other events are taking place in the venue.
- The venue ensure that everything is set up as you required and they keep to the programme agreed and deliver tea, coffee, lunch when requested.
- Adequate housekeeping to service the size of event.

### Support services

- Administration help including photocopying.
- A business centre to check your emails and print documents.
- The venue allows you to display your own signage

### Technical Support and AV

- AV Technicians provided on the day to make sure all the audio visual requirements are met. This technician should be there to meet you on arrival.
- Good product knowledge and technical knowledge
- Rates should include essential equipment.
- Dedicated broadband connection
- Wifi preferably free
- Video Conferencing facilities
- 2 lectern mikes in case the speaker wanders off (tie clip).
- Traffic lights to alert presenters about their timings.

### Food and Catering

- Provides a range of healthy food options.
- Provides a range of savoury food options.
- Enough staff to serve coffee
- Queues at lunch are avoided by providing a cold plated starter.
- Can handle different dietary requirements.
- Clear labelling of food for vegetarians, non vegetarians and allergies.

## General

- Quiet air conditioning
- DDA compliant
- Free car parking
- Lots of car parking
- Want to meet board
- Good signage at the venue
- Provision of ice breaker ideas