

# GROUP & EVENT MANAGEMENT SPECIFICS

## Upon Contract Award

- Establish the means by which reservations are to be processed by program attendees. Establish booking and general program ground transportation information.
- Provide (YOUR COMPANY NAME) reservations staff with customized scripts for telephone reservations, questions and concerns
- Provide a link to the (YOUR COMPANY NAME) online reservation system or automated group booking form.
- Obtain a list of invited guests/participants with individual email addresses.
- Establish meeting specific account numbers, credit card numbers (central bill) and other client accounting and management reporting requirements.
- Provide client meeting planners/management with on-line access to individual meeting accounts to facilitate monitoring and control.
- Assign dedicated key reservations and dispatch coordinators
- Establish on-site requirements, provide client with ground transportation estimates for all ground transportation services and management.
- Execute local contracts upon budget approval by the client.
- Establish/reconfirm service parameters (grouping individual travelers, pre- and post-meeting transportation arrangements, etc.)

## One Month Prior to Meeting/Event

- Continually monitor reservation activity. Advise the client of the number of reservations processed, number of reservations pending.
- Update attendee manifests and arrival/departure lists daily. Distribute to client as required.
- Begin distributing arrival/departure schedules to the local affiliate for use in preliminary equipment and staff scheduling.
- Reconfirm all pending reservations with program attendees or client meeting planners (at the client's option)
- Confirm local staff requirements, on-site management requirements. Confirm all travel arrangements and accommodation requests with the local affiliate.

## Two Weeks Prior to Program Start

- Continually monitor reservation activity. Advise the client of the number of reservations processed, number of reservations pending.
- Advise client of attendees not yet holding confirmed reservations.
- Update attendee manifests and begin distributing arrival/departure schedules to local affiliate for scheduling.
- Reconfirm all pending reservations.

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- Confirm local staff requirements, on-site management requirements. Confirm all travel arrangements and accommodation requests.

### **Immediately Preceding the Program**

- Confirm updated arrival/departure lists, review attendee counts.
- Conduct briefings for dedicated reservation/dispatch team
- Coordinate schedule with the local affiliate and assign dispatchers, airport greeters and all other personnel for the meeting in all locations/facilities.
- Coordinate distribution of communication devices to all on-site management.
- Identify back-up resources

### **During The Program**

- Ensure facility reader boards provide accurate departure/arrival schedules, daily ground transportation desk hours and any/all staging and pick-up areas.
- Check on-site positioning of all required vehicles 20 minutes prior to scheduled end of program and/or established pick-up times. Monitor flight changes to anticipate last minute vehicle requirements.
- Monitor attendee arrival (airports, train stations, hotel) to ensure all attendees are accounted for. Advise client program managers should anticipated arrival times be altered or no-shows occur.
- Assign staff to reconfirm pick-up/departure times with each attendee.

### **After The Program**

- Conduct a post-conference meeting with affiliate staff, facilities staff and local management.
- Review final bill with local affiliate and make required/agreed to payments on uncontested portion of bill.
- Distribute post-meeting quality surveys to all program participants . Prepare report for distribution to client management and affiliate partners.

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