

On-Site Meeting Management Guidelines

Before The Meeting

Notes

- Arrive two to four days before the meeting.
- Check on arrival of shipments, and arrange for delivery of equipment and supplies to the appropriate on-site locations.
- Set up staff office.
- Conduct pre-conference meeting.
- Provide updates on attendee counts and guarantees to hotel and outside suppliers.
- Contact other suppliers (ground transportation, destination management company, audiovisual company, florist, etc.) to confirm details of service.
- Conduct briefings for registration team, staff office, door monitors, airport greeters and all other personnel for the meeting, both paid and volunteer.
- Set up registration and oversee setup of other areas (exhibit hall, general session area, etc.)
- Coordinate distribution of VIP gifts or amenities to guest rooms.
- Check cleanliness and proper functioning of elevators, restrooms and other public facilities.
- Handle advance room check-in for VIP's and key meeting participants such as speakers.
- Identify resources near the hotel (secretarial services, photocopying center, office supplies, florists, etc.)

During The Meeting

- Check hotel reader board and in-room meeting schedule channel daily for accuracy.
- Meet daily with key hotel and meeting staff.
- Check each meeting room for accurate set-up 30 to 60 minutes prior to start of function. (Do microphones and A/V equipment function properly? Is a pitcher of water with ample drinking glasses set up for speakers? Are session materials and evaluation forms ready for distribution?) Allot more time before a major session.
- Check all food and beverage areas for readiness and accuracy 30 to 60 minutes prior to function. Allot more time before a special event, such as an awards banquet.

- Conduct personnel check-in to make sure all have arrived and are at assigned areas.
- Check to be sure all speakers have arrived and will be at their appropriate sessions on time.
- Assign staff to record attendee counts in each meeting room.
- Pick up messages regularly from staff office and maintain ongoing communication with suppliers and personnel.
- Review charges from hotel and suppliers daily.
- Obtain a daily printout of guest rooms used by your group.

After The Meeting

- Conduct a post-conference meeting with event staff and hotel staff.
- Review final bill with accounting and make required payments on uncontested portion of bill.
- Inventory all equipment rented locally and supervise supplier pickup.
- Pack all conference materials and equipment for return shipment home; arrange for shipping. Producing inventory lists and return labels in advance can speed up this process.
- Prepare thank you notes for hotel staff and suppliers, and distribute individual gratuities.