



On-Site Meeting Management Guidelines

Before the Meeting

- 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 guestrooms.
- 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.)

Notes

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. Conduct briefings for registration team, staff office, door monitors, airport greeters and all other personnel for the meeting, both paid and volunteer.
- 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.



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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.

Notes