

## **Thespian Event Planning Tips**

We have spoken with both professional and non professional event planners to come up with a comprehensive event planning resource. Use these tips as your guide to producing a successful event.

### **59 Questions to ask the Hotel and Venue Sales and Service Manager when choosing a Venue for your Event, Conference or Meeting.**

Be sure to ask plenty of questions before booking, to ensure there are no surprises once you arrive.

## **Checklist for Corporate Event Planning**

- Section 1 : Booking and Checking in
  - Section 2 : Hotel Policies
  - Section 3 : Additional Services at the hotel
  - Section 4 : AV Questions
  - Section 5 : Meeting Room General
  - Section 6 : Meeting Room Setup
  - Section 7 : Catering
  - Section 8 : Extra costs and maintenance
  - Section 9 : Transport and Parking
  - Section 10 : Communications
  - Section 11 : Digital Communication
  - Section 12 : Miscellaneous
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## **Booking and Check-in - Corporate Events**

1. Can you provide a link for online reservations?
2. Can you provide remote check-in or pre-check in? How many terminals are there?
3. How many stations/terminals will be available at the registration desk?
4. When our reservation block is full, can your reservations department automatically add on rooms to our block, as needed, or is a contract addendum needed?
5. When the block is full, can the reservations department direct attendees to our overflow hotels?

## **Hotel Policies**

6. Are you a union hotel? If so, when is your union contract up for renewal? How will this affect our group?
7. What other groups will be in-house during our dates? What time does their meeting end?
8. What will be your availability the night before our arrival? Sales Manager versus Event Manager? Who will be your contact while on property?
9. What is your service charge/gratuuity rate?

10. What is your check-in and check-out time? How many complimentary rooms per night use? (1 free night with each 50 booked) Are meeting rooms free of charge with sleeping rooms?

### **Additional Services at the hotel**

11. Are there any other mandatory charges – e.g., portage? Luggage storage?
12. Do you deliver daily newspapers? Which one(s)?
13. What are your Spa hours? What age to use the health club? Can we block Thespians from using this area of the hotel?
14. Do you have 24-hour room service?
15. What are the workout-room/gym hours? Can you open it earlier/close it later? Is there a charge for use?

### **AV Questions for your corporate conference**

16. Do you have a business centre? What are the hours? Can you open it earlier/close it later? Is there a charge?
17. Do all your meeting rooms have a sound system?
18. Who is your in-house audiovisual provider? Do they store equipment on-site? Can we bring in our own AV Company?
19. What is the largest screen that can be used in the ballroom?
20. Can you provide a TV feed in the meeting space?

### **Meeting Rooms General**

21. Can you provide a ballroom layout diagram? Floor plans for rooms?
22. Do you charge for easels/flipcharts?
23. How much do you charge to re-key locks in the meeting space? What will be our secure area?
24. Where is the closest hospital? (Dentist, doctor) Are health forms needed or not?
25. Can you provide brochures for us to send out with our registration materials/photos for online registration? Do you have jpg's for our web site?

### **Meeting Room Setup**

26. What size are your round banquet tables? Do they fit 8, 10, 12 people?
27. Do you have tablecloths that go to the floor for banquet rounds and high-top cocktail tables? Is there a charge without catering used? Must we use the hotel catering?
28. What color linens and table cloths do you have?
29. Do you have chair covers? Chairs?
30. How many high-top cocktail tables do you have?

### **Catering**

31. Do you have mobile/belly/stand alone bars?
32. What is your oversight policy for food-and-beverage functions?

33. Do you have any food-and-beverage surcharges (i.e., surcharge for a buffet for less than a certain number of people)?
34. Can we arrange a food tasting?
35. Do you have any centre pieces – e.g., candles, hurricane lamps?

### **Extra Costs and Maintenance**

36. Is there a fee for package/box/pallet acceptance/delivery?
37. Do you have a storage fee for packages? How many days in advance can we ship materials to the hotel?
38. What is your room-drop (room delivery) charge? (i.e., room deliveries by bellmen for meeting amenities, notes, papers, etc)
39. When was your last refurbishment for sleeping rooms? Meeting space?
40. Do you have a concierge/club level? What services are offered?

### **Transport and Parking**

41. Where can buses be loaded/unloaded? Executive coaches? Chauffeured cars?
42. What is your valet/self parking capacity? What are the charges?
43. Do you stamp or give out stickers for hosted parking?
44. How many parking attendants will be on duty during peak arrivals?
45. How many bellmen will be on duty during peak arrivals? How many complimentary parking is provided?

### **Communications**

46. Can you carry our walkie-talkie/radio while we're onsite?
47. May I have both your direct-dial and mobile phone numbers? And those for the Service Manager?
48. Who is your Administrative Assistant, and can I have her/his direct number and email address?
49. Do you have an on-floor/dedicated Meeting Concierge?
50. How many people will attend the pre-con?

### **Digital Communications**

51. How long will it take you to prepare Banquet Event Orders (BEOs)?
52. Is there wifi/broadband access in the sleeping and meeting rooms? What is the cost for each?
53. Are high-speed Internet lines charged at a flat rate per day or charged per IP address?
54. Are your meeting rooms air conditioned?

### **Miscellaneous**

55. Can you rent copying/printing equipment for us?

56. How much are portable space heaters? Do you have them on-site?
57. Will there be any type of construction going on in the hotel during our stay?
58. Is a service charge added to your meeting room rental rate?
59. Do you have a risk management plan/security plan for your facility? What is this?

**Don't forget to ask for anything and everything, the larger your group the complimentary items you should receive from your hotel and conference center contracts.**

Source: Special Thanks to Arlene Sheff, CMP, Senior Meeting and Event Planner for The Boeing Company, California.

<http://www.findaconferencevenue.com/Knowledge.aspx?tab=4&Id=23>