

BANQUETS & MEETINGS SET-UP

HANDBOOK





Welcome!

Our Hotels have become a preferred venue for event planners around the world. That's because they know they can count on getting the amenities and service that will make their events a success.

If your job involves setting up meetings or banquets, you're in a great position to reinforce that reputation.

If you follow the standards and procedures in this handbook, you'll be delivering the kind of service that defines our brand: service that's consistent, hassle-free, personalized and inspirational.



Our Meetings are branded events with fifty or fewer participants.



Set up and test all Furnishings, Equipment & Amenities 30 minutes before any event begins.

UNIVERSAL SET UP STANDARDS FOR ALL BANQUETS AND MEETINGS

- Fully set up and test all Furnishings, Equipment & Amenities 30 minutes before any event is scheduled to begin
- Check that accurate Direction Signs are prominently placed in advance of the event
- MEETINGS are branded events featuring 50 or fewer participants
- Make sure that these Meetings Branded items are always available in the Meetings Collateral Stand or Case:
 - » Pens
 - » Note Pads
 - » Name Cards

THEATER-STYLE ROOM ARRANGEMENT

- Place the # of chairs specified on the BEO/C&B Sales function sheet
- Face chairs toward the front of the room in parallel rows - with no less than 20 inches/50cms between each row
- Set a water station in the room - preferably on the side - with still and sparkling water & glasses
- If a podium is requested on the function sheet, place mineral water & glasses inside it or on a side table

FOR MEETINGS

- Set a side table with:
 - » Polished water glasses
 - » Meetings Designated Still Water
 - » Meetings Mints & Chocolate candies
 - » A Meetings Welcome Card



This is a classic example of the theater-style room arrangement.



For meetings with theater-style arrangements, set up a side table with a welcome card and water & mints/ chocolate candies.



The cabaret-style room arrangement uses round tables.



Meetings require these specific table-top items.

CABARET-STYLE ROOM ARRANGEMENT

- For Group training, exercises, and note-taking
- Place the # of round tables (with table cloths if required) specified on the BEO/C&B Sales function sheet
- Place 5-8 chairs per table (according to table size) or other number requested by organizer
- Arrange chairs at equal distance around each table - facing the main speaker (or front of the meeting room)

FOR MEETINGS

- There are specific Meetings branded table-top items
 - » Eco Friendly Coasters
 - » Polished water glasses
 - » Designated Still Water
 - » Mints and Chocolate Candies
 - » 1 Meetings Welcome Card

BOARDROOM-STYLE ROOM ARRANGEMENT

- Participants take notes while seated around 1 or more rectangular- or oval-shaped table(s)
- Place the # of Standard Meetings Boardroom Tables and Chairs specified in the BEO/C&B Sales function sheet.
- Arrange chairs with at least 8 inches/20cms between each

FOR MEETINGS

There are specific Meetings branded table-top items

- » Data ports
- » Leather Coasters
- » Leather Blotter
- » Polished Water Glasses
- » Designated Still Water
- » Mints and Chocolate Candies
- » 1 Meetings Welcome Card
- » 1 Eco-Advisory Card



This is an example of a typical Boardroom set-up.

IMPACT YOUR PERFORMANCE SCORES

By following the procedures shown here you'll positively impact these

Key Performance Indicators (KPI)

- Ambience of the meeting room
- Overall meeting/convention experience



The U Shape room arrangement allows main speakers to move around freely in the middle.



Make sure all water glasses are polished and the Welcome Cards are on the table.

IMPACT YOUR PERFORMANCE SCORES

By following the procedures shown here you'll positively impact these

Key Performance Indicators (KPI)

- Staff made me feel welcome throughout my stay
- Overall experience

U SHAPE-STYLE ROOM ARRANGEMENT

For trainings, group exercises with or (for a more relaxed meeting style) without tables

- Place the # of Standard Meetings tables (or Banquet tables) and Chairs called for in the BEO/C&B Sales function sheet
- Arrange tables in U-Shape with space in the middle for the main speaker to move around
- When linking tables together, ensure their locks are properly attached
- Place chairs around the outer edges of tables with at least 8 inches/20cms between each

FOR MEETINGS

- There are specific meeting branded table-top items
 - » Modesty Panel
 - » Data ports
 - » Eco-friendly Coasters
 - » Polished Water Glasses
 - » Designated Still Water
 - » Mints and Chocolate Candies
 - » 1 Meetings Welcome Card
 - » * If the event does not require tables, place these items on a water station at the side of the room

CLASSROOM-STYLE ROOM ARRANGEMENT

For note- and exam-taking, training seminars and press launches

- Place the # of Standard Meetings tables and Chairs called for in the BEO/ C&B Sales function sheet
- Arrange tables side-by-side in parallel rows
- When linking tables together, ensure their locks are properly attached
- Place chairs around outer edges of tables with at least 8 inches/20cms between each

FOR MEETINGS

- There are specific meeting branded table-top items
 - » Modesty Panels
 - » Data ports
 - » Eco-Friendly Coasters
 - » Polished Water Glasses
 - » Designated Still Water
 - » Mints and Chocolate Candies
 - » 1 Welcome Card
 - » 1 3M Digital Easel w/Branded Cap



The classroom room arrangement is often for note and exam taking, seminars and press launches.



The 3M Digital Easel allows flip chart notes to be recorded to the client's computer.



Breakout areas are any area in the hotel where participants can break from their main event into smaller groups.



Breakout tables include many of the same things found on meeting tables. These items may vary depending on the organizer's needs.

BREAKOUT AREAS

Any area in the hotel where 1-50 (+/-) participants can break from the main event into smaller groups for

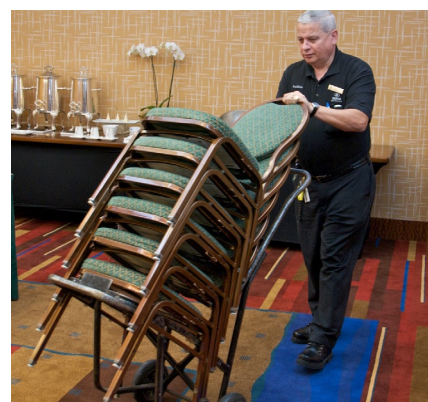
- » Team-building activities
 - » Sub-groups
 - » Regional Division members
 - » Etc.
- The Breakout Area Set Up varies in each meeting room; typical arrangements include
 - » Boardroom
 - » Hollow Square
 - » U-Shape
 - » Theater-style
 - » Classroom
 - Breakout Area Tables usually include
 - » Glasses & coasters
 - » Felt table coverings (in non-designated Meeting spaces)
 - » Branded pens
 - » Branded note cards
 - » Branded name cards
 - » Mineral Water
 - » Mints
 - These items may vary to meet the requirements of the event organizer

ROOM BREAK-DOWN

- It's important to follow these procedures after a Banquet or meeting has ended so that it's easy to set up for the next event
- Learn (from your Supervisor) and follow all client instruction about left-behind paperwork (storage, shredding, or trash disposal)
- Return any left-behind items to Lost & Found
- Remove all items from tables and recycle or properly dispose of them
- Dismantle tables
- Stack chairs
- Dismantle AV equipment and store as instructed
- Clean (dust and vacuum) the entire room
- Comply with all Health and Safety requirements
- Make sure the room receives a complete Maintenance check
 - » Defective light bulbs
 - » Chipped paintwork
 - » Soiled or worn carpet, wall coverings, etc.
- When you believe the room is ready to be shown to potential clients, ask your Supervisor to double-check its condition, then secure it



Learn from your Supervisor how to handle left-behind paperwork.



Dismantle all tables and stack chairs so they can be taken to their storage area.



Clean, dust and vacuum the entire room.

