

会议及活动运营
CONFERENCE AND EVENT OPERATIONS

主题：欢迎会议主办者 Subject: Welcoming the Conference Host	共 4 页 4 pages
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目标
OBJECTIVE

保证客人在雅高酒店组织和参加活动时感觉良好，并有一致的第一体验。

To ensure our guests have a positive and consistent first experience when organising and attending an event at an Accor hotel.

政策
POLICY

对活动组织者或主办者致以专业及热情的欢迎，保证活动主要细节提纲得到再次确认，并使组织者或主办者对活动的顺利进行充满信心。

The event organiser/host is to be welcomed in a professional and warm manner, ensuring an outline of the basic event details are re-confirmed and the organiser/host is confident that the event will run smoothly.

程序
PROCEDURE

- 活动主办者远远早于代表到达。监管此次活动的员工应在主办者计划到达时间至少提前 30 分钟站在房间外。如组织该活动的销售宴会协调者也能会见主办者，则更好。

The event host will arrive much earlier than the delegates. The employee supervising the event is to stand by the room at least thirty (30) minutes prior to the scheduled host arrival time. It is preferable that the Sales/Event coordinator who organised the function is also available to meet with the host.

- 员工应问候主办者，以专业及积极态度自我介绍，说明他们会全天服务此活动。向组织者或主办者提供免费咖啡/茶或适当茶点。

The employee is to greet the host, introduce themselves in a professional and positive manner and explain that they will be looking after the function for the duration of the day. The organiser/host is to be offered a complimentary coffee/tea or suitable refreshment.

- 陪同主办者来到宴会厅，确保其对房间及布置满意。
The host is to be escorted to their function room to ensure they are happy with the room and setup.
- 复核《宴会活动订单》提出的主要活动细节，确保主办者对安排满意。简洁但包括所有必要的细节。应复核包括但不限于以下内容：
The main event details from the BEO are to be reviewed to ensure the host is happy with the arrangements. Be brief but cover all necessary details. Items to review include but are not limited to:
 - 时间安排
Timings
 - 房间布局
Room layout
 - 引导标牌
Signage
 - 视听 ((AV)设备
Audio Visual (AV) equipment
 - 提供休息的盥洗室，吸烟处位置以及茶歇将要摆放的位置（如餐厅、休息区位置）。
Location of bathrooms, smoking areas where refreshments will be served (e.g. location of the restaurant, break areas)
 - 签署附加设备及最终账单的被授权人
Who is authorised to sign for any additional equipment and the final bill
 - 无线网络连接密码（可能的话）
Wifi access code (if applicable)
 - 最终发票付款方法
Final invoice payment method
- 为主办者提供一副会议室钥匙，并告知会议室将在午餐时间锁闭 (假定所有代表离开房间就餐)。
Provide the host with a meeting room key and advise that the room will be locked at lunch (assuming all delegates leave the room for lunch).

- 向主办者演示如何使用所有视听设备。
Demonstrate to the host how to use all AV equipment.
- 告知主办者，活动期间有任何需要，可向你求助。确保主办者了解如何跟你联系；应提供电话或寻呼机等其他设备，可在宴会厅内及附近直接拨通。
Advise the host that you will be available throughout the duration of the event for anything they need. Ensure the host knows how to contact you; a phone or other device such as a pager, with a direct dial in or close to the function room is to be available.
- 此外，如主办者首次来到酒店，应向其提供包括火警警报音调、出口及疏散方案在内的紧急事件处理方案细节。
In addition, details of emergency procedures including fire alert tones, exits and evacuation procedure are to be provided to the host if this is their first visit to the hotel.
- 个别客户会要求在活动开始时向团队进行紧急事件简要说明。每个班次至少有一名员工可以以专业方式提供这种说明。个别酒店中，保安可对紧急事件说明进行演示（参照酒店政策）。
Some clients may request an emergency briefing to their group at the beginning of their event. At least one employee on every shift should be able to provide this briefing in a professional manner. In some hotels, security may perform the briefing (refer to hotel policy)
- 如主办者需要附加设备且产生费用，应由主办者填写《附加费用》表并签名（遵照酒店政策）。
If the host requests any additional equipment and there is a cost involved, an Additional Charges form is to be completed and signed by the host (subject to hotel policy).
- 如需附加设备：
When additional equipment is requested:
 - 告知主办者所有费用；主办者口头确认接受。
Advise the host of any charges; host to verbally confirm acceptance.
 - 立即布置设备。
Set up the equipment immediately.
 - 填写《附加费用》表并由主办者签字。
Complete the Additional Charges form and have host sign.
 - 将需求告知销售宴会经理。
Advise the Sales/Event manager of the request.
 - 进行相应过账。
Post charges accordingly.

- 向相关各方提供该表复印件（一份连同发票交予客户，一份交予财务部门，一份用于开账单——按酒店政策执行）

Provide copy of form to the relevant parties (one copy to be attached to invoice for the client, one to finance and one for billing – subject to hotel policy)