

会议及活动运营  
**CONFERENCE AND EVENT OPERATIONS**

主题：视听要求 Subject: <b>Audio Visual Requirements</b>	共 3 页 3 pages
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目标

**OBJECTIVE**

客人可使用高质量专业化的视听（AV）设备，活动技术适合于活动要求。如需要，受过良好训练的员工可提供帮助。

Guests have access to quality professional audio visual (AV) equipment and the event technology is suitable for their event requirements. Assistance is provided by well trained staff when required.

政策

**POLICY**

如没有外部或内部专门的视听团队，餐饮部中宴会运营的员工应接受培训，确保能按照客人要求准备设备，并为每次活动提供所有视听设备。

Where there is no external or internal specialised AV team, Food and Beverage (F&B) employees working in Conference and Events Operations (C&E Ops) are trained to ensure all AV equipment is ready and available for each event as per the guest requirements.

餐饮部中宴会运营的员工应接受有关布置及使用所有视听设备的培训，能向活动主办者演示设备的正确使用方法，并解决所有问题。

All F&B employees working in C&E Ops are trained in the set up and use of all AV equipment, allowing them to demonstrate correct usage to event hosts and troubleshoot any problems.

程序

**PROCEDURE**

- 餐饮部中宴会运营的并负责操作视听设备的所有员工接受培训，并有能力布置、使用并维修所有相关设备。应由设备供应商提供培训，以保证设备的正确使用。

All F&B employees working in C&E Ops who are responsible for operating AV equipment are trained and competent in the set up, use and maintenance of all relevant equipment. Training should be provided by the equipment supplier to ensure correct usage of the equipment.

- 视听专业人员应接受培训，熟悉六种技术领域（音频、视频、电脑、网络连接、舞台及灯光），并能为客人熟练提供专业服务。  
AV specialists are trained and familiar with the six technical disciplines (audio, video, computers, Internet connectivity, staging and lighting) and proficient in delivering professional service to guests.

- 应与其它部门可能负责支持视听的专业人员有效沟通，以确保客人问题得到有效解决。  
Efficient communication is required with other departments who may be responsible for supporting the AV specialists in ensuring guest issues are solved effectively.

例如：有关的网络问题可能需要信息技术部支持；电话问题需要工程部支持等。

Examples include: matters concerning internet may require support from IT; telephone issues from Engineering etc.

- 包含视听服务的所有活动应有一名视听专业人员协助客户，并在必要时和客户保持联系。应在工作计划中分配适当数量的专业人员以妥善安排活动。

All events with an AV component are to have an AV specialist assigned to assist and liaise with the client as necessary. The appropriate number of specialists are to be allocated on the work schedule to adequately deal with the events.

- 所有电缆或连接点应保证安全，并尽可能隐蔽。电缆及电线不可构成危险，必须固定在地板上或遮盖起来。

Any cables or connections are to be secured and where possible not seen. Cables and cords must not be a hazard and must be taped to the floor or covered.

- 如已经安排电池供电的话筒或佩带式话筒，必须备用话筒（例如，房间内必须有可随时使用的备用话筒）。

Where battery operated microphones or lapel microphones have been arranged, a backup of each item is required (i.e. there must always be a spare microphone in the room ready to use).

- 只有经过工程部核准的电源板（标记并测试）才可使用。

Only Engineering Department approved power boards (tagged and tested) are to be used.

- 所有设备在活动开始前进行安装和测试。

All equipment is to be setup and tested prior to the event.

- 活动开始前，应以出席者的角度检测屏幕观看（投影或电视播放），以确保所有出席者可以畅通无阻地舒适观看屏幕。

Viewing of screens (projected and TV) are to be tested from the participants' perspective prior to the event to ensure all participants can comfortably view the screen free from obstructions.

- 对声响较大的活动（如出演乐队、音乐等）而言，视听专业人员应了解并遵从当地噪音等级规定。避免打扰酒店其他客人或活动。  
For any loud events (e.g. live bands, music etc), AV specialists are to be aware of and be compliant with local noise level regulations. Disturbance of other hotel guests and events is to be avoided.
- 如由第三方提供视听设备，整理设备期间应进行监督，以确保酒店设备不发生意外丢失。  
If AV equipment has been provided by a third party supplier, supervision should be undertaken during pack up to ensure no hotel equipment is accidentally removed.