

**HOTEL**  
**GRAND OPENING ACTION PLAN**

Item No.	Subject	Action Steps	Who Responsible	Due Date	OK
1	Visitors from Overseas	<ul style="list-style-type: none"> <li>- Block entire hotel and advise actual availability. Take into consideration House Use, Long Stay, Reservations etc.</li> <li>- Prepare welcome plan including transportation from Airport, Welcome drink and facetowel service, Check-in registration procedures at hotel and escorting</li> <li>- Prepare VIP treatment for three day stay, to include welcome letters, set-ups, evening turn-down special etc.</li> </ul>	FOM	13-Aug	
2	Valet parking	<ul style="list-style-type: none"> <li>- Prepare action plan; take all necessary pre-cautions to receive and park 400 cars while leaving space for unveiling activities</li> </ul>	FOM / Concierge / SEC	13-Aug	
3	Invitations	<ul style="list-style-type: none"> <li>- Sales in charge of distribution invitations locally as follows:           <ul style="list-style-type: none"> <li>- Local dignitaries 266</li> <li>- Lebanese dignitaries 100</li> <li>- Invitees from London 300</li> </ul>           All invitations are for Mr. &amp; Mrs.         </li> <li>- Follow up plan to be implemented to ensure maximum turn-out. Within one week of distribution all invitees to be called and names to be recorded of guaranteed attendees.</li> <li>- Priority list to be made consisting of "Hotel" clients who could be asked if seats are available</li> <li>- Invitations for embassies to be distributed through Aramex</li> <li>- Need for 2nd party hosting the hotel's clientele to be determined and program to be advised</li> </ul>	DOS	13-Aug	
4	Leading Hotels of World	<ul style="list-style-type: none"> <li>- Contact New York and get information on the material of the plaque to coordinate with the opening plaque of the hotel (bronze / gold painted cast iron?)</li> <li>- Contact New York to DHL the plaque to us for mounting at the entrance of the hotel</li> <li>- Design a LHW flag and order locally (ensure double sided print)</li> </ul>	DOS / Purch.	15-Aug	

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5	Press Conference	<ul style="list-style-type: none"> <li>- Prepare full action plan for afternoon of September 3.</li> <li>- Block and set-up space</li> <li>- Ensure excellent A/V facilities</li> <li>- Draw up list of invitees</li> <li>- Discuss proceedings and statements</li> <li>- List refreshments</li> <li>- Prepare presskit and give-away</li> </ul>	DOS / CM CM ENG / CM DOS DOS / GM CM / CHEF DOS	13-Aug 13-Aug 3-Sep 15-Aug 1-Sep 15-Aug 1-Sep	
6	Brochure	<ul style="list-style-type: none"> <li>- To coordinate opening brochure with publicist</li> </ul>	DOS		
7	Master of Ceremonies	<ul style="list-style-type: none"> <li>- Celebrity to be contacted concerning cost and availability</li> </ul>	DOS	13-Aug	
8	Give-away	<ul style="list-style-type: none"> <li>- To be finalised. Distribution to be agreed upon</li> <li>- Memento for team members to be sourced and ordered</li> </ul>	DOS / GM DHR	13-Aug 13-Aug	
9	Fireworks / Lightshow	<ul style="list-style-type: none"> <li>- Quotation to be sourced and program to be discussed</li> </ul>	FBM	13-Aug	
10	Sept. 3 F&B action Plan	<ul style="list-style-type: none"> <li>- Plan to be drawn up and submitted. To include training needs, schedules, equipment required, staffing etc.</li> </ul>	CM / FBM	13-Aug	
11	Entertainment	<ul style="list-style-type: none"> <li>- Local band to be contracted (Dapke &amp; military band)</li> <li>- Programs to be made who plays where and what</li> <li>- Foreign entertainment to be organised from London</li> <li>- 15 rooms to be blocked for overseas artists</li> </ul>	CM FBM /CM FOM	13-Aug 13-Aug 13-Aug	
12	Menu	<ul style="list-style-type: none"> <li>- Decision to be made latest by Aug. 15 in order to be able to purchase all ingredients on-time</li> <li>- Table menus to be printed</li> <li>- Heating cabinets to be flown in from USA; accurate quotation to be presented</li> </ul>	GM / CHEF CM Purch.	15-Aug 1-Sep 13-Aug	
13	Beverages	<ul style="list-style-type: none"> <li>- Quantities of wine and spirits to be advised sufficient for three days of activities</li> <li>- Duty-free licensing to be investigated</li> <li>- Wine storage facilities to be completed</li> </ul>	FBM Moh'd Elawi FC / ENG	11-Aug 13-Aug 20-Aug	

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14	Decoration	<ul style="list-style-type: none"> <li>- Plan to be submitted for the public areas and banqueting areas including costing</li> </ul>	HK		13-Aug
15	Team members	<ul style="list-style-type: none"> <li>- List of staffing for the event to be submitted to HR</li> <li>- Listing of casual staff for security screening</li> <li>- Uniform requirements to be communicated to HK</li> <li>- Adequate staff meals to be prepared</li> <li>- Night time transportation to be arranged</li> <li>- Very limited overnight accommodation available</li> </ul>	ALL / DHR DHR / SEC ALL / HK DHR / CHEF DHR		21-Aug
16	Security	<ul style="list-style-type: none"> <li>- Inspection of all areas re: safety, security, hygiene</li> <li>- Secure all access areas and maintain tight control</li> <li>- Clearance of casuals, sub-contractors (Girohma, KONE)</li> <li>- Ensure all areas are free from construction workers</li> <li>- Liaise with Royal Court Security Officers concerning timings by when the set-up needs to be ready for final inspection</li> </ul>	SEC SEC SEC SEC SEC		15-Aug 3-Sep 3-Sep 28-Aug
17	Engineering	<ul style="list-style-type: none"> <li>- Ensure all systems are up and running, check lighting, A/C hot water systems, keys to all areas, lifts to function</li> <li>- Signage</li> </ul>	ENG ENG		15-Aug
18	Health Club	<ul style="list-style-type: none"> <li>- Advise members of closure of Spa for one day</li> </ul>	SPA		25-Aug
19	Guest book	<ul style="list-style-type: none"> <li>- His Royal Highness to be the first VIP to sign our guestbook. Appropriate book to be purchased and suitable timing to be found to do this</li> </ul>	FOM / Purch. / GM		20-Aug