

SP Conference Management

Management Schedule

Detailed Summary of Services Offered

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SP Conference Management Schedule

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1. PLANNING AND CONSULTANCY

- 1.1 Initially the Conference Manager will ascertain from the client what the conference is about then guide and determine what is needed.
- 1.2 Liaise with the client on the overall conference budget and provide a preliminary budget to set registration fees
- 1.3 Liaise with service providers to obtain the most cost effective service and to ensure delegate/guest needs are met
- 1.4 Assist with conference planning, social and entertainment activities for delegates and for associates, call for abstracts and processing of abstracts
- 1.5 Provide consultancy and advisory support through attendance at committee meetings

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2. OPERATIONAL SERVICE

A. Financial

- 2.1 Deposit and receipt all money received into your special conference account
- 2.2 Provide an income summary as required
- 2.3 Check and facilitate payment of accounts pertaining to the budget
- 2.4 Provide an expenditure summary as required
- 2.5 Provide credit card facilities for delegates' registration and sponsor/trade payments (charge applies)
- 2.6 Provide Profit & Loss Statement once accounts are closed
- 2.7 Monitor and update the budget

B. Registration

- 2.8 Operate a computerised system to administer the registration procedure ([Appendix 1](#))
- 2.9 Process mail outs to prospective delegates on supply of stamped addressed envelopes
- 2.10 Process all conference delegate and partner registration details
- 2.11 Acknowledge and GST receipt / invoice all registrations
- 2.12 Provision of name cards
- 2.13 Provide an address list of all delegates attending (subject to compliance with the Privacy Act)
- 2.14 Operate registration/information desk, during the days of the conference
- 2.15 Pack conference satchels
- 2.16 Set-up registration, cashier and satchel distribution desk
- 2.17 Provide regular status reports to the client (delegate list)
- 2.18 Handle inquiries from prospective delegates

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3. CO-ORDINATION OF FACILITIES AND SERVICES

A. General

3.1 Liaise with service providers to obtain the most cost effective service and to ensure delegate / guest needs are met

3.2 Provide written confirmation of all verbal negotiations following discussions and written confirmation of subsequent communications

B. Meeting Venue / On Site Management

3.3 Provide onsite management for the duration of the conference

3.4 Arrange and book technical requirements and technician including audio-visual

3.5 Arrange directional signage

C. Accommodation

3.6 Negotiate favourable accommodation rates

3.7 Book accommodation

3.8 Provide full billing instructions as to whether client to pay direct to hotel or cost to be billed back to conference

3.9 Provide list of accommodation rates and options for inclusion in registration brochure

3.10 Monitor usage levels and release space one month out

3.11 Action alterations and late bookings according to availability for delegates

3.12 Liaise with hotel representatives to identify and prevent problems

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D. Catering and Social Programme

- 3.13 Negotiate function costs with service providers
- 3.14 Booking of all social functions
- 3.15 Finalise associated details, i.e. dates, times
- 3.16 Provide sample menus
- 3.17 Provide regular status reports on functions to the Convenor and venue representatives
- 3.18 Supply final numbers to caterers for all food and beverage requirements 48 hours prior to each function/meal
- 3.19 Liaise with caterers at all times prior to and during the conference to identify and prevent problems
- 3.20 Assist in planning the social programme and partners programmes
- 3.21 Co-ordinate & record numbers for partner programmes

E. Transport

- 3.21 Record arrivals and departures for airport pickups
- 3.22 Arrange hotel/motel airport transfers as required and co-ordinate daily transport (venue to designated hotel/motel)
- 3.23 Arrange travel for speakers and delegates when required

F. Communications

- 3.24 Provide the client with general information for inclusion in the registration brochure and handbook
- 3.25 Order and arrange overprinting of delegate satchels
- 3.26 Obtain local attraction brochures for distribution at the Registration Desk
- 3.27 Provide production estimates for the conference publications (registration brochure and abstracts/programme booklet)
- 3.28 Provide advice on the design of the registration form
- 3.29 Obtain quotes for printing conference material and liaise with printers to complete
- 3.30 Assist the client with the design and layout of the registration booklet

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OPTIONAL EXTRA SERVICES

1. Trade Display Management

Sales Refer Trade Display Schedule and co-ordination

2. Credit Card Facilities

Payments are processed thru "The SP Conference Management Trust Account"

Our fees do not include printing, stationary, satchels or any other disbursements unless specified.

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APPENDIX 1

SUMMIT PRO 2000 Management System Includes

1. Confirmation Letters, confirming bookings and payments
2. Name Tags
3. Delegate Reports
4. Accommodation Reports
5. Travel Reports
6. Financial Reports
7. Event Reports