



We put the  
**pieces together**



**Our Services Guide**  
(the pieces we can put together)

# TotalEventManagement

## PlanningStages

1. Venue  
Ensuring the venue's suitability with particular reference to...

- Location
- Ambience
- Accessibility
- Exhibition requirements
- Facilities
- Budget of event



2. Contract Negotiations  
Liaison and negotiation with the selected venue's management to ensure best possible provision of service and financial outcome for client.

3. Creative Design  
Development of concepts for all conference promotional and program material including..

- First announcements
- Calls for abstracts
- Event registration & accommodation forms
- Preliminary programs
- Abstract books
- Event kits
- Satchels
- Apparel
- Marketing devices
- On site signage



4. Financial Planning  
Preparation of event budget document including..

- Budget development
- Establishment of appropriate registration fees
- Forecast for current year
- Various forecasts based on specific numbers of delegates
- Monitoring of budget vs actuals on a monthly basis to ensure positive financial outcome
- Final income/expenditure statement setting actuals against budget forecasts.

## SponsorshipManagement

- Design and distribution of professional sponsorship proposal to appropriate sponsors
- Follow up and confirmation of sponsorship
- Processing and financial administration of sponsorship income
- Thorough liaison and follow through with sponsors to help ensure a long term relationship with your organisation

## Exhibition&DisplayManagement

Overall design and management of any supporting trade exhibition including..

- Site assessments
- Direct discussion with potential trade exhibitors
- Monitoring and final approval of exhibition floor plan
- Negotiation with venue management re technical requirements
- Negotiation with venue management and exhibitors re security requirements
- Development of program for assembly/disassembly of exhibition stands
- Logistical planning for transportation and loading/unloading of exhibitors' equipment
- Maximising exhibitors' contact with delegates
- Ensuring trade requirements are well satisfied

## VenueManagement

Including co-ordination of..

- Main plenary room set up
- Break out rooms set up
- Secretariat set up
- Program and timing
- Speakers' requirements
- Food and beverage requirements
- Stage sets and audiovisual requirements
- Running sheet for venue management



## FunctionsManagement

Including but not limited to..

- Welcome functions
- Sponsors' dinners and recognition as required
- Exhibitors' functions as required
- Formal event dinners
- Tours and other off site activities
- Kids' programs as required
- Entertainment for functions
- Theming and production design for functions and special events



## FinancialManagement

- Receiving and accounting for registration and accommodation deposit monies
- Banking of all event monies
- Collation and delivery of invoices to committee for payment
- Regular updates to the committee on income and expenditure
- All bookkeeping for the event
- Final report on all accounts

## Accommodation Management

- Negotiation of room rates
- Co-ordination of all room allocations and delegates' special requirements
- Confirmation of maximum space at main venue and booking of additional space at nearby venues as required
- Receipt of all accommodation deposits and provision of detailed rooming list to venues

## Program Development

### Main Program and Plenary Sessions

In consultation with the event committee..

- Development of program theme and program overview
- Preparation and distribution of "call for abstracts"
- Liaison with event committee re structure of program including session planning, timing etc
- Co-ordination of program with event committee including approval of abstracts, delegate notification & audio visual requirements
- Collation and preparation of abstracts for inclusion in program



## Registration Management

### 1. Delegates

- Mailing of all event registration brochures to all potential delegates
- Online registration and delegate information if required
- Processing of all registrations received
- Receipt of all delegate registrations by fax, mail or online (web & e-mail)
- Acknowledgement of registration sent to delegates
- Updates of delegate numbers to committee
- Banking of all monies received into event account
- Liaison with delegates as required
- On site registration
- Preparation of name tags and apparel for each delegate as required

### 2. Speakers

- Acknowledgement of all abstracts received
- Collation of all abstracts for presentation to event committee
- Notification of acceptance of abstracts
- Notification of timing of abstracts
- Audiovisual requirements requested
- Preparation of abstracts for inclusion in abstract book
- Design and organising production of abstract book
- Management of rehearsals and speaker requirements on site



## OnSiteManagement

- Preparation of delegate satchels and documentation kits
- Provision of staff members for event secretariat for entire conference period
- Co-ordination of all aspects of sessions, registrations, catering, functions and accommodation
- Management of enquiries from delegates
- Daily briefings with event committee

## AdministrationManagement

- Regular meetings and reports to committee members as required
- Liaison with event committee and sub committees as required
- Provision of minutes of all meetings
- Arrangement of all necessary freight and transport to and from venue

## Theming&AVManagement

- AV supervision and liaison with all speakers and presenters
- Co-ordination with AV and other contractors
- Liaison with all speakers and presenters for AV requirements
- Supervision of all 'bump in' and 'pack downs'
- Liaison with venues for all AV and theming requirements



## PostConferenceManagement

- Provision of full report of all financial outcomes
- Provision of complete delegate lists to committee and sponsors
- Follow up of all monies owing

## IncentiveTravel

including but not limited to..

- Sourcing and booking of flights and other travel
- Sourcing and booking of appropriate accommodation
- Co-ordination and booking of any activities
- Co-ordination of special training as required



## AssociationManagement

Including but not limited to..

- Co-ordination of all membership renewals and database maintenance
- Banking & financial administration
- Newsletter development
- Membership incentives
- Fund raising
- Dedicated phone line and secretarial services
- Website design and maintenance

