

Site Selection: The Inspection Checklist

In this section you will find some useful questions that should be asked during a site inspection. The different aspects of your event will determine the kind of questions that need to be asked. The following structure is meant as a guideline and should be modified according to your individual needs.

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General points

Always check the statements in brochures yourself!
 Are your requirements met?

Identify and record all personnel who will be key to the event:

- Who is your key contact? Does he or she have the necessary authority in terms of financial decisions and the overall process?
- Who will be your contact in absence of the main contact person? Especially in the hotel industry we can find high fluctuation.(i.e. venue staff change quite frequently and this can impose problems after months of liaison)
- Always ask which sub contractors are involved to avoid unnecessary misunderstandings!

Decisively for the success of the cooperation and the event are the willingness to cooperate and the expertise of the entire personnel as well as the service-standard.

Meet therefore preferably many of the staff (like reception manager, F&B staff, concierge, porters...) and check the service! Keep an eye on speed and efficiency! Are they helpful and friendly?

If possible try to plan an overnight stay in order to test performance and service directly!

Arrival and transfers

- Which transport infrastructure and facilities exist?
How long is the distance (km, duration) from the hotel to
 - airport
 - main station
 - venue
 - ...

- Most venues look easily accessible on paper, but is this the case in practice?
You should test the arrival description!
Are there any transfer options available?
 - hotel shuttle-service
 - airport shuttle-service
 - ...Who is the contact?

- Which parking facilities are there?
Does the hotel offer any parking spaces or parking garages?
Are there facilities near the hotel or the venue?
What about parking fees? Are special rates available?

Hotel & Rooms

Besides fundamental questions to capacity, provision, costs, services...
You should keep an eye on the following points:

- Which room-categories are on offer and how are they equipped?
(Standard, Comfort, Executive...)
Would an upgrade be possible for VIP's?
Ask also for non-smoking rooms and rooms for people with disabilities!
What are the amenities of the rooms?
Are they well-equipped with ISDN and modem line, answering machines, larger desks
With suitable lighting and office stationery?

- Check-in and Checkout times?
Is an Express-Checkout available?

→ Which of the following extra services does the hotel offer and what are the conditions?
(Timing, cost, service standard)

- Room-Service
- Concierge-Service
- Cleaning and Laundry facilities
- VIP-Treatments
- Hostesses-Service
- Security-Service
- Translation-Service
- others like money changing facilities

→ What type of restaurants/ bars is on offer?
(Style, service, opening hours)

→ Breakfast-times?

→ Working conditions:

Are there any speaker rooms available?

Does the hotel offer a Business-Center or secretarial assistance,

And which services are included? (faxing, copying...)?

At what cost?

→ Which leisure facilities (sport or wellness) are available?
(opening hours, charges etc.)

→ Consider security-aspects!

Are there sprinklers, smoke detectors, emergency exits etc.?

Meeting-rooms and other venue facilities

→ Which type of rooms do you require and for how long?

Clarify also set-up and break-down times. Check any possible conflict with other meetings or events!

Also think on easy turnaround in areas, that are to be used for evening functions!

- meeting rooms
- exhibition area
- offices
- break out rooms and speakers ready rooms
- others like storage facilities for congress materials

- Where could the registration-area be built?
- Which possibilities of the signage are available?

→ Check their location within the venue and the proximity to each other as well as to the

- main entrance
- registration areas
- restaurants
- toilets
- ...

→ Are the areas on the same or on different floors?

→ Where are the doors?

→ How many elevators are there and what is their capacity?

→ Does the hotel or the venue provide an intercom system?

→ Check also:

- Where are the cloakrooms and is their capacity adequate?
- Are there enough toilets?
- ...

→ Check the meeting rooms:

- acoustics in general as well as the sound system
- sound-proofing – check internal noise such as kitchen and external noise such as traffic!
- air-conditioning and ventilation – are they quiet enough?
- natural light, blackout, lighting
- ...

Are the controls easy accessible?

→ Are the meeting-rooms dividable?

- Are there any obstructions such as pillars? Check this from every seat position!
- Is the ceiling height adequate (for projection purposes)?

→ Next check the standard fixtures of the meeting rooms:

- telephone, fax and ISDN-line
- overhead projector, screens
- flip chart
- furniture
- power points (for costly projections or shows)
- others

→ What additional technique is available or has to be installed?

Bear in mind of the following:

- reception desks
- lectern
- stage or sectional staging
- podium

What is the cost and what is free of charge? (ask for a price list)?

Is reservation necessary?

Are there in house-technical staff?

Who is the contact?

Be aware that Germany uses the PAL TV standard whereas in the U.S. or in Japan the NTSC standard is used. Choose multi-standard video equipment so there is no difficulty with the differing systems.

→ Exhibition area:

- Check the sufficiency and quality of
 - power points
 - lighting
 - air-conditioning
- And keep an eye particularly on
 - floor loads (for heavy exhibits)
 - easy access for loading and unloading
 - goods elevator

→ Don't forget to check the safety precautions in meeting and exhibition rooms!

Think also on the equipment for the convention-office:

- photocopier
- telephone, fax, modem points
- PC, printer
- First-aid equipment
- ...

Banqueting

→ Are there adequate facilities for the requirements?

Where can the break-outs take place? Keep an eye on the proximity to the meeting rooms!

What layouts can be accommodated (buffet, formal dinner ...)?

Who will provide the catering – the hotel or an external service provider?

Obtain sample menus, wine list and prices!

What is the ration between guests and service staff?

Is there a decoration-service?

Social and recreational ideas

What does the location or the venue offer?

Who is the contact for information as well as organization – the hotel, the city

Tourist office or an incoming agency?

Contract conditions

→ Ask for terms and conditions and a sample contract!

→ Bearing in mind

- terms of payment
 - Daily delegate rates – what are the conditions and services?
 - Payment of deposits?
 - Which services are being charged under the main invoice?
 - How will extra services of participants be charged?
 - Which credit cards are honored?
 - ...
- reservation-deadline
- cancellation deadline and charges
- Insurances – What is covered by the hotel?
- ...

Individual requirements

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