



## Behind the Scenes – our Event Planning Team

### Why have Event Planners?

Once an event has been booked by the Account Management team, Katharine, Bonnie and Tara (our Event Planning team) are responsible for the event planning for all the meetings, conferences, training events, dinners, and other events that take place at The Møller Centre.

On receipt of your contract your event planner gets to work on understanding your exact requirements so that we can ensure that everything is perfect for you on the day. Our promise to customers of The Møller Centre is to actively listen to your needs and to understand and exceed your expectations. This is one of the ways we fulfil this promise and importantly, enable you to focus 100% on your event.

Katharine, Bonnie and Tara are key to the delivery of this promise. They ensure that we fully understand your requirements for your event, and that these instructions are relayed to the operational team who are responsible for delivery on the day, from the Guest Services Manager, Duty Managers, food and beverage staff, technical services, through to our reception and housekeeping teams.

### Preparing for your event

Prior to your event you will receive a call from your event planner, who will stay in touch with you right through to the completion of your event. Organisers often meet with their dedicated event planner in person, and you are more than welcome to come to the Centre to go through your event in detail.

They will begin by asking a series of questions that sets the basis for your event.

Questions such as:

- The name of the person who will be the on-site contact on the day of the event
- Number of delegates, split between residential and non-residential
- Room layout, and if any changes need to be made during the course of the event
- Timings for the day and for refreshment and meal breaks
- Equipment required
- Catering requirements including any particular dietary needs
- Signage
- A list of residential delegates, including any particular requirements or preferences for bedrooms
- Specific payment instructions
- Any other details, for example, badges, reception desks, deliveries prior to the event, additional activities, transport.

This information will be added on to our event management system. Katharine, Bonnie and Tara will use the information you give us during this conversation to check, for example, that the most appropriate room(s) have been allocated to your event; to alert other members of the team if we need to hire in additional equipment, eg laptops or other specialist equipment; to liaise with our Executive Chef if a particular menu is required.



Did you know that our event planners will help you with a wide range of additional items that will help make your event achieve your objectives, whether that is technical expertise such as video recording, digital streaming, translation systems, stage and lighting hire, expert industry or academic speakers, teambuilding activities and facilitators to name but a few. We can also offer a wide range of cultural and social activities, such as private dining, music evenings, punting, Cambridge tours, quiz, cinema, or horseracing evenings. We can also help you source and organise delegate gifts, name badges, transport or dedicated reception desks. Whatever you need to ensure your event runs according to your plan, just ask Katharine, Bonnie and Tara.

The more information you can give to the event planner the better, this includes details of the purpose of your meeting – it means we can be fully prepared for your arrival. Once we have all the correct details we will send an Event Confirmation Sheet to you for approval. We appreciate that last minute changes often occur, just let Katharine, Bonnie or Tara know!

### **Keeping Møller Centre staff informed**

On Wednesday afternoons Katharine, Bonnie and Tara run the Function Sheet Meeting. The function sheets provide the details for every event by day, and are printed out daily and given to the operational team. The Function Sheet Meeting is attended by the General Manager, Executive Chef, Operations Manager, Technical Services Manager, Duty Manager, Guest Services Manager, Front of House Manager, Food and Beverage Manager and House Keeping Manager.

During the meeting each event taking place the following week is discussed and particular details highlighted, included with this is information about the Companies and groups onsite. This meeting is critical to ensuring that all the operational staff are fully aware of the details for your event, particularly if there are critical timings, room changes, important VIPs or any specific requirements to be aware of. It is here that the operational staff are able to give their insight into the event planning process to ensure that your event runs smoothly and we deliver efficiently.

The Function Sheet Meeting is supported by twice daily 'prayer meetings'. This is a short meeting of the operational and event planning staff on duty that day which highlights any changes to the function sheets, and reminds staff of important details.

Monday is invoicing day. Any event that took place in the week before will have the invoice raised and checked against the final confirmation and the original contract.

Katharine, Bonnie and Tara are always working to your event deadlines. The more information you can give them and the earlier you can do this enables them and the rest of the staff at The Møller Centre to exceed your expectations and to exceed our record of 96% guest satisfaction.