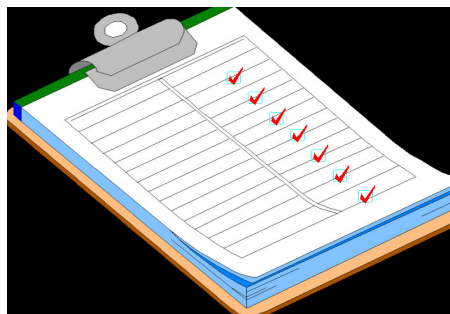


# Fam Trips, Site Visits Site Inspections

## ✓ Handbook and Checklist ✓



*A Planning Guide for*  
**Venue Finding Agencies**  
**Meetings and Event Planners**  
**Conference & Exhibition Managers**

*Provided with the compliments of*



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## Introduction

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### Welcome

A Familiarisation Trip is – as implied – a trip to let you sample the destination for yourself. Its aim is for you to then “sell” the experience back to your organisation. Therefore when you plan an event, you are not just looking at the technicalities even though they are vitally important, as you will see in this guidebook.

Your aim is to try and recapture the experience of your Fam/Site Visit for your own delegates.

### Never underestimate the importance of a Site Visit/Inspection

A Fam Trip, Site Visit and Site Inspection is more than just a day out of the office.

What you see, hear, smell and taste needs to be reported in an objective manner to your company. Recommendations that you give now may turn into policy and decisions at a later date. It is critically important that you leave nothing to chance and never rely on guesswork or lingering memories when making suggestions, or answering questions back at the office.

At the end of the day, you need to bear in mind that the destinations and venues that you choose may influence the success of your event. The last thing anyone wants to hear from a disgruntled delegate is “*who on earth chose this location!?*”

On a Fam and a Site Visit, you need to sample and inhale the experience, the sights, the sounds and smells of the destination because that is exactly what your delegates will be doing when they attend your event. However, at the same time you need to also activate the logical part of your thinking when it comes to inspecting sites and conference venues. The key is not to let the bright lights and glamour of a Fam overshadow the technicalities.

Remember, you are seeking to ascertain that the whole destination including venues, hotels, transport can host your meeting exactly to your specifications.

Here are some pointers to help you get the very best out of your Fam Trip/Site Visit.

#### Ask lots of questions

Most Familiarisation Trips and Site Visits run to a tight schedule. Therefore, unless it is a showstopper, try to avoid asking too many detailed questions during the visit, such as number of electrical points, do you have OHP. Instead use this guidebook and also jot down the questions you have as you go along so that during a break, you can find out what you need to know. Many answers can be found in the delegate packs you receive.

#### Talk to fellow visitors

Networking can be one of the most productive parts of any Fam Trip. Don't just latch onto the person sitting next to you on the coach. Make sure you circulate. Talk to organisations outside your specific sector.

#### Please play your part

As an employee, you are representing your company to not only your hosts, but also fellow delegates. It is important that you appear professional at all times. Whilst they are, of course, endeavouring to sell you their services, please be gracious to your hosts, especially if they have covered many of the costs. Do not abuse their hospitality. Even if the trip appears uninteresting, or parts of it are not relevant to your needs, use the time to note the parts of the trip that are useful.

**Note:** *If, after accepting an invitation, you find you cannot attend a Site Visit or Fam Trip, please tell your host as soon as possible. This allows them a reasonable chance to offer your place to someone else without incurring any unnecessary costs.*

#### Reporting back to the company


You may need to produce a written report on your recent Familiarisation Trip. The problem with reports is that key facts are sometimes forgotten or indeed it may be hard to find the time to produce a report. Ask the Convention Bureau or Venue to help provide information for your report – it is in their interests to do so!

**Use this guidebook and checklist to help you record everything on the tour and arm yourself with as much information as you can. Talk to the Convention Bureau and the Venue staff. Never be afraid to keep coming back with questions.**

## Before you leave

### Pre Fam Trip/ Site Inspection Checklist

Below is a checklist to use before you depart, to help you become prepared and fully armed with all the necessary tools to conduct a professional and accurate Visit.

<b>Destination</b>	
Before going on a Fam or planning a Site Inspection, do your homework on the destination and the property. Research the venue, the area, access their websites, enter their virtual tours, ask for Videos, DVD's and CD's if they have them	
Discuss your requirements internally within your organisation before you leave. Find out what events are being planned and what information is required from your colleagues.	
Jot down questions as you think of them in advance of the trip	
Make a note of access routes to the destination by Road, Air, Rail and Bus. Ask which are easier. Find out if there are special coaches/taxi runs from the airport.	
Decide what you are looking for in terms of venue:	
<ul style="list-style-type: none"> <li>▪ Conference/Convention Centre <input type="checkbox"/></li> <li>▪ Civic Centre <input type="checkbox"/></li> <li>▪ Function Centre <input type="checkbox"/></li> <li>▪ Theatre <input type="checkbox"/></li> <li>▪ Hotel 3 star <input type="checkbox"/> 4 star <input type="checkbox"/> 5 star <input type="checkbox"/></li> <li>▪ Holiday Camp/Resort <input type="checkbox"/></li> </ul>	<ul style="list-style-type: none"> <li>▪ Castle <input type="checkbox"/></li> <li>▪ Stately Home <input type="checkbox"/></li> <li>▪ College/University <input type="checkbox"/></li> <li>▪ Stadium/Racetrack/Indoor arena) <input type="checkbox"/></li> <li>▪ Museum <input type="checkbox"/></li> </ul>
Bring plenty of business cards to give to venues to send you information and also for networking with other visitors on the trip	
<p>Make sure you have all the necessary tools to record everything you see. This includes:</p> <ul style="list-style-type: none"> <li>▪ Notepad and Pen</li> <li>▪ Camera</li> <li>▪ Video Camera/Camcorder</li> <li>▪ Dictating machine</li> </ul>	
Do not change your requirements as you walk in the property's front door; try and advise/warn your host of any changes prior to your arrival	
Tell your host what you are most interested in seeing - meeting space, sleeping rooms, suites, or other areas	
Tell your host what you do NOT need to see, such as the health club, business centre or restaurants	
Create a checklist for each property that you can reference back at the office. Make copies of this guidebook if necessary	

**Your aim is to leave a Site Inspection armed with all the technical, operational and marketing information needed to prepare a report to your Directors.**


**Remember to record all the positive and negative points and, at all times, try and keep in mind how your own event would run, should you choose that venue.**

## Promotional material to collect during the trip

It is sometimes difficult to draw the line between collecting as much information as possible on all the venues you have seen, against relying solely on memory and notes taken or dictated.

The rule of thumb is that the more information you have, the less chance there is of wrong decisions being taken based on poor or unreliable intelligence.

However the key is to ensure that you only have the pertinent material to help you base your decision on the chosen destination.

Checklist	
Destination guidebook – usually produced by the Convention Bureau	
Brochures/Conference Guides from Individual venues	
Ask if they have a meeting planner guides and checklists	
Ask if they have their own Site Inspection checklist	
Local Hotel guides	
Newsletters from Convention Bureau, Hotels, Venues. Read up on development news, look at the case studies, success stories	
Website addresses	
Local Restaurant guides	
Local Map of the area	
Town and/or City Guides	
Nearest Airport, Train station, Tram, Bus Station and access by Coach	
Train, Coach and Bus timetables	
Locally published newspapers – to help you get a feel of the destination in terms of <ul style="list-style-type: none"> <li>▪ Development</li> <li>▪ Crime</li> <li>▪ Transport</li> <li>▪ Weather</li> <li>▪ Chamber of Commerce/Local Business initiatives</li> </ul>	
Local attractions – evening entertainment, assist with partner programmes	
If you are staying overnight, watch the local news bulletins	
Local tours of the area – obtain information from the local Tour Companies	
Find out where the shops are. This may be for delegates and partners during free time at the conference and also for yourself – look out for local stationery stores for emergency supplies, sandwich shops etc for feeding the stage crew.	
Entertainment guides in the area: <ul style="list-style-type: none"> <li>▪ Shows</li> <li>▪ Exhibitions</li> <li>▪ Concerts</li> <li>▪ Theatre</li> <li>▪ Cinema</li> <li>▪ Museums</li> </ul>	

## Site Inspection - Assessment form

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### Product Marketing Information

**Destination One** (name) \_\_\_\_\_

Type of Visit \_\_\_\_\_

Brief Description: \_\_\_\_\_

**Destination Two** (name) \_\_\_\_\_

Type of Visit \_\_\_\_\_

Brief Description: \_\_\_\_\_

**Destination Three** (name) \_\_\_\_\_

Type of Visit \_\_\_\_\_

Brief Description: \_\_\_\_\_

What is your main objective for attending this trip? \_\_\_\_\_

### Key contact names and numbers

Either before or during the visit, try and build up your list of contact names using this list:

Name	Position	Tel	Email
	Manager of the Conference and Visitor Bureau		
	Destination Management Company		
	Professional Conference Organiser		
	Tour Company representative		
	On-site Conference Co-Coordinator		
	Hotel Sales Manager		
	Banquet Manager		
	Restaurant Manager		
	Reservations and Front Desk Manager		
	Security Manager		
	Technical and Operations Managers		
	Sound and Lighting		

# Site Inspection - Assessment form

## Section A – Location and transport

Use this list to check the following:

Factor		Your rating ✓ 1 = poor.....5 = excellent 1 2 3 4 5	Comments
A1	Location from public transportation?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
A2	What is the distance from the nearest airport	-----miles -----kilometers	
A3	What is the approximate travel time from the nearest airport	-----hours -----minutes	
A4	Does the hotel provide transportation to and from the airport?	Yes_____ No_____	
A5	Adequate taxi/limousine service	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
A6	Sufficient parking space	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
A7	Availability of shuttle service	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
A8	Adequate number of flights into destination	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
A9	Seasonality of destination (peak season vs. off-season)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

Comments:

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 .....

Initials of reviewer.....

Date: \_\_/\_\_/\_\_\_\_

## Section B – Arriving at Venue/Hotel

Use this list to check the following:

Factor		Your rating ✓ 1 = poor.....5 = excellent 1 2 3 4 5	Comments
B1	Appearance of the venue – appealing/attractive/welcoming?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
B2	Is it located in a "safe" area?	Yes_____ No_____	
B3	Are there other hotels located near by?	Yes_____ No_____	
B4	Is the lobby attractive and spacious?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
B5	Is the front desk well staffed?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
B6	Length of time taken for check-in and checkout	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
B7	Is the concierge and porters always available?	Yes_____ No_____	
B8	Are lifts (elevators) easy to locate, fast, clean, reliable	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

Comments:

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Initials of reviewer.....

Date: \_\_/\_\_/\_\_\_\_

# Site Inspection – Assessment form

## Section C – Hotel rooms

Use this list to check the following:

Factor		Your rating ✓ 1 = poor.....5 = excellent 1    2    3    4    5	Comments
C1	Are guest room furnishings adequate and well maintained?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
C2	What amenities are available in each room?	Yes_____ No_____	
C3	Are rooms well lit?	Yes_____ No_____	
C4	How many guest rooms can the hotel commit to a meeting?		
C5	What are the check-in times and checkout times?		
C6	How many sleeping rooms does the property have?	Yes_____ No_____	
C7	Executive Suites	Yes/No    Numbers__	
C8	Doubles	Yes/No    Numbers__	
C9	Twins	Yes/No    Numbers__	
C10	Singles	Yes/No    Numbers__	
C11	Are there set smoking rooms?	Yes_____ No_____	
C12	Are there designated non-smoking rooms and how many?	Yes___ Numbers_____	
C13	Are fire exits clearly marked?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
C14	Are there sprinklers, smoke alarms and emergency speakers?	Yes_____ No_____	
C15	Are there rooms that meet the disability requirements and what are the numbers?	Yes/No    Numbers__	
C16	Are hallways adequately lit?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
C17	How good are the in-room amenities (coffee/soaps/Pay Movies)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
C18	How many telephones are in each room?	One__ Two__ More__	
C19	Are there desks with lighting?	Yes_____ No_____	
C20	What are the hours for room service?	Times:_____	
C21	Is there an overflow site?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
C22	What are the alternative hotels/venues, is there a reciprocal system in place in event of a disaster?	Yes_____ No_____	

Comments:

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Initials of reviewer.....

Date: \_\_/\_\_/\_\_\_\_

# Site Inspection - Assessment form

## Section D – Venues and Conference facilities - general

Use this list to check the following:

Factor	Your rating ✓ 1 = poor.....5 = excellent					Comments
	1	2	3	4	5	
D1	Tea and Coffee breaks – served in the meeting room					
D2	Tea and Coffee breaks – served in a separate area					
D3	Tea and Coffee - presentation, biscuits, cakes etc					
D4	Location and accessibility of Mineral water/ Water fountains					
D5	Location of nearest toilets/bathroom					

Comments:

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Initials of reviewer.....

Date: \_\_/\_\_/\_\_\_\_

## Section E – Banquet room/Restaurants

Use this list to check the following:

Factor	Your rating ✓ 1 = poor.....5 = excellent					Comments
	1	2	3	4	5	
E1	What are the room sizes and how many people can be seated?					
E2	How far is the banquet room from the kitchen?					
E3	Does the hotel have enough restaurants?					Yes _____ No _____
E4	Will the hotel set up special morning coffee areas for guests?					Yes _____ No _____
E5	Is the restaurant well staffed?					
E6	Meals sampled – breakfast/lunch/dinner					
E7	Special meals options – low fat, diabetic					
E8	Does the venue cater for ethnic and vegetarian requirements					Yes _____ No _____
E9	How well is the Restaurant staffed?					
E10	Does the venue happily accommodate special requests?					Yes _____ No _____
E11	Does the venue offer themed parties outdoor events? (ask for examples)					Yes _____ No _____

Comments:

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 .....

Initials of reviewer.....

Date: \_\_/\_\_/\_\_\_\_



# Site Inspection - Assessment form

## Section F – Meeting Rooms

Use this list to check the following:

Factor		Your rating ✓ 1 = poor.....5 = excellent 1 2 3 4 5	Comments
F1	Enter how many meeting rooms the venue has		
F2	How large/small are the rooms?		
F3	Check the capacity of each room for different sets (e.g. theatre, classroom, herring bone, banquet) Note on separate paper or request pack from Venue		
F4	Do the meeting rooms have any obstructions?	Yes _____ No _____	
F5	Are there detailed floorplans available?	Yes _____ No _____	
F6	Are air walls soundproof?	Yes _____ No _____	
F7	Location/proximity of nearest toilets (bathrooms)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
F8	Can floor plans be provided with details on dimensions, ceiling height, seating capacities and breakout configurations?	Yes _____ No _____	
F9	Does each room have temperature controls?	Yes _____ No _____	
F10	Is lighting adequate?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
F11	Check each room meet the standards for disability access	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
F12	How many air walls (single and double) does each room have, and do they adequately block out sound?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
F13	Is there a stage? What size is it?	Yes/No Size _____	
F14	Are the meeting rooms wired for sound?	Yes _____ No _____	
F15	Is there on-site audiovisual support?	Yes _____ No _____	
F16	Is there a sound/projection booth?	Yes _____ No _____	
F17	Is there a list of equipment and pricing provided?	Yes _____ No _____	
F18	Will the property provide security for meeting rooms?	Yes _____ No _____	
F19	Where are the lifts/elevators? What is their freight capacity?		
F20	Whiteboard in every room with markers	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
F21	OHP in every room. Check back up projector bulbs	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
F22	Is there adequate set up time for rooms booked	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
F23	Are PC Projectors with laser pointers available?	Yes _____ No _____	
F24	Availability of screens in every room	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

Comments:

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 .....

Initials of reviewer.....

Date: \_\_/\_\_/\_\_\_\_

# Site Inspection - Assessment form

## Section G – Health and Safety

Use this list to check the following:

Factor		Your rating ✓ 1 = poor.....5 = excellent					Comments
		1	2	3	4	5	
G1	Site personnel safety conscious	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
G2	All rooms have smoke alarm/sprinkler system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
G4	Working fire alarm – check when it is tested	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
G5	Evacuation procedure, are exits clearly marked	Yes _____ No _____					
G6	Type of room key and security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
G7	Safe deposit boxes in individual room or at the front desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
G8	Maintain 24 hour security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
G9	Location of nearest medical facility/hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
G10	Doctor/Dentist on call	Yes _____ No _____					
G11	Staff trained in First Aid	Yes _____ No _____					

Comments:

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 .....  
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Initials of reviewer.....

Date: \_\_/\_\_/\_\_

## Section H – Other services

Use this list to check the following:

Factor		Your rating		Comments
		Yes	No	
H1	Is there a health club, leisure club? If so, what are the charges?	Yes _____ No _____		
H2	What sports and recreational facilities are on-site or nearby?	Yes _____ No _____		
H6	Are outdoor spaces or other areas available for special events?	Yes _____ No _____		
H5	Is there a business centre? Find out what services are offered, and what are its hours of operation?	Yes _____ No _____		
H6	Is on-site parking available? Check number of spaces	Yes _____ No _____		
H7	Is childcare available? What are the hours and fees?	Yes _____ No _____		

Comments:

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 .....

Initials of reviewer.....

Date: \_\_/\_\_/\_\_

# Site Inspection - Assessment form

## Section I – Financials

Use this list to check the following:

Factor		Your rating ✓ 1 = poor.....5 = excellent 1 2 3 4 5	Comments
I1	What is the rack rate? Corporate rate?		
I10	Any special rates - weekends, holidays, seasons?	Yes _____ No _____	
I4	Deposit required organization or individual guest	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
I5	Guarantee of the room rates	Yes _____ No _____	
I6	What is policy on late arrivals and no-shows		
I7	Type of currency accepted		
I8	Credit cards accepted?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
I9	Purchase order accepted?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
I10	Cancellation policy	Yes _____ No _____	
I11	Insurance requirement	Yes _____ No _____	
I12	Complimentary meeting rooms based on food and sleeping room consumption (apply to regular hotel)	Yes _____ No _____	
I13	Extra costs for Utilities (Electricity, Water)	Yes _____ No _____	
I14	Any other add-ons	Yes _____ No _____	

Comments:

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 .....


Initials of reviewer.....

Date: \_\_/\_\_/\_\_


## Site Inspection checklist – Technical

As we move towards a digital age where reservations, confirmations, bookings, negotiations, purchase orders and payments are all carried out on-line, the facilities required for high tech conferences are just as important.

These days your delegates, when they arrive, are just as likely to head to the nearest communications port with their laptop as they would be heading purposefully towards the bar.

Site Inspection Checklist – technical section		Review results	
Location	Date of inspection		Comments
<b>A</b>	<b>Hotel Sale and Convention Services</b>		
	Accept online registration through a secure server?		
	Accept rooming lists electronically?		
	Use standardized meeting planning software? What kind?		
	Web site includes banquet menus, meeting policies, and/or floor plans?		
	<b>Other comments:</b> ..... ..... .....		
<b>B</b>	<b>Registration area</b>		
	Does registration area have room for computers, printers		
	Enough space for staff, security guards		
	Storage area offers secure locks		
	Staff have space for reception area/keyboards/connections		
	Public phones have data ports and space for laptops		
	<b>Other comments:</b> ..... ..... .....		
<b>C</b>	<b>Guest rooms</b>		
	Check the desk space can accommodate a laptop and check it has a work area with:		
	Ergonomic, adjustable chair		
	Accessible outlet		
	Data port		
	Web access		
	Fax machine and printer		
	Dual phone lines are provided		
	High-speed digital data lines are installed		
	<b>Other comments:</b> ..... ..... .....		

## Site Inspection checklist – Technical

Site Inspection Checklist – technical section		Review results	
Location	Date of inspection		Comments
<b>D Meeting Room Telecommunications Rooms</b>			
	Check the following specifications are available, if required for your event:		
	How many phone lines – note number		
	Direct-dial capability		
	ISDN or T1 lines?		
	Routers and Hubs for LAN and WAN		
	Broadband		
	Structured cabling to hotel bedrooms, secretariat and conference rooms to provide high speed internet access at 10/100MBps		
	Cable Internet access		
	Wi-Fi (Wireless Fidelity), enabling visitors to access the internet from their laptops or mobiles.		
	<b>Other comments:</b> ..... ..... .....		
<b>E Meeting Room Sound System capabilities</b>			
	Microphone jacks?		
	Stand up microphones and lapel microphones		
	Multiple microphone regulations		
	Convenient accessory inputs		
	A dedicated in-room mixer		
	Patch fees for outside suppliers		
	<b>Other comments:</b> ..... ..... .....		
<b>F Translator facilities</b>			
	Offered in a dedicated room to accommodate translators		
	Access to headphones		
	Visible access to speakers and their slides		
	Availability in main conference room/breakout room		
	<b>Other comments:</b> ..... ..... .....		

## Site Inspection checklist – Technical

Site Inspection Checklist – technical section		Review results	
Location	Date of inspection	✓	Comments
<b>G Videoconferencing</b>			
	Offered in a dedicated room that accommodates people		
	Property has a satellite dish		
	Offered as a portable system		
	Includes high-speed phone lines		
	Comes with a video data projector		
	<b>Other comments:</b> ..... ..... .....		
<b>H General AV/Computer Supplies within venue</b>			
	Fax machines (cost?)		
	Desktop computers/laptops/ (type, quantity, software, and storage and memory)?		
	Printers (quality, type, cost)?		
	Scanners (quality, type, cost)?		
	LCD projectors (don't accept LCD panels)?		
	High-end data projectors		
	Modems (type, speed)		
	Experienced technicians (rates, references)?		
	Off site, facilities management, disaster recovery facilities		
	<b>Other comments:</b> ..... ..... .....		

## Site Inspection – Hints and Tips section

Below are some general guidelines to help you have an enjoyable and successful visit to the destination.

### DO

- Present and maintain a professional attitude.
- Take time to gather all facts beforehand.
- Meet with the key venue personnel who have the authority to make decisions.
- Define the purpose and objectives of your visit
- Research the destination.
- Network with fellow conference buyers
- Obtain referrals from other companies.
- Ensure you have authority to make a decision or recommend
- Be gracious.
- Ask lots of questions.
- Note distractions – they may be the same for your delegates!
- Verify all legal issues
- Know your budget.

### DONT

- Attend just for the free food and accommodation
- Sacrifice quality for cost.
- Make unreasonable demands.
- Be apprehensive about negotiating for everything required. However.....
- Be inconsiderate of your host's profit margin and business needs.
- Promise what cannot be delivered.
- Lie or misrepresent.
- Jump at the first offer.
- Be intimidated
- Go on this trip if you have no plans or strategies

## And finally - here are 20 ways to help ensure a successful Site Inspection

Item	Tip	✓
1	Consider arriving unannounced the night before your first day's visit.	
2	Upon arrival, look at the helpfulness of the staff, adequate staffing at the front desk and the bell station, and the cleanliness of the lobby.	
3	Try accessing the conference arenas and seminar rooms unannounced and see if you are challenged	
4	When inspecting your room, check it is clean, with a fresh odour?	
5	Are there stains on carpets or on furniture?	
6	Consider the noise level in the room.	
7	Request something from housekeeping and room service and observe the response.	
8	Try and imagine how your delegates would feel after travelling maybe a long way to get here.	
9	Even if you can't spend a night in every hotel or eat in all the restaurants, try and see the level of service offered to patrons	
10	When inspecting meeting rooms, compare capacities with the floor plans provided.	
11	Sit in meeting room chairs to test their comfort.	
12	View projection screens from the furthest seats, if possible.	
13	Without assistance, see if you can find the light controls.	
14	Test the soundproofing, especially in rooms with movable walls.	
15	Try and visit a room where there is an event in the adjoining area	
16	Learn about major construction that may take place at the time of your meeting.	
17	Visit the site when another meeting is in progress and see firsthand how the facility handles a convention.	
18	Plan to visit at the same time of year that your meeting will be held so you can evaluate factors such as the weather and the ability of the facility to handle hot days or cold nights.	
19	Make sure you have an alternative contact name at the Venue or Hotel in the event of personnel moving on, you need to ensure that there is continuity	
20	If possible, try and find out what other companies are using the hotel/venue at the same time as you. They may be a competitor or pose a conflict of interest.	

**Good luck and have an enjoyable, successful and profitable Visit**

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