



Standard Operating Procedure (SOP)

Title: Conference Coordination
Version: 1
Effective Date: 4 April 2024
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Purpose:

To outline the responsibilities and procedures for the Conference Coordinator to ensure the successful planning and execution of conferences and events at Tamborine Mountain Glades.

Scope:

This SOP applies to the Conference Coordinator and other staff involved in the coordination and management of conferences.

Responsibilities:

The Conference Coordinator is responsible for overseeing all aspects of conference planning, coordination, and execution, ensuring client satisfaction and smooth operations.

Procedures:

1. Client Booking:

- **Booking Process**
 - Add booking to RMS and complete 'new conference booking checklist'.
- **Prepare Deposit Invoice**
 - Using the quote provided to you by the sales team, prepare the booking deposit invoice, which is 20% of the estimated booking value.

2. Confirmation:

- **Prepare Confirmation:**
 - Using 'Booking Confirmation' template, prepare the confirmation and attached the booking deposit invoice.

3. Planning and Coordination:

- **Timeline Development:**
 - Develop a detailed timeline for the event, including deadlines for various tasks.
- **Team Coordination:**



- Coordinate with relevant departments (e.g., catering, AV, housekeeping) to ensure all aspects of the event are covered.
- **Regular Updates:**
 - Provide regular updates to the client and internal team regarding the progress.

4. Logistics and Setup:

- **Room Layout:**
 - Finalize the room layout and seating arrangements based on client preferences.
- **AV and Equipment:**
 - Ensure all audio-visual equipment and other required materials are set up and tested prior to the event.
- **Signage and Materials:**
 - Prepare and place signage and other conference materials as needed.

5. Catering:

- **Menu Selection:**
 - Work with the client to select the menu and accommodate any dietary restrictions.
- **Catering Coordination:**
 - Coordinate with the catering team to ensure timely preparation and service.

6. On-Site Management:

- **Pre-Event Briefing:**
 - Conduct a briefing with the event team to review roles and responsibilities.
- **Guest Assistance:**
 - Be available on-site to assist guests and address any issues that arise.
- **Real-Time Adjustments:**
 - Make necessary adjustments to the schedule or setup as needed.

7. Post-Event:

- **Breakdown and Cleanup:**
 - Oversee the breakdown and cleanup of the event space.
- **Client Feedback:**
 - Schedule a post-event meeting with the client to gather feedback.
- **Reporting:**
 - Prepare a post-event report, including an evaluation of what went well and areas for improvement.

8. Documentation and Record-Keeping:

- **Maintain Records:**



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- Keep detailed records of all correspondence, contracts, and planning documents.
- **Archive Files:**
 - Archive event files for future reference and analysis.

9. Performance Standards:

- Ensure all conferences are executed according to the client's specifications and within budget.
- Maintain high levels of client satisfaction and positive feedback.
- Adhere to all timelines and deadlines.

10. Review and Improvement:

- Regularly review this SOP to identify any necessary updates or improvements.
- Gather feedback from clients and staff to continuously enhance the conference coordination process.