



Standard Operating Procedure (SOP)

Title: Conference Captain
Version: 1
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Purpose:

To establish a clear procedure for the Conference Captain to manage and oversee conferences from the arrival of the participants until their departure.

Scope:

This SOP applies to the Conference Captain responsible for ensuring the smooth operation and client satisfaction during conferences at Tamborine Mountain Glades.

Responsibilities:

The Conference Captain is responsible for welcoming guests, coordinating with various teams, troubleshooting issues, and ensuring the event runs smoothly from arrival to departure.

Procedures:

1. Arrival and Check-In:

- **Welcome Guests:**
 - Arrive at the venue at least one hour before the event starts.
 - Greet the guests warmly as they arrive and direct them to the conference room.
- **Registration Assistance – if req.:**
 - Ensure the registration desk is set up with necessary materials (e.g., name tags, agendas).
 - Assist with the check-in process, answer questions, and provide information about the schedule and facilities.

2. Initial Briefing:

- **Pre-Event Meeting:**
 - Conduct a brief meeting with the event staff to review the schedule, roles, and responsibilities.
- **Client Confirmation:**
 - Meet with the client to confirm details on the event order and address any last-minute changes or concerns.



3. Conference Session Management:

- **Room Setup Confirmation:**
 - Verify that the conference room is set up according to the client's specifications.
 - Ensure AV equipment is functioning and any materials are in place.
- **Session Coordination:**
 - Coordinate with speakers and presenters to ensure they have what they need.
 - Monitor the schedule and keep sessions running on time.

4. Breaks and Refreshments:

- **Break Timing:**
 - Announce and manage break times, ensuring that participants are aware of when and where breaks will occur.
- **Refreshment Coordination:**
 - Ensure refreshments are available and well-stocked during breaks.
 - Coordinate with the catering team to address any special dietary needs or requests.

5. Technical Support:

- **AV Troubleshooting:**
 - Be available to troubleshoot any technical issues that arise with AV equipment.
 - Have contact information for on-call AV technicians if further assistance is needed.
- **IT Support:**
 - Assist with any IT-related issues, such as Wi-Fi access or connectivity problems.

6. Guest Assistance:

- **General Enquiries:**
 - Provide assistance and answer any questions participants may have about the conference, facilities, or local area.
- **Special Requests:**
 - Address any special requests or needs from guests promptly and efficiently.

7. Continuous Monitoring:

- **Regular Checks:**
 - Regularly check in on the conference room, refreshment areas, and common spaces to ensure everything is running smoothly.
- **Issue Resolution:**
 - Proactively identify and resolve any issues that may arise during the event.



8. Departure and Wrap-Up:

- **Session Conclusion:**
 - Ensure the final session concludes on time and thank participants for attending.
- **Guest Departure:**
 - Assist with the checkout process and ensure guests have the information they need for their departure.
- **Client Debrief:**
 - Conduct a brief debrief with the client to gather immediate feedback and address any final concerns.
- **Staff Debrief:**
 - Hold a debrief meeting with the event staff to discuss the event, note any issues, and identify areas for improvement.

9. Performance Standards:

- Ensure the event runs smoothly and on schedule.
- Provide high levels of client and participant satisfaction.
- Address and resolve issues promptly and effectively.

10. Review and Improvement:

- Collect feedback from clients and participants after each event.
- Regularly review and update this SOP to incorporate best practices and improve efficiency.