



Standard Operating Procedure (SOP)

Title: Conference Room Set Up
Version: 1
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Purpose:

To provide clear guidelines for the setup of conference rooms to ensure a consistent, efficient, and high-quality experience for all events held at Tamborine Mountain Glades.

Scope:

This SOP applies to all staff involved in the setup and preparation of conference rooms, including the Conference Coordinator, AV technicians, housekeeping, and catering teams.

Responsibilities:

- **Conference Set Up Team:** Taking direction from the Conference Coordinator, set up the conference room according to the client's requirements.
- **Conference Coordinator:** Oversees the setup process and ensures all aspects meet the client's requirements.
- **AV Technicians:** Handle the setup and testing of audio-visual equipment.
- **Housekeeping:** Prepare the room, including cleaning and arranging furniture.
- **Catering Team:** Set up food and beverage stations as required.

Procedures:

1. Pre-Event Planning:

- **Review Event Details:**
 - Confirm event date, time, number of attendees, room layout, and any special requirements with the Conference Coordinator.
- **Assign Tasks:**
 - Distribute tasks among the setup team members and establish a timeline for completion.

2. Room Preparation:

- **Cleaning:**
 - Ensure the conference room is clean, including floors, windows, and surfaces.
- **Furniture Arrangement:**



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- Arrange tables and chairs according to the specified layout (e.g., theater, classroom, U-shape).
- Ensure tables and chairs are clean and in good condition.

3. Audio-Visual Setup:

- **Equipment Check:**
 - Verify that all required AV equipment (e.g., projectors, microphones, speakers) is available and in working order.
- **Installation:**
 - Set up AV equipment according to the event's needs.
 - Test all equipment to ensure functionality.
- **Troubleshooting:**
 - Address any technical issues promptly and ensure backup equipment is available if needed.

4. Signage and Materials:

- **Signage:**
 - Place directional signage and event-specific signs as needed.
- **Materials:**
 - Arrange conference materials (e.g., name tags, agendas, brochures) at registration or on tables, when required.
 - Ensure all materials are neatly organised and readily accessible.

5. Catering Setup:

- **Menu Confirmation:**
 - Confirm menu details and dietary restrictions with the catering team.
- **Station Setup:**
 - Set up food and beverage stations, ensuring they are clean and attractively presented.
- **Timing Coordination:**
 - Ensure that food and beverages are available at the specified times.

6. Final Inspection:

- **Walkthrough:**
 - Conduct a final walkthrough of the conference room to ensure all setup aspects meet the client's requirements.
- **Checklists:**
 - Use a checklist to confirm that all tasks have been completed.
- **Address Issues:**
 - Resolve any remaining issues or discrepancies promptly.



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7. Performance Standards:

- Ensure the conference room is set up accurately and timely according to the client's specifications.
- Maintain high levels of cleanliness and organisation.
- Provide functional and reliable AV equipment and support.