

TRAVEL & MEETING PLANNING SERVICES

Presented to Annual Conferences of the United Methodist Church



FINANCE & ADMINISTRATION

General Council on Finance and Administration

THE UNITED METHODIST CHURCH

WHO WE ARE

- A department within the Shared Services Division of GCFA
- A staff with collectively over 75 years of travel and meeting planning experience
- Domestic and international experience
- VISA support services available
- Access to an online registration portal which provides quick, efficient means of capturing attendee registration information, 24/7 from anywhere worldwide
- Audio-visual specialist available to assist with any AV needs

WHAT WE DO

- Assistance with initial site and venue selection
- Contract negotiation with hotels/colleges/convention centers
- Budget management
- Timeline development
- Build an online registration site (GCFA uses eTouches) to capture as much information as needed from your attendees
- All logistical planning for your meeting leading up to the event
- On-site support (if needed or requested)
- Post-conference evaluation for future meetings

RULE FOR
EVENT PLANNING:

If it seems easy,
you are doing it
wrong.

somee cards
user card



TRAVEL & MEETING PLANNING BEST PRACTICES - PRE-EVENT

- Scope of Event:
 - Who / What / Where / Why / Purpose
- Develop a timeline that is manageable for all aspects of the meeting
- Budget – Revenue vs Expenses
 - Balancing revenue vs expenses to ensure breakeven
 - Fixed vs variable costs (look out for hidden costs!!)
 - Registration fees – what do they cover
 - What does the individual pay for vs the meeting?
 - Additional revenue streams (sponsorships, exhibit booths)

TRAVEL & MEETING PLANNING BEST PRACTICES - PRE-EVENT

- Venue and site selection
 - Location (city, state, country)
 - Venue (downtown hotel, airport hotel, resort)
- Pro's and con's for the sites/locations requested
- Send out RFPs (Request for Proposal) for several bids to ensure fair selection
- Negotiate contracts to ensure the best possible savings and concessions
 - Hotel room rates
 - Meeting space
 - Food and Beverage
 - Other services
- Have your legal department review the contract

WHAT IS AN RFP?

- **Send out as soon as you have confirmed dates**
- Information and overview of group
- Preferred dates (offer 2 option dates) – arrival date/pattern
- Number and type of hotel rooms (single/double/suites)
- Budget for room rates
- Food and beverage events
- Meeting space including any other events, or exhibits
- Due date for proposal to be received
- Decision date
- Concessions (must include breakfast, suite upgrades, 1/40 comp) – Don't be afraid to ask!
- Non-negotiable contract terms (for example 80% attrition)

CONCESSIONS AND NEGOTIABLE ITEMS

- 40 complementary guest rooms
- Suite upgrades for VIPs
- Discounted staff guest rooms
- Complementary meeting space
- Complimentary WiFi
- Complimentary hospitality suite
- Waived or reduced attrition
- Complimentary or reduced parking
- Complimentary amenities for VIP guests

No walk clause
Cut off date for guest rooms
Guest room rebates
Group rate 3 days pre and post event
Reduced resort fee
Discounted/upgraded food and beverage
Discounted/upgraded audio visual
Complimentary airport transportation
Food and beverage minimum

THE 5 P'S



**PROPER
PLANNING
PREVENTS
POOR
PERFORMANCE**

TRAVEL & MEETING PLANNING BEST PRACTICES –LEADING UP TO AND ON-SITE

- Submit rooming list and manage room block to ensure no (or minimal) attrition
- Provide VIPs, on-site contact, authorized signatories
- Provide final guarantees 72 hours prior
- Conduct a pre-con meeting with the hotel
 - Review rooming list, meet key staff, go over BEOs with banquet staff
 - Dietary requests, disabilities, translation services, security needs
- Check all meeting rooms to ensure correct set up/AV needs
- Make sure you have updated registration list to include paid vs non-paid
- Trouble-shoot on site
- Verify all banquet checks daily, question discrepancies



UNITED METHODIST CHURCH

Booking #:21067245

Hotel	Topic	Change Log Entries	Prices	Format	Event Date Range
JAXRJ	ALL	3 days	Show	Without Changes	
Function Room			Event Order Type		
ALL			ALL		

Event Date: Sunday, October 30, 2016

Date	Start Time	End Time	Location	Attendance	Bkng:	On Site:
Sun, Oct 30	08:00 AM	03:59 AM	REGISTRATION OFFICE	E/G/S 8/8/8	UNITED METHODIST CHURCH OFFICE Office 6087232	CHERYL AKEY SUSAN WILEY 9043 Bill Inst:
Reader Board Ind -						

	Serve Time	Servings	Description	Price
Setup	08:00 AM		U-Shape Large Trash Cans Draped Water Station with Pads, Pens and Candies Re-key Meeting Room, (5) Keys Required for 10/30 - 11/04 - \$100.00 per Meeting Room Fee includes up to (5) Keys. An additional \$10.00 per key will be charged if keys are not returned at the end of the program. Re-keyed Meeting Room Hotel Staff are allowed to enter room and refresh	
AV	08:00 AM		Internet Contracted Directly with Encore	

Date	Start Time	End Time	Location	Attendance	Bkng:	On Site:
Sun, Oct 30	08:00 AM	04:00 PM	BALLROOM		UNITED METHODIST CHURCH REGISTRATION AREA on Set Up 6087233	CHERYL AKEY SUSAN WILEY 9043 Bill
Reader Board Ind -						

- Example of Banquet Event Order

TRAVEL & MEETING PLANNING BEST PRACTICES - POST-EVENT

- Conduct a post con meeting with the hotel and the committee
 - What worked, what didn't, what improvements can be made
 - Always do it within one week of event so that the mind is still fresh
- Review and audit the final hotel bill and any other meeting related expenses
- Provide suggestions on improvements for the next year
- Begin research for sites/venues for the following year

AN OVERVIEW OF ONLINE REGISTRATION

- Go paperless – saves time and labor with manual/paper registration
- Online website to facilitate registration of meetings, conferences, board meetings
- Registration process captures all the pertinent information of your attendees
 - Custom reporting
 - Hotel room block management
 - Credit card transactions for registration fees through a payment portal
 - Attendee demographic information
- Can provide the ability to promote your event and send out mass emails
- Create an informative website to display your agenda, speaker information, program content and any other public information on the event
- Many also integrate with mobile apps
- Examples of online registration platforms include: eTouches, Cvent, Eventbrite

QUESTIONS



For more information:
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