

Onsite Checklist

	TASK LIST	COMMENTS
	Review specs and BEOs prior to departure	
	Contact MPS for any last minute questions/additions	
	Review program with hotel rep. onsite	
	Get copy of rooming list to check for accuracy and proper billing	
	Check Hotel Reader Board for accuracy	
	Check room is setup as requested	
	Check A/V requirements setup as ordered	
	Check Food & Beverage Items accurate	
	Were all scheduled refreshes done as requested?	
	Banquet Checks tallied correctly	
	Master Account reviewed for accuracy	
	Distribute gratuities (if desired)	
	Notify MPS of meeting experience upon return	

Recommended Guidelines for the Onsite Management of Your Meeting

- Contact your hotel representative upon arrival and do a quick review of the program (i.e. check setups, start/end times, food & beverage, guarantees, and hotel accommodations).
 - Get a copy of the most recent rooming list and check for accuracy, double-check billing arrangements.
 - Check the hotel reader board to be sure meeting is listed accurately. Attendees will rely on this information the morning of the meeting, so it is important to be correct.
 - Arrive at the meeting room one hour prior to the meeting start time to check the meeting set-up. If incorrect, use nearest house phone to call operator and ask for hotel contact or a houseman.
 - Remember to check the food items at all scheduled break times and report any missing items to your hotel representative immediately. Periodically check your beverages to ensure satisfactory levels.
- The hotel will only refresh at the scheduled break times.
- At the conclusion of the meeting, ask for a copy of the banquet checks and check to be sure you have been billed correctly.
 - Get a copy of the Master Account so you can check to be sure the sleeping rooms have been posted to the account correctly.
 - Gratuities - The hotel automatically includes a service charge on the bill to cover any gratuities. Occasionally it is appropriate to tip those who go above and beyond the call of duty to help the group. Use your best judgment here, is it not necessary to do this, but it is nice to recognize those who deserve it.
 - Upon return to the office, let planner know immediately of any problems/issues with the hotel. It is easier to reconcile issues before the final bill is prepared.