SITE INSPECTION CHECKLIST

BEFORE

Reconfirm appointment 24 hrs prior (email or phone)

Provide directions to client: How to get there, parking and where to meet (send location map)

Organise appropriate staff to be present e.g. General Manager

Review proposal, prepare a hard copy and conference collateral for the client

Check availability of meeting and accommodation rooms

Prepare all rooms you intend to show – clean, set, lights on, blinds open, adjust temperature

Plan how you intend to run the site inspection to ensure you show your property at its best

Be ready ahead of meeting time as the client may arrive early

DURING

Be waiting in reception to greet client in a professional manner

Introduce the other team members to the client (if applicable)

See if the client needs to use the amenities (they may have traveled some distance)

Confirm how much time the client has to conduct the site visit, if enough time offer refreshments (tea, coffee or water)

Conduct the site visit showing client all intended meeting and accommodation room types

Highlight unique selling points of the property the client may not know or you think may interest the client

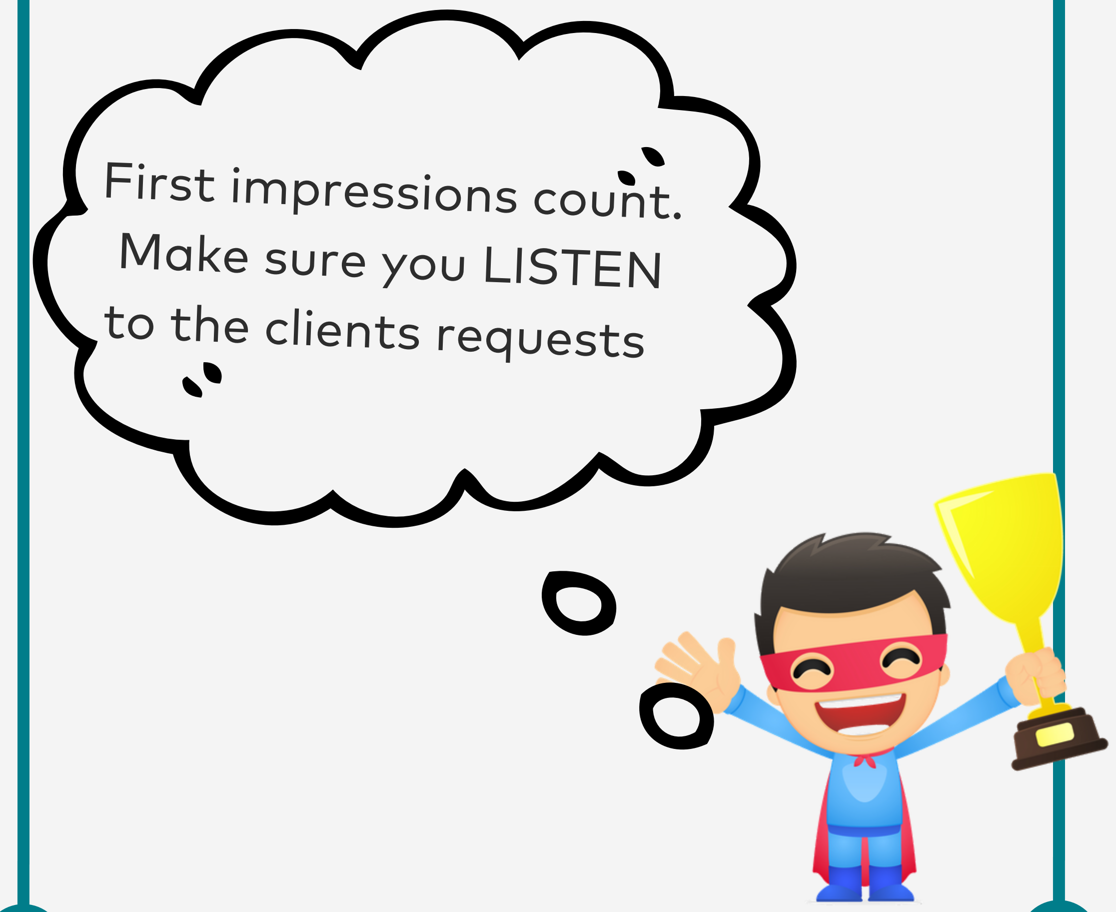
Discuss with the client other relevant activities (off-site dinner, team building, transport solutions). Make some relevant recommendations

CONCLUSION

Offer to sit down with the client to discuss the proposal and any additional requirements

Write down everything you discuss

Find out what other venues they are considering and ask when a decision will be made



AFTER

Send thank you email including any promised information

Call the client for a follow up on the decision date provided or just to touch base if they require any additional assistnace

BUSINESS EVENTS
GEELONG