

# **Familiarisation Trips, Site Visits, Site Inspections**

## **☑ Handbook and Checklist ☑**

A planning guide for  
**Conference and Exhibition Managers**  
**Meetings and Event Planners**  
**Venue-finding agencies**

*Provided with the compliments of:*

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# Introduction

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## Welcome

A Familiarisation (Fam) Trip is, as implied, a trip to let you sample the destination for yourself. Its aim is for you to then 'sell' the experience back to your organisation. Therefore when you plan an event, you are not just looking at the technicalities, even though they are vitally important, as you will see in this guidebook.

Your aim is to try to recapture the experience of your Fam Trip/Site Visit for your own delegates.

## **Never underestimate the importance of a Site Visit/Inspection**

A Fam Trip, Site Visit and Site Inspection is more than just a day out of the office. Your experiences – what you see, hear, smell and taste need to be reported in an objective manner to your company. Recommendations that you give now may turn into policy and decisions at a later date. It is critically important that you leave nothing to chance and never rely on guesswork or lingering memories when making key decisions. At the end of the day, you need to bear in mind that the destinations and venues that you choose may influence the success of your event. The last thing anyone wants to hear from a disgruntled delegate is: *'who on earth chose this location?!'*

On a Fam and a Site Visit, you need to sample and inhale the experience – the sights, sounds and smells of the destination – because that is exactly what your delegates will be doing when they attend your event. However, at the same time you need to also activate the logical part of your thought process when it comes to inspecting the venue. The key is not to let the bright lights and glamour of a Fam overshadow the technicalities. Remember, you are seeking to ascertain that the whole destination – including venues, hotels, transport etc – can host your meeting exactly to your specifications.

Here are some pointers to help you get the very best out of your Fam Trip/Site Visit.

### ***Ask lots of questions***

Most Fam Trips and Site Visits run to a tight schedule. Therefore, unless they are showstoppers, try to avoid asking too many detailed questions during the visit – e.g. number of electrical points, overhead projector specifications. Instead, use this guide book and jot down the questions you have as you go along, so during a break you can find out what you need to know. Many answers can be found in the delegate packs you receive.

### ***Talk to fellow visitors***

Networking can be one of the most productive parts of any Fam Trip. Don't just latch on to the person sitting next to you on the coach. Make sure you circulate. Talk to organisations outside your specific sector.

### ***Play your part professionally***

As an employee you are representing your company not only to your hosts, but also to fellow delegates. It is important that you appear professional at all times. Whilst they are, of course, endeavouring to sell you their services, be gracious to your hosts – especially if they have covered many of the costs. Do not abuse their hospitality. Even if the trip appears uninteresting, or parts of it are not relevant to your needs, use the time to note the parts of the trip that are useful.

**Note:** *If, after accepting an invitation, you find you cannot attend a Site Visit or Fam Trip, please tell your host as soon as possible. This allows them a reasonable chance to offer your place to someone else without incurring any unnecessary costs.*

Please remember to thank them for their hospitality. Whilst the objective is to sell you their destination and venue, a great deal of work has been put into making the trip both useful and enjoyable.

### ***Report back to the company***

You may need to produce a written report on your recent Fam Trip. The problem with reports is that key facts are sometimes forgotten, or it may be hard to find the time to produce a report. Ask the venue to help provide information for your report – it is in their interest to do so!

**Use this guidebook and checklist to help you record everything on the tour and arm yourself with as much information as you can. Talk to the organisers and venue staff.**

**Never be afraid to keep coming back with questions.**

## Before you leave

### Pre Fam Trip/Site Inspection Checklist

Below is a checklist to use before you depart, to help you become prepared and fully armed with all the necessary tools to conduct a professional and accurate visit.

<b>Destination</b>	✓
Have you researched the venue and its area?	
- Have you accessed the venue's website?	
- Have you taken a 'virtual' tour?	
- Has the destination provided any videos/DVDs/CDs?	
Have you identified your organisation's requirements?	
- What events are being planned by your organisation?	
- Have you obtained any required information from your colleagues?	
Have you written down the questions you want to ask?	
Have you made a note of access routes to the destination by Road, Air, Rail and Bus?	
- Have you asked the venue which routes are easier?	
- Have you asked if there are special coaches/taxis run from the airport?	
Decide which types of venue you will consider:	
<input type="checkbox"/> Conference/Convention Centre	<input type="checkbox"/> Civic Centre
<input type="checkbox"/> Function Centre	<input type="checkbox"/> Theatre
<input type="checkbox"/> College/University	<input type="checkbox"/> Museum
<input type="checkbox"/> Castle	<input type="checkbox"/> Stately Home
<input type="checkbox"/> Stadium/Racetrack/Indoor Arena	<input type="checkbox"/> Holiday Camp/Resort
Hotel: <input type="checkbox"/> 3 star	<input type="checkbox"/> 4 star
	<input type="checkbox"/> 5 star
<input type="checkbox"/> Other .....	
Do you have plenty of business cards to give to venues to send you information (and for networking with other site visitors)?	
Do you have all the necessary tools to record everything you see? Including:	
- Notepad and pen	
- Camera	
- Video Camera/Camcorder	
- Dictating machine/Digital voice recorder	
Have you told your host what you are most interested in seeing e.g. meeting space, sleeping rooms, suites or other areas?	
Have you told your host what you do NOT need to see e.g. health club, business centre, restaurants?	
Have you created a checklist for each property that you can reference back at the office?	

*Do not change your requirements as you walk into the property – try to advise your host of any changes prior to your arrival.*

**Your aim is to leave a Site Inspection armed with all the technical, operational and marketing information needed to prepare a report to your directors. Remember to record all the positive and negative points and, at all times, try to keep in mind how your own event would run, should you choose that venue.**

## Promotional material to collect

It is sometimes difficult to draw the line between collecting as much information as possible on all the venues you have seen, against relying solely on memory and notes taken or dictated.

The rule of thumb is that the more information you have, the less chance there is of wrong decisions being taken based on poor or unreliable intelligence.

However the key is to ensure that you only have the pertinent material, to help you base your decision on the chosen destination.

Checklist	✓
Destination guidebook	
Brochures/Conference Guides from individual venues	
Ask if they have a meeting planner guide and checklist	
Ask if they have their own Site Inspection checklist	
Local hotel guides	
Newsletters from convention bureaux, hotels, venues. Read up on development news, look at case studies and success stories	
Website addresses	
Local restaurant guides	
Local map of the area	
Town and/or city guides	
Nearest airport, train station, tram, bus station and access by coach	
Train, coach and bus timetables	
Local newspapers – to help you get a feel of the destination in terms of <ul style="list-style-type: none"> <li>▪ Development</li> <li>▪ Crime</li> <li>▪ Transport</li> <li>▪ Weather</li> <li>▪ Chamber of Commerce/local business initiatives</li> </ul>	
Local attractions – evening entertainment, activities for partner programmes	
If you are staying overnight, watch the local news bulletins	
Local tours of the area – obtain information from local tour companies	
Find out where the shops are. This may be for delegates and partners during free time at the conference, but also for yourself: local stationery shops for emergency supplies, sandwich shops for feeding stage crews etc.	
Entertainment guides in the area: <ul style="list-style-type: none"> <li>▪ Shows</li> <li>▪ Exhibitions</li> <li>▪ Concerts</li> <li>▪ Theatre</li> <li>▪ Cinema</li> <li>▪ Museums</li> </ul>	

# Site Inspection – Assessment form

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## Product Marketing Information

**Destination One** (*name*): .....

Type of visit: .....

Brief description: .....

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**Destination Two** (*name*): .....

Type of visit: .....

Brief description: .....

.....

**Destination Three** (*name*):

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Type of visit: .....

Brief description: .....

.....

What is your main objective for attending this trip?

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## Key contact names and numbers

Either before or during the visit, try to build up your list of contact names using this list:

Position	Name	Tel	Email
Manager of the Conference and Visitor Bureau			
Destination management company			
Professional conference organiser			
Tour company representative			
On-site conference coordinator			
Hotel sales manager			
Banquet manager			
Restaurant manager			
Reservations and front desk manager			
Security Manager			
Technical and operations manager(s)			
Sound and lighting crew			

# Site Inspection – Assessment form

## Section A – Location and transport

Use this list to check the following:

	Factor	Your rating ✓					Comments
		1=poor		5=excellent			
		1	2	3	4	5	
A1	Location from public transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A2	Distance from the nearest airport	..... miles		..... km			
A3	Approx. travel time from nearest airport	..... hours		..... minutes			
A4	Hotel transportation to/from airport provided?	<input type="checkbox"/> Yes		<input type="checkbox"/> No			
A5	Adequate taxi/limousine service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A6	Sufficient parking space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A7	Availability of shuttle service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A8	Adequate n° of flights into destination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A9	Seasonality of destination (peak vs. off season)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### Comments

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Initials of reviewer: .....

Date: \_\_/\_\_/\_\_

## Section B – Arriving at venue/hotel

Use this list to check the following:

	Factor	Your rating ✓					Comments
		1=poor		5=excellent			
		1	2	3	4	5	
B1	Appearance of the venue?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
B2	Is it located in a 'safe' area?	<input type="checkbox"/> Yes		<input type="checkbox"/> No			
B3	Are there other hotels located nearby?	<input type="checkbox"/> Yes		<input type="checkbox"/> No			
B4	Is the lobby attractive and spacious?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
B5	Is the front desk well-staffed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
B6	Length of time taken for check-in and checkout	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
B7	Is a concierge/porter service always available?	<input type="checkbox"/> Yes		<input type="checkbox"/> No			
B8	Are lifts: easy to locate; fast; clean; reliable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### Comments

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Initials of reviewer: .....

Date: \_\_/\_\_/\_\_

# Site Inspection – Assessment form

## Section C – Hotel rooms

Use this list to check the following:

Factor	Your rating ✓					Comments
	1=poor		5=excellent			
	1	2	3	4	5	
C1	Are room furnishings adequate/maintained					
C2	What amenities are available in each room? <input type="checkbox"/> Complimentary toiletries <input type="checkbox"/> Coffee/tea-making facilities <input type="checkbox"/> Iron/ironing board <input type="checkbox"/> Satellite/Cable channels <input type="checkbox"/> Anti-allergen bedding <input type="checkbox"/> Other ..... ..... .....					<input type="checkbox"/> Hairdryer <input type="checkbox"/> Biscuits <input type="checkbox"/> Bathrobe <input type="checkbox"/> DVD player <input type="checkbox"/> Stereo/CD player <input type="checkbox"/> Minibar <input type="checkbox"/> Telephone <input type="checkbox"/> Television <input type="checkbox"/> Radio
C3	Are rooms well-lit?					<input type="checkbox"/> Yes <input type="checkbox"/> No
C4	How many guest rooms can the hotel commit?					
C5	What are the check-in/checkout times?					
C6	How many sleeping rooms does the hotel have?					<b>Total No:</b>
C7	• Executive suites	<input type="checkbox"/> Yes <input type="checkbox"/> No <b>Numbers:</b>				
C8	• Doubles	<input type="checkbox"/> Yes <input type="checkbox"/> No <b>Numbers:</b>				
C9	• Twins	<input type="checkbox"/> Yes <input type="checkbox"/> No <b>Numbers:</b>				
C10	• Singles	<input type="checkbox"/> Yes <input type="checkbox"/> No <b>Numbers:</b>				
C11	Are there set smoking rooms?					<input type="checkbox"/> Yes <input type="checkbox"/> No
C12	Are there designated non-smoking rooms?					<input type="checkbox"/> Yes <input type="checkbox"/> No <b>Numbers:</b>
C13	Are fire exits clearly marked?					<input type="checkbox"/> Yes <input type="checkbox"/> No
C14	Are there sprinklers, smoke alarms, PA system?					<input type="checkbox"/> Yes <input type="checkbox"/> No
C15	Are there wheelchair-accessible/disability adapted rooms?					<input type="checkbox"/> Yes <input type="checkbox"/> No <b>Numbers:</b>
C16	Are hallways adequately lit?					<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
C17	How good are the in-room amenities?					<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
C18	How many telephones are in each room?					<input type="checkbox"/> One <input type="checkbox"/> Two <input type="checkbox"/> More
C19	Are there desks with lighting?					<input type="checkbox"/> Yes <input type="checkbox"/> No
C20	What are the hours for room service?					<b>Times:</b>
C21	Is there a reciprocal system in place with alternative venues/hotels in case of disaster?					<input type="checkbox"/> Yes <input type="checkbox"/> No

**Comments**

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Initials of reviewer: .....

Date: \_\_/\_\_/\_\_

# Site Inspection – Assessment form

## Section D – Venue and conference facilities – general

Use this list to check the following:

Factor	Your rating ✓					Comments	
	1=poor 1	2	3	4	5=excellent 5		
D1	Tea and coffee breaks – served in meeting room?	<input type="checkbox"/>					
D2	Tea and coffee breaks – served in separate area?	<input type="checkbox"/>					
D3	Tea and coffee breaks – presentation?	<input type="checkbox"/>					
D4	Tea and coffee – variety, biscuits, cakes etc?	<input type="checkbox"/>					
D5	Location/accessibility of free water?	<input type="checkbox"/>					
D6	Location of nearest toilets/bathroom?	<input type="checkbox"/>					

### Comments

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Initials of reviewer: .....

Date: \_\_/\_\_/\_\_

## Section E – Banquet room/Restaurants

Use this list to check the following:

Factor	Your rating ✓					Comments	
	1=poor 1	2	3	4	5=excellent 5		
E1	What are the room sizes and how many people can be seated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
E2	How far is the banquet room from the kitchen?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
E3	Does the hotel have enough restaurants?	<input type="checkbox"/> Yes		<input type="checkbox"/> No			
E4	Will the hotel set up special morning coffee areas for guests?	<input type="checkbox"/> Yes		<input type="checkbox"/> No			
E5	Is the restaurant well-staffed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
E6	Meals sampled – breakfast/lunch/dinner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
E7	Special meals options – low-fat, diabetic etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
E8	Does the venue cater for ethnic/vegetarian diets?	<input type="checkbox"/> Yes		<input type="checkbox"/> No			
E9	Does the venue happily accommodate special requests?	<input type="checkbox"/> Yes		<input type="checkbox"/> No			
E10	Does the venue offer themed parties/outdoor events (ask for examples)?	<input type="checkbox"/> Yes		<input type="checkbox"/> No			

### Comments

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Initials of reviewer: .....

Date: \_\_/\_\_/\_\_

# Site Inspection – Assessment form

## Section F – Meeting rooms

Use this list to check the following:

Factor	Your rating ✓					Comments
	1=poor 1	2	3	5=excellent 4	5	
F1	How many meeting rooms does the venue have?					
F2	How large/small are the rooms?					
F3	Check the capacity of each room for different sets (e.g. theatre, classroom, herring bone, banquet). Note separately or request pack from venue.					
F4	Do the meeting rooms have any obstructions?					<input type="checkbox"/> Yes <input type="checkbox"/> No
F5	Are there detailed floor plans available? Can they be provided?					<input type="checkbox"/> Yes <input type="checkbox"/> No
F6	Are air walls soundproof?					<input type="checkbox"/> Yes <input type="checkbox"/> No
F7	Location/proximity of nearest toilets (bathrooms)?					<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
F8	Does each room have temperature controls?					<input type="checkbox"/> Yes <input type="checkbox"/> No
F9	Is lighting adequate?					<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
F10	Check each room meets the standards for disability access.					<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
F11	How many air walls (single and double) does each room have and do they adequately block out sound?					<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
F12	Is there a stage? What size is it?					<input type="checkbox"/> Yes <input type="checkbox"/> No    Size:
F13	Are the meeting rooms wired for sound?					<input type="checkbox"/> Yes <input type="checkbox"/> No
F14	Is there on-site audio-visual support?					<input type="checkbox"/> Yes <input type="checkbox"/> No
F15	Is there a sound/projection booth?					<input type="checkbox"/> Yes <input type="checkbox"/> No
F16	Is there a list of equipment and pricing provided?					<input type="checkbox"/> Yes <input type="checkbox"/> No
F17	Does the venue offer security for meeting rooms?					<input type="checkbox"/> Yes <input type="checkbox"/> No
F18	Where are the lifts? What is their freight capacity?					
F19	Is there a whiteboard in each room with markers?					<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
F20	Is there a projector in each room? Spare bulbs?					<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
F21	Is there adequate set up time for rooms booked?					<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
F22	Are laser pointers available?					<input type="checkbox"/> Yes <input type="checkbox"/> No
F23	Are there screens in every room?					<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

### Comments

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Initials of reviewer: .....

Date: \_\_/\_\_/\_\_

# Site Inspection – Assessment form

## Section G – Health and Safety

Use this list to check the following:

Factor	Your rating ✓					Comments
	1=poor		5=excellent			
	1	2	3	4	5	
G1	Are site personnel safety-conscious?					
G2	Do all rooms have smoke alarm/sprinkler systems?					
G3	Working fire alarm? Check when it is tested.					
G4	Evacuation procedure? Are exits clearly marked?					
G5	Type of room key and security.					
G6	Safe-deposit boxes in rooms or at front desk?					
G7	Is 24-hour security maintained?					
G8	Location of nearest medical facility/hospital?					
G9	Doctor/Dentist on call?					
G10	Staff trained in first aid?					

### Comments

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Initials of reviewer: .....

Date: \_\_/\_\_/\_\_

## Section H – Other services

Use this list to check the following:

Factor	Your rating ✓					Comments
	1=poor		5=excellent			
	1	2	3	4	5	
H1	Is there a health/leisure club? Is there a charge for use (e.g. towels) or free for guests?					
H2	Are sports/recreational facilities on-site or nearby?					
H3	Are outdoor spaces/other areas available for special events?					
H4	Is there a business centre? What services are offered? What are its hours of operation?					
H5	Is on-site parking available? Number of spaces?					
H6	Is childcare available? What are the hours/fees?					

### Comments

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Initials of reviewer: .....

Date: \_\_/\_\_/\_\_

# Site Inspection – Assessment form

## Section I – Financials

Use this list to check the following:

Factor	Your rating ✓					Comments
	1=poor 1	2	3	4	5=excellent 5	
I1	What is the rack rate? Corporate rate?					
I2	Any special rates – weekends, holidays, seasons?					<input type="checkbox"/> Yes <input type="checkbox"/> No
I3	Deposit required – organisation/individual guest?					<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
I4	Guarantee of the room rates?					<input type="checkbox"/> Yes <input type="checkbox"/> No
I5	What is the policy on late arrivals and no-shows?					
I6	Type(s) of currency accepted?					
I7	Credit cards accepted?					<input type="checkbox"/> Yes <input type="checkbox"/> No
I8	Purchase order accepted?					<input type="checkbox"/> Yes <input type="checkbox"/> No
I9	Cancellation policy?					<input type="checkbox"/> Yes <input type="checkbox"/> No
I10	Insurance requirement?					<input type="checkbox"/> Yes <input type="checkbox"/> No
I11	Complimentary meeting rooms based on food and sleeping room consumption?					<input type="checkbox"/> Yes <input type="checkbox"/> No
I12	Extra costs for utilities (electricity, water)?					<input type="checkbox"/> Yes <input type="checkbox"/> No
I13	Any other add-ons?					

### Comments

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Initials of reviewer: .....

Date: \_\_/\_\_/\_\_

## Site Inspection checklist – Technical

As we move towards a digital age where reservations, confirmations, bookings, negotiations, purchase orders and payments are all carried out online, the facilities required for high tech conferences are just as important.

These days your delegates, when they arrive, are just as likely to head to the nearest Wi-Fi zone with their laptop or tablet, as they are to head purposefully towards the bar.

Site Inspection Checklist – technical section		Review results	
Location:	Date of inspection:	<input checked="" type="checkbox"/>	Comments
<b>A Hotel Sale and Convention Services</b>			
	Accept online registration through a secure server?		
	Accept rooming lists electronically?		
	Use standardised meeting planning software? What kind?		
	Web site includes banquet menus, meeting policies and/or floor plans?		
<b>Other comments:</b> ..... ..... .....			
<b>B Registration area</b>			
	Does registration area have room for computers, printers?		
	Enough space for staff, security guards?		
	Storage area offers secure locks?		
	Staff have space for reception area/keyboards/connections?		
	Public phones have data ports and space for laptops?		
<b>Other comments:</b> ..... ..... .....			
<b>C Guest rooms</b>			
	Check the desk space can accommodate a laptop and check it has a work area with:		
	• Ergonomic, adjustable chair		
	• Accessible outlet		
	• Data port		
	• Web access		
	• Fax machine and printer		
<b>Other comments:</b> ..... ..... .....			

# Site Inspection checklist – Technical

Site Inspection Checklist – technical section		Review results	
Location:	Date of inspection:	<input checked="" type="checkbox"/>	Comments
<b>D Meeting room telecommunications</b>			
Check the following specifications are available, if required, for your event:			
<ul style="list-style-type: none"> <li>• How many phone lines? Note number</li> </ul>			
<ul style="list-style-type: none"> <li>• WiFi - is it free? What is the bandwidth? Remember many delegates need to access the internet from their laptops, Tablets and Cellphones/Mobiles</li> </ul>			
<ul style="list-style-type: none"> <li>• Broadband</li> </ul>			
<ul style="list-style-type: none"> <li>• Structured cabling to bedrooms, secretariat and conference rooms to provide high-speed internet access</li> </ul>			
<ul style="list-style-type: none"> <li>• Cable internet access</li> </ul>			
<b>Other comments:</b>			
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<b>E Meeting room sound system capabilities</b>			
Microphone jacks			
Stand up microphones and lapel microphones			
Multiple microphone regulations			
Convenient accessory inputs			
A dedicated in-room mixer			
Patch fees for outside suppliers			
<b>Other comments:</b>			
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<b>F Translator facilities</b>			
Offered in a dedicated room to accommodate translators			
Access to headphones			
Visible access to speakers and their slides			
Availability in main conference room/breakout room			
<b>Other comments:</b>			
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# Site Inspection checklist – Technical

Site Inspection Checklist – technical section		Review results	
Location:	Date of inspection:	<input checked="" type="checkbox"/>	Comments
<b>G Videoconferencing</b>			
	Offered in a dedicated room that accommodates people		
	Property has a satellite dish		
	Offered as a portable system		
	Includes high-speed internet and phone lines		
	Comes with a video data projector		
<b>Other comments:</b>			
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<b>H General AV/computer supplies within venue</b>			
	Fax machines (cost?)		
	Desktop computers/laptops (type, quantity, software and storage and memory)?		
	Printers (quality, type, cost)?		
	Scanners (quality, type, cost)?		
	LCD panels or Plasma screens?		
	High-end data projectors?		
	Modems (type, speed)?		
	Experienced technicians (rates, references)?		
	Off-site, facilities management, disaster recovery facilities?		
<b>Other comments:</b>			
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## Site Inspection – Hints and Tips section

Below are some general guidelines to help you have an enjoyable and successful visit to the destination.

DO	DON'T
<ul style="list-style-type: none"> <li>▪ Present and maintain a professional attitude.</li> <li>▪ Take time to gather all facts beforehand.</li> <li>▪ Meet with the key venue personnel who have the authority to make decisions.</li> <li>▪ Define the purpose and objectives of your visit.</li> <li>▪ Research the destination.</li> <li>▪ Network with fellow conference buyers.</li> <li>▪ Obtain referrals from other companies.</li> <li>▪ Ensure you have authority to make a decision or recommend.</li> <li>▪ Ask lots of questions.</li> <li>▪ Note distractions – they may be the same for your delegates!</li> <li>▪ Verify all legal issues.</li> <li>▪ Know your budget.</li> <li>▪ Thank your host for their hospitality.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Attend just for the free food and accommodation.</li> <li>▪ Sacrifice quality for cost.</li> <li>▪ Make unreasonable demands.</li> <li>▪ Be apprehensive about negotiating for everything required. However...</li> <li>▪ Be inconsiderate of your host's profit margin and business needs.</li> <li>▪ Promise what cannot be delivered.</li> <li>▪ Lie or misrepresent.</li> <li>▪ Jump at the first offer.</li> <li>▪ Be intimidated.</li> <li>▪ Go on this trip if you have no plans or strategies.</li> </ul>

**And finally – here are 20 ways to help ensure a successful Site Inspection...**

Item	Tip	✓
1	Consider arriving unannounced the night before your first day's visit.	
2	Upon arrival, look at the helpfulness of the staff, adequate staffing at the front desk and the bell station, and the cleanliness of the lobby.	
3	Try accessing the conference areas and seminar rooms unannounced and see if you are challenged.	
4	When inspecting your room, check if it is clean with a fresh odour.	
5	Are there stains on carpets or on furniture?	
6	Consider the noise level in the room.	
7	Request something from housekeeping and room service and observe the response.	
8	Try and imagine how your delegates would feel after travelling maybe a long way to get here.	
9	Even if you can't spend a night in every hotel or eat in all the restaurants, try to see the level of service offered by patrons.	
10	When inspecting meeting rooms, compare capacities with the floor plans provided.	
11	Sit in meeting room chairs to test their comfort.	
12	View projection screens from the furthest seats, if possible.	
13	Without assistance, see if you can find the light controls.	
14	Test the soundproofing, especially in rooms with moveable walls.	
15	Try to visit a room where there is an event in the adjoining area.	
16	Research to check that no major construction is taking place at the time of your meeting.	
17	Visit the site when another meeting is in progress and see firsthand how the facility handles a convention.	
18	Plan to visit at the same time of year that your meeting will be held, so that you can evaluate factors such as the weather and the ability of the facility to handle hot days or cold nights.	
19	Make sure you have an alternative contact name at the venue or hotel in the event of personnel moving on – you need to ensure that there is continuity.	
20	If possible, try to find out which other companies are using the hotel/venue at the same time as you. They may be a competitor or pose a conflict of interest.	

**Good luck and have an enjoyable, successful and profitable visit.**

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