

Site Inspection Tips

1. Start by evaluating general items your attendees will consider: How far is your venue from the airport and what is the average cost of a taxi ride to/from the airport? Is the venue located in a clean and safe part of town? Are taxi's readily available? Are there restaurants, coffee shops and/or shopping areas within walking distance?
2. Upon arrival to the venue/hotel, consider: What is the sense of arrival like upon approach? Are staff there to greet attendees and are they courteous? What is the overall condition of the main lobby and other public spaces that guests will frequent? Is parking easily accessible and what is the cost, if any?
3. Find out the total number of on-property restaurants, coffee shops and bars/lounges. Inquire about the types of offerings at each and the hours they are open. If limited options on-site, inquire about recommendations nearby.
4. Conduct a thorough inspection of the guest rooms and suites. Consider overall size, lighting, security, general appearance of hard and soft goods and technology options. What additional amenities do the rooms have such as a mini-bar, in-room coffee service, access to in-room dining and hi-speed internet? What do the rooms and suites have a view of out the window? Do the suites have access to a concierge floor with additional amenities?
5. Evaluate meeting space location compared to the location of public spaces and guest rooms. Are the rooms clean and in good condition? Are the foyers wide and clear of pillars? Are built-in registration counters available and included in the use of the space? Is lighting adequate and do rooms have natural light?
6. Consider meeting space security. Can rooms be locked at the end of each day? If so, are there additional costs? Can security guards be added if requested and what is the cost? Ask for the venue's emergency plan.
7. Familiarize yourself with additional service providers on-site such as the audio-visual company, the in-house printing/shipping vendor and/or floral provider. Request standard info from these vendors for all groups. If your organization will be using outside service providers instead of those on-site, inquire about fees or surcharges to do this.
8. Inquire about shipping and handling fees of your freight to/from the meeting. It's common for hotels to charge fees for the receipt of your shipment and/or the movement of it from the receiving dock to your storage space. These fees can often be negotiated ahead of time.
9. Inquire about employees or departments that are unionized. Union rules affect the overall service that some or all staff can provide and you may need to budget for extra time and/or staff to cover all your needs.
10. Above all, remember that you are the expert on your event and you know your audience. If a venue is not willing to work with you towards a successful event, they might not be the right venue for you.



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