

Conference and Events Management Office Services

PLANNING

- Specialising in coordination of local and overseas conferences
- Provide advice and expertise on the planning and operation of the conference
- Prepare critical timelines of key events
- Advise on tasks necessary at each phase

INFORMATION

- Coordinate design of “Call for Papers” brochure, and arrange printing; similarly, for “Advance Program” and “Final Program”
- Handle email/ mail-out of “Call for Papers” and “Advance Program”
- Provide 24 hours Fax facility
- Provide telephone service during normal business hours
- Provide after hours answering service
- Provide electronic mail service
- Provide database services for registration purposes

REGISTRATION/COORDINATION

- Set up of online registration web site
- Attend planning meetings and provide progress reports
- Act as central reference point (mail box) for enquires & information
- Before & during conference, liaise with staff regarding all conference requirements
- Regularly review and update critical timeline

FINANCIAL

- Prepare Conference Budget
- Establish separate fund for each conference for all revenue and expenses
- Provide regular financial reports
- Provide credit card facilities
- Manage all finances and prepare final report
- Collect income from non-online registrations
- Arrange refunds according to cancellation policy
- Pay accounts as approved by Conference Chairman
- Handle bank charges with Corporate Finance

KEYNOTE SPEAKERS

- Book travel and accommodation for keynote speakers
- Arrange payment of approved expenses i.e. honorariums , air-travel
- Communicate with keynote speakers and advise of arrangements

VENUE

- Negotiate and book venue, including contractual arrangements
- Arrange posters, overheads and banners at venue
- Organise AV and Internet access facilities
- Catering – morning / afternoon teas, lunches and conference dinner

EXHIBITION

- Approach prospective exhibitors and communicate costs
- Maintain database
- Negotiate with sub-contracted company, order appropriate number of stands, posters and advise exhibitors of dimensions
- Invoice Exhibitors

SPONSORS

- Assist in seeking sponsorship
- Provide format of sponsorship packages
- Invoice sponsors

HOTEL ACCOMMODATION

- Negotiate with a range of hotels to obtain competitive tariffs
- Confirm bulk booking and release according to hotel agreements
- Accept booking from delegates and forward deposits to the hotel

ENTERTAINMENT & EXCURSIONS

- Obtain quotation for pre and post tours
- Negotiate contracts and fees
- Endorsement of contracts and letters of confirmation
- Source entertainment for functions

PROCESSING OF CONFERENCE PAPERS

- Maintain a database of papers
- Send abstracts to reviewers
- Receive reviewers comments & collate results
- Send notification of acceptance / rejection to authors
- Send to authors – format for publication (camera ready copies)
 - Copyright release form
 - Author biography form
 - Audio visual requirements
 - Author registration form
- Accept camera ready papers and send acknowledgments to authors

PROCEEDINGS

- Compile the proceedings in program order, allocating page numbers and headers
- Produce an author index, table of contents and other associated inserts
- Obtain an ISBN number
- Coordinate design of the cover and order the required number of copies
- Source quotes for CD production

INTERNET

- Produce and maintain a web page for each conference, displaying conference and contact information, including all brochures, program details, accommodation, social tours and tourist information

MISCELLANEOUS

- Organise ordering and delivery of satchels
- Produce name badges for the delegates