

Intake Questions

Introductions

Guest Service Manager Contact Person

Guest Services

1. ___ Confirm that the dates and guest counts are the same as what is on the contract
2. ___ What are the Chaperone Counts and when they will be arriving
3. ___ What is the gender breakdown
4. ___ Ask if there are any early arrivals
5. ___ Ask if there are any guests staying after the check out date on the contract
6. ___ Do any of the guest want to stay in a single room
7. ___ Let them know what floor they will be housed on in the building
8. ___ Ask what the check in time is
9. ___ Ask them if they need any set-up for Check in (i.e. Tables/ Chairs)
10. ___ Ask what the check out time is and if set-up is needed
11. ___ Discuss the summer assistance responsibilities
12. ___ Discuss the building hours
13. ___ Discuss the night receptionist responsibilities.
14. ___ Discuss the Orientation and determine what time and place it will be at.
15. ___ Access needs
16. ___ Ask for their Emergency Contact Information
 - a. Name of 24 hour contact: _____
 - b. Phone #: Cell: _____ Home: _____

Culinary Services

17. ___ Discuss the meal locations.
18. ___ First Meal: _____
19. ___ Last Meal: _____
20. ___ Discuss meal hours (Standard Hours of Service with Multiple Groups)
 - i. Breakfast: _____
 - ii. Lunch: _____
 - iii. Dinner: _____
21. ___ Discuss the dining room access (i.e. ID's with Lanyards, entrance location).
22. ___ Will early arrival and late stay guests require meals.
23. ___ Do you have any commuter guests or staff members that will require meals.
24. ___ Will the conference be absent for one of the meals.
25. ___ Will they require any box lunches.
26. ___ Will they need any guest meal tickets for staff, instructors or invited guests.
27. ___ Will any of the guests have special allergy or dietary requests.
28. ___ Do they need any break items or catering within the hall.
29. ___ Guaranteed count given is the billed count for meals.
30. ___ Guaranteed count is due three weeks from date of first meal service.
31. ___ Any questions or other activities to be discussed.

Facilities

- 32. ___ Will they need to use any classrooms or public space needs.
- 33. ___ Do any of your guest require special accommodations.
- 34. ___ Do you need space for an office or storage.

Miscellaneous

- 35. ___ Do you need parking permits.
- 36. ___ Do you need to book space outside the hall.
- 37. ___ Do you need technology or AV Audio for space inside or outside of the hall.
- 38. ___ Request a copy of conference schedule or website address
- 39. ___ Any special Activities or Special Events,

Destination State

- 40. ___ Discuss when the guaranteed counts are due.
- 41. ___ Confirm when participant list is due to Destination State
- 42. ___ Does your group need Ethernet connection or wireless.
If wireless – provide wireless location “Map”