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”