**Conference Intake Meeting General Questions**

**Group Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Introductions:**

**Conference Coordinator (University Conference 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, responsibilities
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 guests want to stay in a single room
7. \_\_\_\_Let them know what tentative hall or side of building they will be housed in
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. \_\_\_\_Special Access Needs: Additional cards, Additional Access, Cards with meals only

**Operation Coordinator**

1. \_\_\_\_Discuss the summer services
   1. Extended stay RAs
   2. Mail Services, if applicable
   3. Lost/Found Procedures
   4. Loaner Keys/Access Cards and charges for lost items
2. \_\_\_\_Discuss the building and service center hours
3. \_\_\_\_Discuss the night receptionist responsibilities.
4. \_\_\_\_Discuss the Orientation and determine what time and place it will be at.
5. \_\_\_\_Ask for their Emergency Contact Information
   1. Name of 24 hour contact:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. Phone #: Cell:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Home:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Culinary Services**

1. \_\_\_\_Discuss the meal locations.
2. \_\_\_\_First Meal:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_Last Meal:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_Discuss meal hours (Standard Hours of Service with Multiple Groups)
   * 1. Breakfast: 7am – 9am
     2. Lunch: 11am – 1pm
     3. Dinner: 5pm – 7pm
5. \_\_\_\_Discuss the dining room access – meals loaded onto the white conference card with specific meal locations based on housing and dining room assignment
6. \_\_\_\_Will early arrival and late stay guests require meals.
7. \_\_\_\_Will the conference be absent for one of the meals.
8. \_\_\_\_Will they require any boxed lunches or boxed breakfasts.
9. \_\_\_\_Will they need any guest meal tickets for staff, instructor, invited guests or commuter guests.
10. \_\_\_\_Will any of the guests have special allergy or dietary requests.
11. \_\_\_\_Are there any additional food service needs within the hall.
12. \_\_\_\_Guaranteed count given is the billed count for meals.
13. \_\_\_\_Any additional questions for Culinary Services.

**Facilities**

1. \_\_\_\_Will there be a need for classrooms or public space use (see booking)
2. \_\_\_\_Will there be any Special Events planned for your group
3. \_\_\_\_If yes to above, what special set ups and needs are required
4. \_\_\_\_Will there be multiple set ups/breakdowns of classrooms or meeting rooms each day
5. \_\_\_\_Do any of your guests require special accommodations.
6. \_\_\_\_Do you need space for an office, requirements and how to set it up
7. \_\_\_\_Do you need storage space for items
8. \_\_\_\_Will you be sending items to us prior to your conference or will you be bringing them all with you
9. \_\_\_\_Will there be a need for refrigerators or freezers in any areas
10. \_\_\_\_Will you need linen exchange (length of conference over 1 week); if so what day would you like to do this on
11. \_\_\_\_Will there be a need for sign stands, reception tables, chairs, coatracks, or other items
12. \_\_\_\_Are there any special cleaning or item/trash/etc… disposal needs for your group
13. \_\_\_\_Discuss trash removal and recycling expectations and locations in the hall(s)
14. \_\_\_\_Discuss bottle fill stations and locations in the hall(s)
15. \_\_\_\_Discuss linen, pillows, blankets, towels at reception desks – exchange only
16. \_\_\_\_Will there be a need for keys for classrooms?
17. \_\_\_\_Drop off/ pick up of guests – is Parking control needed
    1. How will guests arrive (Bus, Car, Van)
18. \_\_\_\_ Bathroom Cleaning
    1. Suites
    2. Community Bathrooms- cleaned everyday after 8:30 am
19. \_\_\_\_ If you have an odd number of guests and we need to triple a space- we will need to bunk one of the beds at the lowest level

**Conference Coordinator (University Conference Services)**

1. \_\_\_\_Discuss when the guaranteed counts are due.
2. \_\_\_\_Confirm when participant list is due to University Conference Services
3. \_\_\_\_Do you need parking permits.
4. \_\_\_\_Do you need to book space outside the hall.
5. \_\_\_\_Do you need technology or AV Audio for space inside or outside of the hall.
6. \_\_\_\_ Request a copy of conference schedule or website address
7. \_\_\_\_ Any special Activities or Special Events,
8. \_\_\_\_ Does your group need Ethernet connection or wireless.

If wireless – provide wireless location “Map”

1. \_\_\_\_\_ University Policies
   1. Tobacco Free Campus
   2. No Hoverboards, Drones
   3. Conference Comfort Stations
   4. Parking Regulations
      1. No parking in leased, accessible spots without permits, faculty/staff lots
      2. Sign up for MSU Alerts on the MSU Police website
      3. Help keep others safe by not allowing others onto the living wings or through side entrances