



THE ASTOUND GROUP, SERVICE QUALITY ADVISORS

Allow us to help you stand out and astound!

Module 5: Project MEET (Meeting Events Excellence Team)

Do you wish to better understand your Event Sales Lost Business, learn from the wisdom of analysis and develop strategies to prevent or reduce the recurrence of loss? Is there a need eliminate bottlenecks and streamline your event processes? What strategies does your team have to drive higher satisfaction, loyalty and repeat business?!

What is this Project all about?

This is a full-day interactive workshop where participants will flowchart the sales, pre-event, event and post event phases of event planner experiences. Through this structured quality tool, bottlenecks in the system will be identified and solutions will be brainstormed to address the issues. In the end, the team will be able to present a more streamlined process, focusing on the key drivers that will positively impact the Return and Recommend Intent of event planners.

Deliverables:

- Strategies to reduce lost business and improvement of Event Overall Satisfaction and Intent to Return and Recommend ratings.
- Up to 4 scheduled weekly virtual meetings to follow-up action steps with the project owner and address concerns that may impede implementation and results.

Workshop Requirements:

- Cross-functional leaders and/or associates from Event Sales, Conference Services, Banquet Culinary and Operations. Functional Experts may be invited during the course of the day
- 1 Hour Meeting with Senior Leaders for the team to present their action plans
- Meeting Room with Audio/Visual set-up for the workshop

Consultant Requirements:

- Applicable board and lodging based purpose of stay - business or leisure
- Travel expenses to include R/T Airline fare, airport transfers or applicable mileage charges if drivable from consultant's place of business
- Consultant Fee: To Be Advised

Privacy and Confidentiality:

- The Astound Group will adhere to the strict confidentiality of data and information provided by the client