

Prepare, service and clear meeting and conference rooms

Overview

This standard is about ensuring meeting and conference rooms are prepared, serviced and cleared according to organisational procedures. It is for conference porters, receptionists and possibly night porters. It covers checking heating and lighting equipment, setting out furniture and equipment, and arranging and restocking items such as stationery, drinks and glassware in function rooms. It also covers clearing and locking the room after use.

When you have completed this standard you will be able to demonstrate your understanding of and ability to:

- Prepare, service and clear meeting and conference rooms

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Performance criteria

You must be able to:

Prepare and service meeting and conference rooms

1. Collect any information supplied on the requirements for the customer from the relevant department or person
2. Liaise with the meeting/conference organiser as necessary
3. Check that heating and lighting systems are working
4. Follow instructions for arranging furniture and equipment
5. Check that table items are clean, undamaged and laid out as the customer requested
6. Check that equipment is ready for the customer to use
7. Keep the room clean, tidy and well stocked
8. Replenish any items as required during breaks
9. Secure the room as requested during breaks

Clear meeting and conference rooms

10. Arrange the furniture and table items that should stay in the room
11. Store other furniture, equipment and table items in the right place
12. Collect any dirty crockery and glassware as per organisational procedures
13. Turn off any electrical equipment as per organisational procedures
14. Leave the room ready for cleaning
15. Reset heating and lighting systems
16. Lock the room if required to do so

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Knowledge and understanding

You need to know and understand:

For the whole unit

1. Your organisation's standards for customer care and how to liaise with customers during conferences and meetings
2. Your organisation's security procedures

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3. Where you should get instructions about how to arrange the room
4. Why all furniture and furniture items must be checked for cleanliness and damage
5. Why you must use correct lifting and handling techniques when moving furniture and other heavy items
6. How to control heating and lighting systems
7. How to check equipment such as screens, projectors, flipcharts and other audio-visual equipment
8. Where to find items that might need replacing such as flip chart tablets, pens, paper and refreshments
9. Why you must make sure that conference and meeting rooms are secure when not in use
10. The types of problems that may happen when you are preparing and servicing meeting and conference rooms and how to deal with these

Clear meeting and conference rooms

11. How to arrange the room when a meeting or conference is over
12. Where you should store furniture, equipment and other items that do not stay in the room
13. How to make sure the room is ready for cleaning
14. Types of problems that may happen when you are clearing rooms and how to deal with these

Scope/range

1. Information

- 1.1 spoken
- 1.2 written

2. Equipment

- 2.1 screens
- 2.2 projectors
- 2.3 flip charts
- 2.4 other types of audio-visual equipment

3. Table items

- 3.1 table covering
- 3.2 glassware
- 3.3 pens and paper
- 3.4 refreshments
- 3.5 decorations

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Scope/range related to performance criteria

Other audio-visual equipment

For example, sound systems

Security procedures

Procedures for locking and unlocking rooms and keeping an eye open for suspicious people

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