

The information below is intended for (1) those who book events on Meeting Room Manager and (2) all those involved in planning events on the Gardner-Webb University campus. If you fall in either of these categories **please continue reading for important information regarding required training.**

Nearly a year ago the University implemented Meeting Room Manager (MRM) to assist with the management of common spaces and events in our facilities. While MRM has greatly improved the efficiency of space management and streamlined communication between divisions, there are also some aspects of the system that need improvement. To better utilize the system and to remain compliant with state, federal and local laws regarding occupancy and safety codes the following updates are being added to the policy, effective today.

- Event Manager – An event manager will be required for all public events held in LYCC and Dover Theatre and for any event expecting more than 200 occupants. Each department/booking party must pay for this service at a rate of \$25 per hour for each hour the space is occupied. The fee can be avoided, however, if the department or booking group designates an event manager who will be on-site for the duration of the event. To become an event manager a person must attend the appropriate training which will be provided periodically by Plant Operations. **IMPORTANT NOTE: Event managers cannot have other responsibilities during an event.**
- Late Bookings – The system requires a 7 day minimum notice for all bookings. This provision assists Plant Operations in its planning and allocation of personnel resources to ensure that events run smoothly. MRM will automatically warn users when an event is booked inside of the 7 day window. At that point the only way to secure an event confirmation is to speak with a facility services staff member and receive written confirmation that an exception to the 7 day rule has been approved. While exceptions will be made when possible, there will still be a late fee of \$100 applied to the booking. Good stewardship of the system requires that all event planners avoid late bookings as far as possible.
- General and Event Information Pages – We are asking that greater detail be given to the information required in these pages. The following elements are required on these pages for an event:
  - contact name
  - phone number
  - host name
  - number attending

- GL account number
- meeting title.

### **Mandatory MRM Training**

To assist in implementing these changes and to provide for annual training, all users of MRM must attend a required training event to be held in Belk –Ellis Computer Lab (Dover Library) on May 6, 2010 at 9:00 AM. Attendance is required in order to maintain access to MRM.

### **Event Manager Training**

The first training event for Event Managers will be held on May 18, 2010 from 9:00 AM until Noon. All division or department heads that sponsor events on campus should consider sending the person or persons to this meeting who are most likely to manage an event. The agenda will include:

- Review of MRM System (Becky Wright)
- Review of Roles (Wayne Johnson)
  - Operations Staff
  - Safety Staff
  - Event Staff
  - Event Planner
  - Event Manager – May not fill another role
- Review of Laws (David Wacaster / Cleveland County Emergency Management)
- Review of Facilities (HVAC / Lights / Locks / Exits)
- Keys / Passwords / Access - Rick Hollifield
- Emergency Procedures
- Customer Service “How to be a good Host” – Glenda Crotts – Kala Barton
  - Dress
  - Facilities “How to be a Host”
  - Communication Styles