



# venues of excellence

## Charter of Excellence

### Facilities Excellence

- Venues have a dedicated business focus on the conferencing, meeting and training markets. They actively seek to attract conference, meeting or training events and see this as primary main source of business or in the case of a hotel/venue that it has a fully dedicated conference facility.
- Meeting / Conference Rooms feature the following:
  - Dedicated tables and appropriate chairs designed to support intense conferencing sessions and series training events. The use of 'dining' type tables and chairs is not acceptable in VENUES OF EXCELLENCE Venues.
  - Up to date audio visual equipment is available in the main room at no additional charge to the client. Enough projector stock is available to cover all rooms. Where possible projectors are permanently fixed.
  - Unlimited flipcharts, pens, paper, whiteboards and screen are available.
  - Controllable lighting providing sufficient overhead lighting to support the 'all' day meeting or training event.
  - Individual temperature controls in meeting rooms with natural daylight in the majority of rooms.
  - Clear and unobstructed interior views.
  - Access to dedicated syndicate rooms equipped with flipcharts and whiteboards.
  - Adequate sound proofing to ensure privacy.
  - Free high speed internet access is available in all main meeting rooms.
- Bedrooms, where present, feature the following:
  - Internet access by Wi-Fi or hard wired connection.
  - A well-lit working area/desk with a convenient power supply and a comfortable chair.
  - En suite facilities are provided with a high standard of towels, toiletries and cleanliness.
  - Television.
  - Fully stocked refreshment tray.
  - Bedside light.
- Private dining facilities to be available at the venue.
- The environment is conducive to business meetings and learning.

## Service Excellence

- Venues provide appropriate advice and guidance from experienced meeting and event professionals.
- Venues provide a first class business service for the agreed price, every time.
- Venues work with our clients, employees and suppliers in a professional, decent and ethical manner at all times.
- There are no hidden costs with all-inclusive packages tailored to the customer.
- Booking terms and conditions are simple, clear to understand, and are made publicly available.
- Written contracts and agreements are made for all bookings and include specific references to the arrangements for charges and payments; the confirmation of bookings; changes and cancellations; arrival and departure.
- Venues have a booking management system that incorporates customer care policies and a complaints procedure.
- There are dedicated staff to the conference, training and meeting sector of the business with dedicated staff liaising directly with the client before, during and when needed after the event.
- Expert technical support is provided by IT and AV professionals throughout the day and evening as required.
- Security is of high priority throughout the venue to include grounds and car parks. Client intellectual property is also recognised.
- Whilst clients are onsite, there is 24 hour staffing at the venue.
- A dedicated business centre or office support is available to clients for photocopying, scanning, printing and use of memory sticks and associated devices for the handling of electronic data.
- All staff are professionally presented and easily recognisable by the customer. This includes ease of contact at management level. The venue commits to staff training and attitude that is customer focused.
- Venues have an active staff training programme and investment in their teams.
- Staff are trained to accommodate reasonable requests for variations to standard services to satisfy social and cultural requirements.
- Venues have in place a customer feedback mechanism and can demonstrate how this feedback is cascaded to teams to ensure consistently high levels of customer care.

## **Environment, Process and Compliance Excellence**

- To be an environmentally aware and responsible business. Wherever possible to source products, services and foods from the local area.
- To provide a pleasant working environment for all staff.
- An environmental policy must be in place and evidence produced as to its effect.
- A Health and Safety plan must be in place which demonstrates how risks are managed and legal compliance consistently achieved.
- Training in first aid and in the use of fire fighting appliances should be provided and a defined percentage of trained staff onsite at any one time. Evidence of this will be required.
- Venues embrace a strategy for Corporate Social Responsibility.
- Reasonable efforts are made to accommodate guests with disabilities or special needs and trained staff are on hand to assist them.
- Members will commit to participating whenever possible in the booking referral system.
- Members are required to display their Venues of Excellence membership plaque at the entrance to their property, and the Venues of Excellence logo on their website with a link to the Venues of Excellence website.