

HOTEL LIAISON

Responsible for maintaining all communication between the host hotel and the BMDCA after the contract has been negotiated. Coordinates and oversees reservation and wait list procedures, and ensures adequate meeting space is blocked and the proper Banquet Event Orders (BEOs) are filed for all meetings/events during the week of the National Specialty.

Qualifications

- A highly organized individual with good communication and follow-up skills;
- Prior experience with hotels or travel industry is highly recommended but not required;
- Experience in planning of events and the ability to apply the following basic management skills: (e.g. setting priorities, making decisions, being resourceful and solving problems quickly and efficiently, dealing effectively with people, meeting deadlines, and compiling records).

Time Commitment

This is at least a two-year assignment, with busy periods of work beginning approximately 18 months out filing BEOs, about one year out managing the reservation procedures and from about three months out. During the week of the Specialty, ensure all meeting space is set-up properly. The Liaison is responsible for daily communication with the Host Hotel management to review any housekeeping problems/issues.

Time Line

Upon Accepting the Assignment

- Familiarize self with the following chapters of the BMDCA Specialty Manual: Committee Chair, Finance and Hotel Liaison, noting all details of position description, relevant deadlines and BMDCA Policies (bold and underlined text).
- Familiarize self with the reservation procedures as defined in the host hotel contract.

Three Months before the Preceding Specialty (~15 months out)

- Develop official reservation form and submit to hotel reservations manager for approval.
- Disseminate approved form to all individuals eligible to receive advance reservation.
- Familiarize self with meeting room block. Begin contacting coordinating representatives to obtain details for required meeting space and adjust reservations accordingly.
- Develop budget and advise Show Chair of anticipated expenses (e.g. postage, etc.)

One Month before the Preceding Specialty (~13 months out)

- Forward reservation form to the Specialty Website Chair to post to the BMDCA Specialty website.
- Submit form to Alpenhorn editor (deadline April 15th) for inclusion in June issue.
- Collect completed forms and submit to Host Hotel before the start of the Specialty.
- Book all judges rooms and all rooms for key service providers required by contract.
- Begin identifying overflow properties and developing wait list letter.
- Make sufficient copies of the registration form to distribute at the Specialty Ways & Means.
- Plan on attending current year's specialty if possible to learn from current Hotel Liaison and make contacts for your event.

Week before the Reservations Accepted

- Remind hotel staff of reservation procedures and warn them a flood of reservations will be coming.
- Work closely with the hotel reservations department to ensure reservation procedures are performed in accordance with the hotel contract.

After the Reservations Accepted up to Deposit Date

- Report counts to Show Chair.
- Coordinate wait list management with hotel, sending rejection notices and/or wait list letter.
- Forward overflow hotel information to the Specialty Website Chair and communicate date to post information to the BMDCA Specialty website (~ 2 weeks after wait list letters have been sent).

Six Months Prior to the Specialty

- Reconfirm overflow property information.
- Submit information for the planning booklet, premium list* and Specialty website to the respective Chairs by prescribed deadlines. (*Premium list content given to the Show Chair.)
- Finalize all details for each BEO and file with the hotel catering sales manager.
- Advise Show Chair of rental fees, A/V costs, etc. and update the budget accordingly.
- Submit Cancellation notice to Alpenhorn Editor by Oct 15th for inclusion in December issue.

~ Three Months Prior to the Specialty

- Communicate cancellation policy via Bulletin, and e-lists.
- Continue wait list management up through first day of arrival.

Week of the Specialty

- Finalize Housekeeping and other hotel rules with hotel management. Provide copies to hotel to give to all guests upon check-in.
- Work with hotel staff to accommodate any last minute meeting requests.
- Maintain daily communication with Hotel Management to ensure there's no housekeeping problems/issues.

Within Two Weeks of the Specialty

- Submit a completed report to the Show Chair (see Committee Chair Attachment A-1 in Chapter 2)

Key Statistics for Historical Data:

1. Wait List: Initial Count, Count After 1st Deposit and Count One Week Out
2. Hotel Room Pick-up at Host Hotel