

Think Business Events is a team of highly experienced and qualified conference professionals who are *passionate* about what we do. We pride ourselves on our approach to conference management: professional, strategic, innovative, personable and reliable.

At Think Business Events we work with you to realise your vision.

We like to form a partnership with you to establish your desired outcomes, and then leave you free to focus on the big picture, while we work on the logistics and implementation to ensure that every detail is covered.

Our Services Outline...

Management, Planning & Committee Consultation

- Set up a Conference office from time of appointment, which handles all communication via fax, phone, mail and email.
- Prepare, in consultation with the Organising Committee, a planning schedule, including critical dates for task completion.
- Provide recommendations, guidance and feedback to the Organising Committee.
- Attend Organising Committee meetings via teleconference or in person, preparing and distributing agenda and meeting notes to the Organising Committee.

Financial Management

- Develop budgets, in consultation with the Organising Committee.
- Prepare budgets and provide advice on delegate, sponsorship and exhibitor fees.
- Obtain quotes for budgeted items and negotiate purchases as agreed with Organising Committee.
- Monitor budget and revise where needed in conjunction with the Organising Committee.
- Maintain records of monies received and expended and provide reports.
- Bank deposits into established Conference bank account.
- Handle all receipts and payments.
- Arrange Conference insurance.
- Follow up all outstanding debts and prepare final statement of income and expenditure following the conference.

Venue & Supplier Management and Liaison

- Provide advice on suitability of a range of venues for conference and social events.
- Recommend, source, negotiate with and book venues associated with the program and social activities.
- Liaise with the venues on an ongoing basis prior to the conference and onsite.
- Provide information and/or facilities for delegates.
- Co-ordinate venue layout, room allocations, logistics and all signage.
- Supply briefs and secure quotes from suppliers as required.
- Liaise with suppliers, manage work and check invoices against quotes.
- Advise on the food and beverage menus for the various activities (taking into account any special dietary requirements) and submit to conference committee for approval.
- Liaise with caterers leading up to and during the conference.

Think Business Events Pty Ltd ABN 66 121 965 428

Sponsorship / Exhibition

- Identify, recommend and develop sponsorship/exhibition packages that tailor benefits unique to industry requirements.
- Provide advice and recommendations on developing a package for sponsors that promotes a strategic ongoing relationship between organisations.
- Prepare and distribute packages to targeted sponsors / exhibitors promoting the benefits to sponsors.
- In collaboration with the Organising Committee approach potential sponsors by way of email, direct mail, personal contact and telephone follow up.
- Maintain an ongoing liaison and regular communication with the sponsors/exhibitors to keep them informed of developments and new opportunities.
- Ensure entitlements are delivered, including signage, logo and advertisement placement.
- Obtain quotes, appoint and liaise with exhibition hire company.
- Develop exhibition manual and ensure smooth implementation of requirements on site.
- Maintain a database of potential exhibitors and provide regular reports on status of exhibitors.
- Process all exhibitor bookings, allocate space and act as central point for enquiries and information.
- Manage the exhibition logistics directly with all the exhibition sub-contractors including floor plan management, booth construction and dismantling, furniture hire, internet provision and power requirements.
- Attend to needs and liaise with the exhibitors and sponsors during the exhibition period.

Marketing

- Assist the Organising Committee to develop a conference theme and logo.
- Develop a detailed marketing and communications plan, incorporating email, printed collateral, media activities and website strategies.
- Negotiate for promotional assistance from Visitors Bureau where appropriate.
- Co-ordinate and provide material for notices and advertisements in relevant publications.
- Advise the Organising Committee on thematic design, layout, costs, production and printing of all conference materials such as announcements, brochures, registration forms, program guides, promotional materials, technical papers and website.
- Ensure the Conference name and logo is printed on all Conference materials including all printed material and products such as satchels.
- Negotiate prices and arrange for printing and distribution of the Conference printed material.
- Provide information, updates and material so as to maintain, refresh and keep current the conference website. (Please note our proposal does not include design or build of the website).
- Ensure branding, information and communication is consistent across all mediums.

Accommodation & Travel Management

- Select suitable hotels based on delegate budgets and requirements.
- Negotiate best rates for accommodation, manage block bookings and cater for special requirements.
- Undertake transport bookings as required for site visits and social events.
- Provide information on travel options and touring for delegates.
- Liaise on an ongoing basis with the accommodation venues regarding bookings, ensure accommodation terms and conditions are met by the required date.

Registration

- Provide all aspects of a computerised registration system, including distribution, backup, acknowledgement and complete maintenance of delegates' registration records.
- Provide online payment system through a secure site.
- Organise and co-ordinate production and distribution of name badges and other relevant material eg. function tickets.
- Provide suitable service levels and response times for communication with delegates, suppliers, sponsors, exhibitors etc.
- Provide access to reports of delegates, social functions, site visits and accommodation requirements.
- Co-ordinate the production, design and distribution of the conference satchels and contents.

Onsite Services

- Act as the main liaison with the venue management and all sub-contractors including caterers, audio visual and exhibition hire companies.
- Arrange the registration of delegates, room set-ups, location of signs and banners.
- Ensure all on-site staff are fully briefed and trained.
- Co-ordinate speakers' preparation room with technical support.

Program Management including Speakers & Audio Visual

- Co-ordinate the call for papers and abstracts, and the submission and review process using automated technology.
- Co-ordinate a detailed program for the conference and exhibition including timing, professional activities, social activities, transport, speakers, and use of technologies.
- Following the initial approach by Organising Committee to speakers by the program committee, liaise with speakers as to travel, accommodation, audio-visual requirements and other production support for their presentations.
- Negotiate, book and co-ordinate the supply and delivery of audio-visual requirements of the conference.
- Organise the conference photography, recording and videoing as required.
- Produce running sheets for all conference events.
- Co-ordinate the uploading of papers to the conference website after the conference.

Social Program

- Source and recommend suitable venues for social events associated with the conference.
- Source, recommend and co-ordinate entertainment, theming, production, invitations and catering.
- Handle social event bookings and enquiries, including on-site provision at conference.
- Arrange transport to and from the conference dinner or other social events as required.

Evaluation & Conference Report

- Provide comprehensive reports to the Organising Committee. These will include all statistical information, recommendations for future conferences, an assessment of the marketing and promotion of the conference and exhibition and a summary analysis of the Conference and exhibition evaluation.
- Provide and co-ordinate a conference and exhibition evaluation survey to obtain feedback from all stakeholders and delegates to help in the planning of future conferences.
- Provide financial documentation to Organising Committee to enable the books and records to be audited.
- Prepare thank you letters to key individuals.