

Met Journey

Enquiry Stage

- Client enquiry is taken by our Conference & Events Sales Executives
- The Brief is prepared and costed and sent to client within 24 hours
- C&E Sales Executive makes follow up telephone call and client invited for hotel show around
- Client confirms approval of offer and contract is sent out by the hotel
- Client approves contract and final detailed brief is created by both parties

Pre-Event Stage

- The Event Manager is briefed by C&E Sales Manager and is introduced to the client
- The Event Manager is the point of contact for all detail regarding the planning of an event
- For bigger events a pre-event meeting takes place when client and production company meet the hotel team to discuss the event in detail from the event set up, production, menus, bedrooms, registration etc. The Operations Team includes:
 - Conference & Events Operations Manager
 - Front Office Manager
 - Executive Chef
 - Guest Relations Manager

Actual Event Stage

- A Dedicated C&E Guest Relations Manager controls and manages the event/meeting
- The C&E Guest Relations Manager is the primary contact for client and production company who will co-ordinate all operational queries during the event into the relevant hotel departments
- At the end of each event day the C&E Guest Relations Manager has a debrief with client and reviews billing
- At the end of the event C&E Guest Relations Manager will have final debrief
- Invoice sent out to client 5 days after the event

Post Event Stage

- Event Manager will contact client for a follow up debrief on overall results of the event and will check to see if the Hilton Birmingham Metropole can help with any future plans or events