I confirm that Ken Date regularly supports the organisation of meetings. I regularly have meetings within Charity and occasionally at external venues and Ken helps me to organise these. I either meet with Ken or email him and tell him the accommodation I am looking for and he books this for me. With external venues we discuss a budget and location and he gets the relevant information then discusses options with me. Ken invites delegates to the meeting, manages replies, circulates agendas and previous meeting minutes together with any other relevant documentation for discussion or review at the meeting. He checks for dietary and other requirements the delegates may have and provides a map and directions to the venue. When we know numbers we discuss what layout would work best and agree on laptops, projectors etc which Ken then organises.

Ken notifies Reception of visitors if a meeting involves people external to Charity and arranges to be notified when they arrive but is usually at the Reception area for their anticipated arrival time to welcome and escort delegates to our meeting room for meetings held internally. Internal staff are informed of the meeting room the meeting is to be held in and Ken ensures they are familiar with the location of the meeting. For meetings in external venues, Ken meets and greets delegates and escorts them to the meeting room. Prior to the arrival of delegates Ken ensures the equipment has been properly set up and the layout of the area is suitable, arranging for adjustments if required.

Ken registers the arrival of all delegates and ensures they all have copies of the relevant papers to be discussed. He also ensures that tea, coffee, water and juice and biscuits etc are available if required for the meeting. Where lunch or buffet is to be served, Ken ensures the kitchen know about any dietary requirements of delegates. Ken remains available to deal with any problems that may arise during the meeting – directing delegates to toilet facilities, arranging additional refreshments etc., welcoming latecomers etc.

Ken then assists by ensuring the room is cleared, and ensures equipment is returned. He ensures copies of papers are removed from the room and destroyed by putting into confidential waste if appropriate. Ken circulates meeting minutes for approval to delegates, usually within three working days of meeting. He contributes during the debrief to evaluate what went well and what could have gone better. Ken gets feedback from delegates on the quality of external venues and this is reviewed by us during the debrief. Ken maintains a record of external caterers and venues we have used in the past and he will add details of venue and services used if applicable.

Sue Pervisor

Anne Assessor
6/2/12