MEETINGS & EVENT TECHNOLOGY EXECUTIVE

ON-THE-JOB TRAINING

Job Redesign Reskilling Programme for Hotel Industry

ON-THE-JOB TRAINING

Hotels are able to customise the **activities** (in *blue italic).* Any changes to **critical task** and **duration of training** will need to seek WSG's approval.

TASKS AND TRAINING DURATION			OJT LOGBOOK (TO BE COMPLETED AFTER TRAINING)	
CATEGORY **Banquet / Events** **Meeting & Event Technology Executive**		**TOTAL OJT DURATION** **54 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS/ ACTIVITIES	**POINTS TO OBSERVE**			
Pre – Event 1. Interact with potential clients and respond to enquiries through channels adopted by organization: • *Digital channels (social media, app, cloud based sales & event management system etc.)* • *Physical channels (phone calls, face-to face meeting etc.)* 2. Schedule initial meeting and/or site visit to understand client's event requirements through: • *Digital channels (Goggle Meet, Zoom, Virtual Reality video tours etc.)* • *Physical channels (face-to-face meeting etc.)*	• Practice guidelines in accordance to organization's standard operation procedure (SOP) • Practice guidelines in accordance to organization's SOP • Facilities, sales kit and/or digital media (PowerPoint, VR video tours etc.) presented to clients are clean and/or up-to-date	30 days		

TASKS AND TRAINING DURATION			OJT LOGBOOK (TO BE COMPLETED AFTER TRAINING)	
CATEGORY **Banquet / Events** **Meeting & Event Technology Executive**		**TOTAL OJT DURATION** **54 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS/ ACTIVITIES	**POINTS TO OBSERVE**			
3. Deliver customer's experience through integrated technology (cloud based sales & event management system, digital communication platform etc.) adopted by organization: • *Update function booking details*	• The following information are noted: - Guest particulars - Event details including: ➢ Day/Date ➢ Time ➢ Guaranteed pax ➢ Expected pax ➢ Set-up - Preferred food & beverage menu selection - Budget for event - Special requests and/or instructions - A/V requirements - Billing instruction - Signage for event - Follow-up actions			
• *Prepare & issue proposal letter to client*	• The following information are communicated to client: - Cut-off date for proposal acceptance - Details of event			

TASKS AND TRAINING DURATION			OJT LOGBOOK (TO BE COMPLETED AFTER TRAINING)	
CATEGORY **Banquet / Events** **Meeting & Event Technology Executive**		**TOTAL OJT DURATION** **54 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS/ ACTIVITIES	**POINTS TO OBSERVE**			
• *Revised & issue proposal letter, if required* • *Prepare & issue confirmation letter to client*	- Charges & billing policy - Proposed items from sales kit • Practice guidelines in accordance to organization's SOP • The following information are communicated to client: - Finalized details of event - Cut-off date for confirmation acceptance - Deposit payment - Cancellation policy - Terms & conditions of contract - Safe distancing measures for events			
• *Prepare & issue regret letter for cancelled event, if required* • *Prepare business loss report*	• Practice guidelines in accordance to organization's SOP • The following information are noted: - Reasons for cancellation event - Future opportunities for collaboration - Follow-up actions • The following information are noted:			

TASKS AND TRAINING DURATION			OJT LOGBOOK (TO BE COMPLETED AFTER TRAINING)	
CATEGORY **Banquet / Events** **Meeting & Event Technology Executive**		**TOTAL OJT DURATION** **54 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS/ ACTIVITIES	**POINTS TO OBSERVE**			
• *Prepare banquet event order (BEO)* • *Prepare amendment order, if required*	- Event order number - Event accepted by client - Issued on & issued by - Name & contact number of company and/or organizer - Duration of function - Expected attendance & guaranteed covers - Breakdown of event charges - Billing address and/or instructions - Special instructions and/or request for event - Event set-up requirement by all relevant departments • Practice guidelines in accordance to organization's SOP			
4. Curate client's experience • *Review clients' event request* • *Perform pre-event checks based on clients' request(s), preference(s), duration and anticipated needs*	• Interpretation of client event request is accurate • Pre-assigned/confirmed function room is/are updated in cloud based sales & event management system and communicated to relevant departments via organization communication platform			

TASKS AND TRAINING DURATION			OJT LOGBOOK (TO BE COMPLETED AFTER TRAINING)	
CATEGORY **Banquet / Events** **Meeting & Event Technology Executive**		**TOTAL OJT DURATION** **54 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS/ ACTIVITIES	**POINTS TO OBSERVE**			
• *Coordinate with relevant departments on provision of customized experience* • *Manage & organize events through technology adopted by organization* • *Source for technological equipment and software through third party vendor, if applicable:* – *Technology pertaining to Safe Management Measures (SMM) (crowd monitoring systems, safe distancing systems, safe entry check-in systems etc.)* – *Contactless registration systems (QR codes, RFID badge, mobile application, facial recognition systems etc.* – *Streaming technology and/or tools for hybrid events (digital platform, audio visual equipment, multi-camera set-up for dynamic visual content)* • *Develop reporting framework to monitor the health of local and foreign*	• Curated customized client experience is carried out and updated in cloud based sales & event management system and/or organization communication platform • Practice guidelines in accordance to Singapore national standards and/or organization's SOP			

TASKS AND TRAINING DURATION			OJT LOGBOOK (TO BE COMPLETED AFTER TRAINING)	
CATEGORY **Banquet / Events** **Meeting & Event Technology Executive**		**TOTAL OJT DURATION** **54 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS/ ACTIVITIES	**POINTS TO OBSERVE**			
attendees after the event • *Seek approval for the event's protocols and communication plan to monitor the health of local and foreign attendees before and after the event from relevant government agencies and organization departments via organization communication platform* • *Communicate event's protocols and communication plan to monitor the health of local and foreign attendees before and after the event to relevant department(s) via organization communication platform and/or cloud based sales and event organization systems* • *Submit event's official program & event itinerary of all foreign attendees for Singapore Tourism Board (STB) approval before commencement of event, if applicable via organization communication system* • *Inform all attendees to download, use and enable the TraceTogether (TT) mobile app and/or to collect a TT token at the event venue and all other in Singapore where SafeEntry is made*	• Event's protocols and communication plan to monitor the health of local and foreign attendees before and after the event are accurately communicated and confirm via cloud based sales & event organization system and/or organization communication platform • Practice guidelines in accordance to Singapore national standards and/or organization's SOP			

TASKS AND TRAINING DURATION			OJT LOGBOOK (TO BE COMPLETED AFTER TRAINING)	
CATEGORY **Banquet / Events** **Meeting & Event Technology Executive**		**TOTAL OJT DURATION** **54 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS/ ACTIVITIES	**POINTS TO OBSERVE**			
available via organization communication system *Co-ordinate with STB to arrange for issuance of TT tokens at the event premise for attendees who are unable to download the TT mobile app or collect the TT token via organization communication system* 5. Communicate event's requirements for requested hotel's service(s) and/or facilities to relevant department(s) via cloud-based sales & event organization system				
<u>Actual Event</u> 6. Check technological tools are in working condition (as adopted by establishment): • *Technology pertaining to Safe Management Measures (SMM) (crowd monitoring systems, safe distancing systems, safe entry check-in systems etc.)* • *Contactless registration systems (QR codes, RFID badge, mobile application, facial recognition systems etc.*		12 days		

TASKS AND TRAINING DURATION			OJT LOGBOOK (TO BE COMPLETED AFTER TRAINING)	
CATEGORY **Banquet / Events** **Meeting & Event Technology Executive**		**TOTAL OJT DURATION** **54 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS/ ACTIVITIES	**POINTS TO OBSERVE**			
• *Streaming technology and/or tools for hybrid events (digital platform, audio visual equipment, multi-camera set-up for dynamic visual content)*				
7. Apply basic troubleshooting techniques in event technological tools are not working: • *Wiring* • *Power source* • *Rebooting*	• Practice good safety guidelines in accordance with organization's SOP			
8. Contact guest via organization's communication platform: • *Offer warm welcome* • *Confirm event requirements for hotel's service(s) and/or facilities* • *Offer personal assistance during event* • *Remind foreign attendees to activate the TT mobile app or carry their TT Token around for the duration of the event, and while they are in Singapore, if applicable*	• Personalised guest handling techniques are applied • Practice guidelines in accordance to organization's SOP			
9. Handle challenging situations: • *Guest dissatisfaction with event set-up* • *Defects in facilities for event*	• Relevant department(s) is/are informed to attend to: - event set-up - room defects			

TASKS AND TRAINING DURATION			OJT LOGBOOK (TO BE COMPLETED AFTER TRAINING)	
CATEGORY **Banquet / Events** **Meeting & Event Technology Executive**		**TOTAL OJT DURATION** **54 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS/ ACTIVITIES	**POINTS TO OBSERVE**			
• *Attendee(s) or staff(s) found to display Covid-19 symptoms* • *Uncooperative attendee(s) towards SMM(s)*	- attendee(s) or staff(s) found to display Covid-19 symptoms - uncooperative attendee(s) towards SMM(s) via the organization communication platform • Appropriate service recovery techniques are applied • Practice guidelines in accordance to Singapore national standards and/or organization's SOP			
<u>Post-Event</u> 10. Collect & handle post-event feedback through • *digital (social media, app etc.)* • *physical channels* 11. Analyze data from post-event feedback to improve future guest experiences 12. Manage post-event report	• Practice guidelines in accordance to organization's SOP • Appropriate service recovery techniques are applied • Clients' feedback is escalated to team leader and/or manager, where appropriate • Practice guidelines in accordance to Singapore national standards and/or organization's SOP	12 days		