

Townsquare Conference Room Booking Procedures

Internal Bookings:

- All BCIT Internal requests are forwarded directly to the Executive Floor Reception for booking any Townsquare Rooms. (sample request form attached)
- A TSQ Room Booking Request Form will be sent to the party requesting to complete with event details to determine if the event is an internal or external booking.
- If internal, the request will need to be formally requested online through Lotus Notes by requester. Once approved online, the approval is printed and attached to the request form to be filed for future reference if needed.
- If external, the request is to be forwarded along with the completed form to the Events and Conferences Dept., Michelle Cavallo in Burnaby.
- The Executive Floor Reception will inform Security, Cindy MacIntosh (Custodial), Chartwell's and the External Events Dept. of all TSQ bookings a week in advance by way of a printout. This way we are able to catch any conflicts or details that need to be taken care of before the event.
- The Internal contact will have to arrange for the Room Setup directly with Chartwell's, at least 4 days prior to the event date. The department will be charged \$25 for each room setup by Chartwell's.
- All catering orders and room setups will be arranged directly between the internal contact and Chartwell's by either the online ordering system or by email.
- All AV equipment or Tech Support needs to be arranged in advance directly with our BCIT AV Department by the BCIT internal contact.
- No internal person is to book a room for a non BCIT group/person. Those should go through our External Events Department. If a co-hosted or co-sponsored event with a BCIT program/department with external people attending, that too can be arranged through External Events to have it coordinated and contracted by Michelle Cavallo, at a reduced rental rate. (Special BCIT Affiliation Form Needs to be completed by BCIT Sponsor)

Note: *Using the TSQ Room Booking Request Form assists us with knowing more about the event in order to determine if the event is an internal or external booking. We are able to determine the best suited room for the event. The rooms are very high in demand and we want to make sure we are following our proper procedures and guidelines setup for these rooms. If the internal group is a regular with bookings and the meeting is basic, then you may waive the request form. (Sample forms attached)*

External Booking Requests:

- All External booking requests come to the Events and Conferences Dept. at BCIT and are processed by Michelle Cavallo, Events Coordinator. The external client will be contacted and all event details will be discussed to make sure we are able to provide the services and space on campus.
- Once a booking is requested for any of the TSQ Rooms, Michelle will go directly onto the Room Reservation System and submit a Quick Reservation Request to the Executive Floor Reception.
- If there are no conflicts, the reception will confirm the room reservation by sending an Accepted Reservation confirmation back to Michelle Cavallo.
- Michelle then prints the form and confirms the booking with her client and is contracted.
- All catering, room setup, AV equipment, custodial, facilities and security orders are handled directly between Michelle and the individual departments.
- The events are added both to the Weekly Room Reservations Form from the Executive Floor Reception and Michelle's External Event Listings for disbursement to all departments. I.e., Security, Custodial, Parking, Logistics, Chartwell's, Facilities, Information, A/V Services, Compass Group, etc.

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