

Venue-Inspection Checklist

Sharon Bock, CMP, is owner and president of convention and trade show management company Leadership Dimensions of Carmichael, CA. She uses the form below to track and compare the quality of the facilities and services offered by venues during her selection and inspection process.

	VENUE A	VENUE B	VENUE C
Date bid received			
HOT ISSUES			
Available dates			
Deposit due date and amount			
Cancellation clause			
Attrition clause			
Guarantee on rates/space			
Guarantee on menu pricing			
Mobil/AAA rating			
BUILDING AND GROUNDS			
Doorman duty hours			
<i>Check at site inspection:</i>			
Neighborhood			
Building appearance			
Porte cochere/entry appearance			
Driveway maintenance			
Landscaping			
Door cleanliness			
Lack of clutter in entry area			
Entry obstructions			
Doorman appearance/attitude			
PUBLIC SPACES			
General specifications			
ADA compliant			
Non-smoking areas			
Last renovation			
<i>Check at site inspection:</i>			
Size/spaciousness			
Appointments			
Noise level			
Cleanliness			
Lighting			
Maintenance			
Seating			
Visibility of reader board			
Hallway lighting, cleanliness, noise			
Elevators: number, cleanliness, speed			
Visibility of room numbers/names			
REGISTRATION			
Express check-in			
Express check-out			
Bell staff/luggage service			
<i>Check at site inspection:</i>			
Desk-staff appearance, uniforms, badges			
Attentiveness			
Ability to direct visitors to functions			
Organization			
Lighting			
Noise			
Wait time to register			
Bell-staff appearance, uniforms, badges			
Wait time for baggage delivery			
Helpfulness of bell staff			
Negotiables			
Staffing at registration desk			
Pre-registration from housing list			

REGISTRATION (CONTINUED)	VENUE A	VENUE B	VENUE C
Accommodate early arrivals			
Accommodate late check-outs			
Guarantees past 6 p.m.			
Guarantee no "walks"			
Customized master billing for guest rooms			
Waive early check-out penalties			
GUEST ROOMS			
ADA compliance number or percentage of rooms			
Number or percentage non-smoking rooms			
Number TW, DD, Q, K			
Number of suites			
Climate control			
Security-programmed room keys			
Last refurbishment			
Last purchase of new mattresses			
Smoke alarm/sprinklers			
Posted fire/emergency plan			
Amenities			
In-room teleport(s)			
Phone: local/long-distance charges			
Telephone books			
Memo pads, pen			
Stationery/post cards			
Room-service schedule			
Local-area guides			
Guest-service directory			
Remote control for TV			
Ice machines			
Soda/snack machines			
Bottle opener in room			
Refrigerator			
In-room mini bar			
Complimentary daily paper			
Fireplace			
Balcony/porch			
Windows that open/sliding doors			
View			
Direct-dial phones (number of phones)			
Voice mail/message service/light			
Clock radios			
Cable TV			
Movies on demand			
Video games on demand			
Parental blocking of TV available			
VCRs/video-tape rentals			
Coffee maker			
Hair dryer			
Iron/ironing board			
Make-up mirrors			
Toiletries			
Shoe buffers			
Bathrobes			
Same day/overnight laundry			
Availability of cribs, playpens, etc.			
Turn-down service			
Concierge level			
In-room safes/cost			
<i>Check at site inspection:</i>			
Size/spaciousness			
Appointments/decor			
Sound proofing			
Overall cleanliness			
Condition of carpet			
Condition of upholstered items			
Condition of wood/formica/marble items			

GUEST ROOMS (CONTINUED)	VENUE A	VENUE B	VENUE C
Odors			
Security hardware on doors			
Convenience of light switches at entry			
Adequacy of lighting			
Black-out drapes for sleeping			
Translucent drapes for daytime			
Comfortable sitting area			
Comfortable business desk			
Guest-comment cards in room			
Extra pillows/blankets in room			
Third-sheet bed make-up			
Easy-to-use hangers			
Laundry bag in closet			
Good water pressure in bathroom			
Sink and tub stoppers work			
All plumbing easy to operate			
Quiet toilet			
Glassware bare or covered			
Plastic or glass (ware)			
Ice bucket			
Generous supply of towels, mats			
Negotiables			
Published ("rack") rate			
Bed tax			
Proposed room rate (com/non-com)			
VIP upgrades			
VIP amenities			
Room-rate window dates			
Staff room discount			
Complimentary rooms			
RSVP cut-off date			
Complimentary a.m. breakfast			
Complimentary cocktails/tea			
Complimentary welcome baskets			
TRAVEL TO/FROM			
Distance from airport			
Freeway accessibility			
Non-property shuttle cost			
On-property parking (number of spaces)			
Negotiables			
Free airport shuttle			
Parking fees			
Valet parking available			
Valet parking complimentary			
FUNCTION ROOMS-GENERAL			
Last renovation			
ADA accessible			
Who else is in-house?			
Directional signs/program signage			
Outdoor space			
Negotiables			
Meeting space cost/waiver			
Amenities in meeting rooms			
Room set-up fees			
Room change or turnover fees			
Electrical-use fees			
Microphone-feed fees			
Secured (locked) storage			
Complimentary staff office space			
Setup/rehearsal use			
24-exclusive on space			
AUDIOVISUAL			
Range of equipment			

AUDIOVISUAL (CONTINUED)	VENUE A	VENUE B	VENUE C
Built-in audio systems			
Built-in video/video conferencing			
Built-in projection systems			
Built-in screens included			
Satellite down-link			
Multimedia equipment on site			
Stage/curtain			
Negotiables			
Choice of AV company			
Setup charges			
Teardown charges			
Inclusion in meeting-room rental			
EXHIBIT SPACE			
Proximity to breakout/function areas			
ADA accessibility			
Total square footage			
Floor load			
Ceiling heights			
Restrooms/telephones			
Limitations (products, fuel, etc.)			
Union issues/regulations			
<i>Check at site inspection:</i>			
Obstructions (pillars, etc.) affecting show			
Access streets/signage			
Access docks/doorways/signage			
Where to locate security			
Utility access (power/water/gas)			
Overall maintenance/cleanliness			
Negotiables			
Rate			
Deposit requirements			
Cancellation clauses			
Insurance requirements			
Labor requirements (if non-union)			
Additional on-street and interior signage			
Maps of access to docks			
FOOD/BEVERAGE			
Range continental-breakfast costs			
Range plated breakfast costs			
CDT price per gallon			
Juice price per liter			
a.m. bakery items per dozen			
Range a.m. break package costs			
p.m. bakery items per dozen			
Range p.m. break package costs			
All-day break package (cont/a.m./p.m.)			
Range plated luncheon costs			
Range buffet luncheon costs			
Range per gallon beverages			
Price per bottle soda/juice/mineral water			
Range plated dinner costs			
Range buffet dinner costs			
Range package reception costs			
Range hors d'oeuvres/100			
Corkage charges			
Service charge			
Sales tax			
Negotiables			
Inclusive per food & beverage package			
Centerpieces/decorations			
Number of servers/table seated			
Discount for early payment on master			

RECREATION/GUEST SERVICES	VENUE A	VENUE B	VENUE C
24-hour switchboard			
Wake-up service			
Concierge			
Restaurants on site			
On-site shops			
Lobby bar			
Swimming pool			
Hot tub/spa			
Fitness center			
Beauty/barber shop			
Massage services			
Jogging/walking			
Golf			
Other sports			
Physician on call			
Tour desk			
Car rental on-site			
Gambling			
Child-care program			
Shopping shuttle			
Game arcades			
Coin-op laundry nearby			
Airline counters			
Other recreational amenities			
Nearby attractions			
SECURITY			
Local area			
Safety info in hotel reservation area			
Luggage storage (in/out)			
Window/sliding door locks			
Front-desk security procedures			
Phone operator safety procedures			
Safes: in-room/hotel			
Corridor lighting			
Parking area lights/security			
SUPPORT SERVICES			
Business services			
Computer/printer			
Copy/fax			
Internet access			
Fed Ex/UPS pick up			
Negotiables			
Hold shipped materials (how long)			
Delivery of materials to function areas			
Hotel parcel-handling charge			

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