

CONSULTATION AND LEVELS OF SERVICE

For the Smith Community

LEVEL A - PLANNING

Conduct an initial review of the event and offer a recommendation on proposed dates.

LEVEL B - CONSULTATION

Conduct an initial review of the event and offer a recommendation on proposed dates.

Provide consultation and tools to aid in planning as well as logistical coordination to the client for managing the events. Examples of materials the EMO can provide are: event check lists, budget planning checklists, floor plans, policies/procedures for events at Smith, and a planning time-line template. The EMO staff will consult with the client throughout the process to troubleshoot and help, on an as-needed basis, to ensure a successful event.

LEVEL C - ASSISTANCE

Conduct an initial review of the event and offer a recommendation on proposed dates.

Provide consultation and planning tools as well as coordination and logistical advice to college departments when it has been determined that the EMO must be involved with the event. This also includes instances when a Smith department is sponsoring or co-sponsoring an event with an external organization. In some of these instances, a member of the EMO will be identified as a contact and will work side by side with the event coordinator (e.g.: high profile keynote speaker/performer, all-college event, major/national conference).

Provide event service request management through collaboration between the Service providing departments of the campus and the event coordinator.

LEVEL D - MANAGEMENT

When a college event is managed by the EMO, a member of the EMO staff will be the primary contact and will direct the planning process and have full responsibility for the event. The EMO will coordinate the entire event and be the on-site coordinator. Examples: Commencement, Central Check-in, Opening Convocation, Rally Day, Presidential events, groundbreaking, dedications, etc.

For External Organizations

LEVEL A - DATE CONSULTATION

Conduct an initial review of the event and offer a recommendation on proposed dates.

LEVEL B - CONSULTATION

Provide coordination and logistical advice to external clients planning an event on the campus.

LEVEL C - SPACE SCHEDULING

Provide coordination of space scheduled in conjunction with 25Live space schedulers, manage the 25Live scheduling program and online calendar, and assume responsibility for forwarding space requests to the appropriate scheduler.

LEVEL D - COORDINATION ASSISTANCE

Provide consultation and tools to aid in planning as well as logistical coordination. Examples of materials the EMO can provide are: event check lists, budget planning check lists, floor plans, policies/procedures for events at Smith, and a planning time-line template. The EMO staff will continue to consult with the client throughout the process to troubleshoot and help, on an as-needed basis, to ensure a successful event. Contracts, insurance requirements and cost projections are coordinated within this office, on an as needed basis.

LEVEL E - EXTERNAL EVENTS

Events held by external organizations at Smith are managed by the EMO. A member of the EMO staff will be the primary contact (unless the event is sponsored or co-sponsored by a Smith College department) and will direct the planning process and have full responsibility for the event. Contracts, insurance requirements and cost projections are coordinated within this office, on an as needed basis.

CONSULT WITH THE EVENTS MANAGEMENT OFFICE

1. When considering potential dates for an event
2. When planning a large Smith event, conference, reception, etc.
3. When a Smith department sponsors or co-sponsors an external organization
4. When working with an external organization, which will require preparation of a cost projection. All external groups are required to meet Smith College insurance coverage requirements and sign a contract. The contract is written between Smith College and the organization responsible for payment and/or providing service/entertainment.
5. When the event will involve hiring external entertainment and/or an outside caterer: a certificate of liability must be provided to the college in the amount of \$1 million from that external organization
6. When alcoholic beverages will be provided, served or sold by staff other than Smith Dining Services
7. For Resource Request questions, guidance or education.
8. For scheduling space on campus and for problems with 25Live.