

PRACTICE 3

Situation: You are Sales Manager of the Worldwide Music Company (WMC), South Bank, London, SE1 8XC.

You have just returned from a sales conference and your Sales Director, Mr Gary Hayes, says, "That's the first time the company has used Roundtree Conference Centre. Let me have a report on the suitability of it for future conferences or training seminars." Use your notes.

2 sources of information: own impressions and talked to staff during conference.

4 main areas:

Accommodation rooms - tea/coffee making facilities, TV, air-conditioned, en suite bath or shower. Some staff said rooms not very big, but size was adequate.

Conference rooms - Centre has 4 conference rooms (for 20, 40, 60 and 100 people).

Used the 'Highgrove Room' – ideal for 35 participants at conference.

Layout – tables arranged in U-shape, very effective. Many arrangement possibilities – lots of flexibility. Equipment all worked (OHP, Laptop presentation). Lots of windows - very light in room.

Seats - not very comfortable after 2 hours! (not helpful when I mentioned this).

Acoustics - good. Sat at back, could hear every word.

Food - very good, lots of variety (also offer healthy choice).

Relaxation Centre - well-equipped but very busy early evening. Swimming pool - very small.

Write the report.