

## Conference Services Process flows - SAMPLE

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### BOOKING A CONFERENCE FOR ACADEMIC YEAR

Departments Involved in this Process: Cashiers, Conference Services, Dining, Facilities

Input	Process	Output
Request from client <ul style="list-style-type: none"> <li>▪ Phone Call</li> <li>▪ Inquiry Form</li> <li>▪ Web link email</li> <li>▪ Fax</li> </ul>	1. Convert Conference request info on form <ul style="list-style-type: none"> <li>▪ Conference Title</li> <li>▪ Organizer</li> <li>▪ Dates</li> <li>▪ Estimated attendees</li> </ul>	Conference Inquiry Forms to Manager
Conference Inquiry Forms	1. Manager assign to request to staff	Request to staff member
Request Form from Manager	2. Check Availability 3. If not enough info; call/email to collect more info 4. If request dates are open, enter conference request in system (start name with tentative as indicator to staff) 5. File paper request in tentative physical file for client 6. Send client conference materials (Word)  7. <i>FUTURE :: Ability to view tentative bookings on weekly reports</i>	Physical file <ul style="list-style-type: none"> <li>▪ Tentative (hold in system awaiting confirmation)</li> <li>▪ Dead file (unfilled requests)</li> </ul> Reservation confirmation letter to client Deposit invoice to client
Confirmation from client	1. Prepare prepayment invoice due in a week with reservation confirmation letter outlining due dates (Word) 2. Record due date to track deposit collection (manual calendar)	Reservation confirmation letter to client Prepayment invoice to client
Deposit from client <ul style="list-style-type: none"> <li>• Mail</li> <li>• Miscellaneous Receipt Report</li> <li>• Payment receipt with invoice</li> </ul>	1. If check, log check into mail log (manual) 2. Send check to Coordinator, who provides distribution info for payment 3. Indicate deposit collected (DS calendar) 4. Change booking status to confirmed status	Signed and held in file

THIS IS A PARTIAL IPO – FOR REFERENCE ONLY