

## **During and after the event**

You have done it, your event is running smoothly. Try to appear calm and concentrate mostly on the following points:

- Did everyone receive the event agenda and a time line schedule? Follow it yourself and make small adjustments when necessary.
- Never assume that all is in order because you delegated the duties to your staff. The responsibility is still yours so do take control of:
  - The catering: timely setup completion for the buffet service or of the dining room; pay attention to the presentation of the dishes; make sure that everything is taken away on time (clean tables, empty service dishes, etc.); make sure beverages are plentiful and that your staff has been fed as well (when applicable).
  - Entertainment: control the volume, lighting...
  - The podium: control the microphones, projector...
  - Set-up: decoration of the room
- Appoint a contact person for the guests, suppliers, speakers, partners...
- Greet and accommodate the requests of partners, speakers and artists according to the proper etiquette and established agreements.
- Remember - not everything can be fixed. For example, if one of the speakers does not show up, ask the next one to start a little earlier instead of trying to find an unprepared substitute.
- Always keep a cool head. If something unforeseen happens, calmly analyse the issue and find a suitable solution. Ask for help.
- Thank the people who leave early (including speakers and artists) and do not forget to give them documentation and a small present.