

IAPMO Internal Meetings & Events Policy and Procedures

This policy outlines the procedures and expectations for booking and coordinating in-house meetings at IAPMO. The goal is to ensure clear communication, proper planning, and seamless support across departments including Travel & Events, Front Office, IT, Facilities, HR, and Leadership.

Step 1: Initiating the Booking Process

The booking process can be initiated in one of two ways:

Option 1: Outlook Room Reservation

Employees may book a meeting room directly through Outlook.

Once the request is submitted:

- Availability will be reviewed by Meeting and Events Manager
- If space is available, a confirmation email will be sent
 - The confirmation will include the meeting policy and procedures along with a link to the [Meeting Intake Form](#)

Option 2: Email Inquiry

Employees may email travel@iapmo.org to inquire about meeting space availability.

Travel & Events will:

- Confirm available meeting space
- Book the room via outlook on the employee's behalf
- Send a confirmation email including the meeting policy, procedures, and link to the Meeting Intake Form

If your meeting does not require assistance (such as snacks, drinks, lunch, AV/IT support, or room setup), **no further action is needed.** If assistance is required, please proceed to Step 2.

Step 2: Meeting Intake Form

Either through the calendar confirmation email or directly from the Travel & Events team, you will receive a link to the Meeting Intake Form.

The form must be completed and submitted no later than two (2) weeks prior to each meeting.

The form will collect the following information:

- Meeting details
- Room setup preferences
- AV/IT requirements
- Catering requests
- Sleeping room needs (if applicable)

Step 3: Confirmation of Meeting Needs

- Once the Meeting Intake Form is completed, it will be attached to the meetings calendar invite to ensure all support departments have access, including Front Office, IT, Facilities, and Travel & Events.
- The Meetings & Events Manager will then reach out directly to the meeting organizer to coordinate and confirm all necessary details submitted through the intake form.

Step 4: One-Week Prior Meeting Confirmation

One (1) week prior to the meeting, the Meetings & Events Manager will contact the meeting liaison to:

- Confirm all meeting details submitted through the Meeting Intake Form
- Review lunch orders (if applicable)
- Confirm any dinner reservations (if applicable)
- Discuss onsite needs and logistics

In addition:

- A separate coordination email will be sent to all support departments (Front Office, IT, Facilities, and Travel & Events) confirming meeting needs and details to ensure proper preparation and coordination.

The meeting liaison will also be informed that:

- A Teams chat will be created on the day of the meeting
- The chat will include the Meetings & Events Manager, Front Office, IT, and Facilities staff
- This chat will serve as the primary point of contact for any day-of meeting or event assistance

This process ensures all departments are aligned and able to provide timely support throughout the meeting or event.

Step 5: Day of Meeting Support & Onsite Procedures

On the day of the meeting:

- A Teams chat will be created for the meeting liaison and all support departments (Travel & Events, Front Office, IT, and Facilities)
- This chat will serve as the primary method of communication for any onsite needs or assistance throughout the meeting

Food and beverage setup will follow these procedures:

- If snacks and drinks are provided, Front Office staff will set them up in the meeting room prior to the meeting start time
- If lunch is provided, delivery and setup will be scheduled for approximately 11:45 AM, with the intention of being available to attendees at 12:00 PM (unless otherwise indicated)
- Only snacks and drinks will be available inside the meeting room
 - **Please note:** Lunch will be placed in the common area outside the meeting room by our food vendor. Please note: All lunch buffets must remain in this area to allow for easier cleanup and organization

Cleanup procedures:

- At approximately 2:00 PM, the front office staff will contact Blanca for removal assignments from facilities, any remaining food will be disposed of.
- The meeting liaison is responsible for ensuring the meeting room is left tidy at the end of the day, including disposing of trash and returning the room to its standard setup

General Policies for meeting reservations

Booking

- All meetings and events requiring assistance from support staff must have a completed Meeting Intake Form
- Confirm room availability before sending invitations to meeting attendees (via the Outlook meeting room calendar or by contacting travel@iapmo.org)
- Communicate any changes, additional needs, or schedule extensions as early as possible

Clean-Up & Vacating

- Leave meeting rooms tidy, including tucking in chairs and erasing whiteboards
- Return shared resources such as markers, cables, and equipment to their proper locations
- Report any damages, technical issues, or concerns promptly

Additional Notes

- Lunch orders will be placed and paid by the Meeting and Events Manager using a company credit card. Once settled, the expense will be allocated to the requesting department's budget.
- Snacks and drinks will include an assortment of sodas, water, coffee, and tea. If specific items are needed, please notify the Meetings & Events Manager in advance.
- Lunches will typically be scheduled for delivery at approximately 11:45 AM to ensure setup is completed by 12:00 PM (unless otherwise requested).
- All lunch buffets will be set up in the area just outside the meeting room to help minimize mess inside the space and allow for quicker, more efficient cleanup.
- To ensure meeting space reservations and meal orders are properly secured, the Meeting Intake Form must be completed at least two (2) weeks prior to each meeting day. The Meetings & Events Manager will reach out one (1) week prior to the meeting to confirm all details.

If you have any questions or concerns, please reach out to travel@iapmo.org or emily.owen@iapmo.org.