

Site Inspection Tips

Do's

- DO bring a copy of your RFP (request for proposal) with you.
- DO look at the neighborhood the hotel is located in paying close attention to the ambiance for your meeting including local restaurants, shopping etc.
- DO call the sales manager if you're running late for your appointment.
- DO confirm that the sales manager is showing you the meeting space they're offering. If they've shown you a space that might not work, tell the sales manager and ask if there's an alternative.
- DO take notes during the visit. Write down the meeting room names they've shown you, which rooms you prefer, and any rooms you don't like.
- DO remind your sales manager of staging needs, set-ups, and any music that will be taking place in your meeting rooms.
- DO note if there are any airwalls. Will you share an airwall with another group? Feel free to ask who the other group is.
- DO compliment the things you like about the hotel. There's something good about every property so find something nice to say.
- DO give the sales manager your business card if you desire. But please make sure your Arrowhead account manager gets copied on all communication. If you'd prefer not to provide your contact information just kindly tell the sales manager that you'd prefer all communication go through your Arrowhead account manager.
- DO contact your Arrowhead account manager after your sites to discuss your likes and dislike of each property and to discuss the next actions.

Don'ts

- DON'T only look at the aesthetics of the hotel. Make sure the meeting space you're being shown will accommodate your meeting.
- DON'T tell the sales manager that "you'll take it". Definitely communicate what you like about the hotel and any concerns you might have, but don't give a "yes" or "no" while on property.
- DON'T tell the sales manager how they line up against the other properties as it concerns price, concessions, etc. Don't share what other rates you've been offered.
- DON'T try to negotiate while on property. The site visit is the sales manager's opportunity to sell you on their product and so we want to honor them and let them do that. Decisions on pricing are made by the hotel sales team and you want to avoid putting the sales manager on the spot or potentially jeopardizing our bargaining power.
- DON'T request a contract. Remember that Arrowhead actually provides a contract to the hotel on your behalf. Requesting a contract also communicates that you've selected them as your preferred hotel which would be premature on a site visit.
- DON'T order the most expensive item on the restaurant menu if the hotel is inviting you to a meal. Be sensitive to their budget just as you would be sensitive to your own.
- DON'T show the sales manager the summary of hotel bids that your Arrowhead account manager has provided you.
- DON'T contact the sales manager after the site with your decision. Your Arrowhead account manager will do that on your behalf.

ARROWHEAD CONFERENCES AND EVENTS

For more information about Arrowhead Conferences and Events, contact:

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