
APPENDIX C: SAMPLE FUNCTION SHEETS –MEETING

In the following Function Sheet for a Meeting you will notice that instructions have been repeated for each day they occur. This laying out of items in storyboard fashion and in sequence avoids you having to continually search through your function sheet for information.

As each element is completed, relevant notes can be made on the page. You will not need to go back and refer to them again until it is time to do the reconciliation. Such items as staffing will change day to day and laid out this way makes it easy to see where these changes occur and how to deal with them.

THE EVENT	<i>Client Appreciation Sales Conference being held in London.</i>
THE GUESTS	<i>All male. They are all each others competitors. They are all from Montreal.</i>
THE ELEMENTS	<i>Inter-active events that evoke feel of play. Sales Conference</i>
THE VENUES	<i>Hockey Hall of Fame Exclusive for the guests. Reception and use of the full facility. Dinner at Wayne Gretzky's The Shot (Railway Station Restaurant with Pool Tables) Pool expert to teach guests trick shots</i>

SCHEDULE OF EVENTS: OVERVIEW

MONDAY

	Judy to pick up walkie-talkies and proceed to Sheraton to advance check-in and room gift distribution.
11:00 a.m.	Liane and Judy to meet at the Sheraton.
11:30 a.m.	Carol to advance Montreal airport.
12:00 p.m.	Guests to arrive at Montreal airport for group check-in
1:00 p.m.	Air Canada 413 is scheduled to depart Montreal.
1:00 p.m.	Liane to arrive at the airport to monitor flight arrival Toronto Airport. Meet with DMC and oversee motorcoach transfer/spotting. Room Gift Delivery – Welcome (Large Pretzels & Beer) Room Gift Delivery – Hockey Puck Custom Design Room Delivery – Invitation to this evening's event. Room Gifts to tie in with "Hockey Night in Canada" Reception and Dinner. Departure Notices and Baggage Pull Arrangements
2:08 p.m.	Air Canada Flight 413 scheduled to arrive. Liane and Carol to transfer with the motorcoach to the hotel. Mr. *** will be arriving by train independently — he is unable to fly due to a medical condition.

3:00 p.m.	Estimated arrival at the hotel. Check in 21st floor. Carol to reconfirm arrangements for baggage pull the next morning and distribution of departure notices. Liane and Carol to do quick site inspection of Hockey Hall of Fame drop-off point and Wayne Gretzky's Restaurant.
5:00 p.m.	Judy and Liane to advance Hockey Hall of Fame.
5:30 p.m.	Motor coach to spot. Carol to oversee and transfer guests. Liane to meet motor coach and escort guests to the Hockey Hall of Fame.
5:50 p.m.	Motor coach to depart for Hockey Hall of Fame
6:00 p.m.	Motor coach arrival Hockey Hall of Fame
7:30 p.m.	Judy to advance Wayne Gretzky's. Carol to oversee motor coach arrival for transfer to Wayne Gretzky's.
9:00 p.m.	Carol and Liane to transfer with guests to the restaurant. Guests to make their own way back to hotel.

SCHEDULE OF EVENTS: OVERVIEW

TUESDAY

	Carol to oversee luggage pull Carol to oversee motor coach and hotel checkout Judy to advance and oversee breakfast.
8:00 a.m.	Private group breakfast
9:00 a.m.	Depart for London to attend conference. Guests to be dropped off at conference. Lunch is included. Carol and Driver to advance hotel and drop off luggage. Departure notice and baggage pull Carol and Driver to visit The Shot Restaurant and Pool Hall. Return to conference.
5:00 p.m.	Transfer guests to the hotel.
5:45 p.m.	Estimated arrival at hotel.
6:30 p.m.	Transfer to The Shot. Motor coach to remain with group.
9:30 p.m.	Return to the hotel. May want one early shuttle as well.

SCHEDULE OF EVENTS: OVERVIEW

WEDNESDAY

	Carol to oversee Luggage Pull
	Carol to oversee Motor coach and hotel checkout
	Carol to advance and oversee breakfast.
9:00 a.m.	Breakfast
10:00 a.m.	Depart for conference.
10:30 a.m.	Estimated arrival time conference.
	Carol to reconfirm flights.
12:30 p.m.	Lunch included at conference.
1:30 p.m.	Depart for factory (host's company factory)
2:00 p.m.	Tour of factory
3:30 p.m.	Depart for airport
	Check in at London airport.
	Toronto guests to remain onboard and transfer to the city.
5:40 p.m.	Air Canada 1218 is scheduled to depart London to Toronto.
6:18 p.m.	Air Canada 1218 arrives in Toronto.
7:00 p.m.	Air Canada 194 departs for Montreal.
	Carol returns with group.
8:05 p.m.	Air Canada 194 arrives in Montreal.
	Train passenger overnights at hotel and departs in the morning.

FRIDAY

J.A. Productions

Judy to reconfirm all arrangements for Monday for pick up walkie-talkies, headsets and batteries.
 (Both walkie-talkies and batteries to be fully charged)
 Company
 Address
 Contact:
 Tel:
 Fax:
 Email:
 Cell:

MONDAY

J.A. Productions Judy to pick up walkie talkies, headsets and batteries.

J.A. Productions: 3

1. Judy
2. Carol
3. Liane

Walkie-talkies to have earphones, belt and channel selector on top.

FRIDAY**HOTEL PRE-CON**

10:00 a.m.

Location:

Set Up: Boardroom/Hollow Square

To attend:

Sales

Club Room Check-In Manager

Catering Manager

Banquet Manager

Bell Captain

Please ensure that a list outlining all extension numbers, names and titles of all department heads has been prepared and is available for this meeting. J.A. Productions will require three copies.

11:00 a.m.

Approximate end of pre-con.

HOCKEY HALL OF FAME/MOVENPICK CATERING PRE-CON

1:00 p.m.

Pre-Con with Hockey Hall of Fame/Movenpick Catering

Location:

Hockey Hall of Fame

To Attend:

Hockey Hall of Fame: Contact Name

Movenpick Catering: Contact Name

WAYNE GRETZKY'S PRE-CON

3:00 p.m.

Wayne Gretzky's

Location: Wayne Gretzky's

To Attend:

Wayne Gretzky's: Contact Name

MONDAY**ADVANCE MONTREAL AIRPORT**

	Carol to arrive in Montreal August 13 (evening)
	Hotel accommodation has been blocked at: Montreal Dorval Airport Hilton 12505 Cote de Liesse Road Montreal, Quebec H9P 1B7 Tel: (514) 631-2411 Fax: (514) 631-0192 Reservation: 1664167 \$127.62 including of taxes (\$112 base weekend rate) Room has been guaranteed.
11:30 a.m.	No guest will staying overnight at the hotel. Arrival at the airport. Seat selection has been arranged for the group. Group check-in has been arranged. Contact Name:
12:00 p.m.	Guests have been advised to check-in one hour prior to departure. They will be looking for Carol. Please display company sign.
1:00 p.m.	Air Canada 413 is scheduled to depart for Toronto.
2:08 p.m.	Arrival in Toronto. Liane will meet Carol at the gate. Look for a the company sign. Quebec departure taxes are pre-paid.

MONDAY**TORONTO AIRPORT ARRIVAL/TRANSFER TO HOTEL**

1:00 p.m.	Air Canada 413 is scheduled to depart for Toronto.
2:08 p.m.	Arrival in Toronto. Liane will meet the flight. DMC will meet Liane at the Air Canada arrival area (section C). Included in transfer cost: One-way transfer by air-conditioned motor coach based on group arrival. Airport Meet and Greet Staffing Porterage at the Airport Special Request: French Speaking Staff where possible. Same driver throughout program. Liane to transfer with the group back to the hotel. Richmond Street entrance will be the motor coach drop-off point.

Hotel porters will deliver bags to the guest rooms.

Note to Liane/Carol: Please call the hospitality desk prior to leaving the airport to advise you are on your way.

MONDAY

HOSPITALITY DESK HOTEL/PRIVATE REGISTRATION CLUB FLOOR

Daily Requirements	One House Phone/No Long Distance Access One Skirted Table (6 x 3) Three Chairs Two Flip Charts/Easel Markers. Two Colours. One Waste basket One Table Lamp (only if not in a well-lit area)
10:00 a.m.	Registration set-up to be ready. Desk to remain in place for 24 hours.

MONDAY

HOTEL CHECK IN PROCEDURES

Hotel check-in is 3:00 p.m. but early check-in has been requested. The majority of the participants will be arriving as a group. Early arrivals may be the Toronto head office staff who will be overnighing at the hotel. Other guests will be arriving on Air Canada 413, which is scheduled to arrive at 2:08 p.m.. Guests will be arriving by motor coach as a group.

Motor coach Drop-off point and hotel portorage to be arranged: Richmond Street entrance.

One guest will be arriving by train and three by car.

Parking to master for overnight Toronto guests has been arranged. They will be leaving their car at the hotel while they are in London travelling with the group.

A private, satellite check-in desk is to be set up beside hospitality desk on the 20th Floor. This is to be ready by 11:00 a.m.. Check-in to be manned by staff exclusively for group. **French-speaking staff requested. All guests are from Quebec.**

Please ensure adequate staff scheduling has been provided for the private registration desk, the bell desk and the lounge.

All check-ins are to be pre-registered and rooms to be pre-assigned.

No room rates are to appear on individual folios.

Express check-out forms to be included in each key packet along with room key, mini bar key and hotel information.

Separate key packets to be prepared for each guests. Two keys per packet.

Key packets to be ready and waiting in alphabetical order prior to guests arrival at the satellite check-in desk.

Upgrades or changes of room are not permitted unless authorized by J.A.\Productions.

Four copies (both alpha and numeric) of rooming list will be required.

Scheduled welcome room gift deliveries to be in each guest room at least one hour before guest arrives.

MASTER ACCOUNT

Client # 1

All to master (room, taxes, all meals and incidentals signed to the room) including valet parking *

Client # 2

All to master (room, taxes, all meals and incidentals signed to the room).

Client # 3

All to master (room, taxes, all meals and incidentals signed to the room) including valet parking*

* Their cars will remain at the hotel while the group is in London. They will be returning late Wednesday evening to pick up their cars. All parking charges to go on the master account.

Judy Allen Productions

1. All to master including valet parking
2. All to master including valet parking
3. All to master

Balance of Guests

All guest room charges and taxes are to go to the master account, but participants are to give a credit card imprint to cover incidentals such as room charges for meals in restaurants, room service, laundry, health club and mini-bar. Unless specified the client will not be responsible for participants incidental accounts.

AUTHORIZED SIGNATURES FOR THE MASTER ACCOUNT

Client

1. Name and Title
2. Name and Title
3. Name and Title

Judy Allen Productions

1. Judy
2. Carol
3. Liane

ACCOUNTING

Judy Allen to meet with hotel's accounting department on August 14th (approximately 10:30 p.m.) to review all individual room charges (guest folios). This must be done prior to the folios being delivered to any guest rooms.

All bills to be posted to the master account must be signed off by an authorized member of J.A. Production staff. Judy Allen will meet with accounting Tuesday, August 15 once guests have departed for London. Please have two copies of all bills and folios available.

ROOM BLOCK

Please see attached rooming list.

City Hall view and all guests to be located on the same floor have been requested.

Guest room rate \$000.00 Commissionable at 10 %.

Special Note: Every room must have two beds. A bed and a pull out couch is not acceptable.

SHERATON CLUB ROOM EXCLUSIVE SERVICES AND AMENITIES

These include:

- Complimentary local calls
- Dataports in room
- Separate concierge service on 20th floor
- Private lounge serving complimentary:
 - Continental Breakfast (6:30 a.m. – 10:30 a.m.)
 - Afternoon Tea & Cookies (3:00 p.m. – 6:00 p.m.)
 - Evening Hors D' Oeuvres (5:00 p.m. – 7:00 p.m.)
- Guest rooms with bathrobes, valet stand, skirt hangers, specialty lotions, mineral waters and extra bathroom amenities
- Complimentary access to the Adelaide Club, featuring squash, aerobics and weight equipment.

FUNCTION SPACE

Conference Room D&E

Breakfast August 15

Sit Down

Double-Sided Buffet

7:00 a.m. – 9:00 a.m.

MONDAY

ROOM DELIVERIES

ROOM GIFT – WELCOME

Giant Pretzels with condiments (mustard)
–two per person.

Iced Beer – two per person.

Both items to be provided by Sheraton.

Bill To Master Account

Pretzel and Condiment	\$0.00 + + +
Iced Beer	\$0.00 + + +
Delivery Charge	\$0.00 + 0 % taxes

**MONDAY
VIP ROOM GIFT DELIVERY**

Judy Allen will bring gifts with her. To be delivered to:

1. Name
2. Name
3. Name

**MONDAY
TRAIN TRANSFER**

Mr. *** is unable to fly due to an inner ear problem.

He will be arriving by train. He will be met by limo driver at the station and transferred to the hotel. Client has advised him that he is being met.

Train 57 departs Montreal 10:00 a.m. and arrives Toronto 3:30 p.m..

Limo driver to call hospitality desk upon departure from the train station to advise Liane that he has met the guest and they are on their way to the hotel. Liane to meet guest at the front door with porter and transfer him to check-in.

Limo driver's name:

Cell number:

License number:

Description of limo:

**MONDAY
HOTEL ARRIVAL**

2:30 p.m.

Arrival Schedule:

Air Canada 413 departs Montreal 1:00 p.m.

Air Canada 413 arrives Toronto 2:08 p.m.

Guests will be met at the airport and transferred to the hotel by motor coach as a group.

Luggage will be transferred with the group.

Hotel staff (French-speaking requested) to be in place at the satellite check-in.

Hotel staff members to take credit card imprints when guests arrive with the exception of those whose expenses are going on the master account.

1. Name
2. Name
3. Name

Participants will be arriving at the Richmond Street entrance.

Upon arrival at the hotel, luggage is to be taken from the participants and delivered directly to their rooms. Their guest rooms are all located on the Club Floor.

Hotel portorage is included in their stay.

Please ensure that valet parking has been advised that parking for:

1. Name
2. Name

be charged to the master account and that their cars will be at the hotel until late evening on the 16th. All parking charges up to and including the 16th are to be put on the master account.

All guest rooms are blocked into the hotel's Club Level accommodation. Guests should proceed directly to the 20th floor via the express elevator for private check-in. A French-speaking guest services agent has been requested.

Bill to Master Account

Room:	\$000.00
Taxes:	00 %
Porterage:	\$0.00 + 0% taxes roundtrip
Valet Parking:	\$00.00

MONDAY

LUGGAGE PULL/DEPARTURE NOTICES

Departure notices will be given to the bellmen for delivery this evening while the guests are out for dinner.

Bags are to be left inside the room. Pick-up will be at 7:30 a.m. on the 15th. Motor coach to depart at 9:00 a.m..

ROOM GIFT

Hockey puck (customized) to be delivered to each guest.

Letter/card to accompany gift.

Hockey Pucks will be delivered to the hotel by noon.

To be placed in each guest room once guests have departed for their evening's event. Scheduled departure time from the hotel 6:00 p.m.

Bill To Master Account

Delivery Charge \$0.00 + 0% taxes

MONDAY**TRANSFERS FROM HOTEL TO HOCKEY HALL OF FAME**

5:35 p.m. Motor coach to spot.
 5:50 p.m. Departure from the hotel (Richmond Street entrance) to the Hockey Hall of Fame.
 Carol to travel with group.
 Liane will meet motor coach at the 181 Bay Street entrance to the Hockey Hall of Fame.

TRANSFERS FROM HOCKEY HALL OF FAME TO WAYNE GRETZKY'S

8:45 p.m. Motor coach to spot.
 9:00 p.m. Departure from 181 Bay Street entrance to Wayne Gretzky's:
 99 Blue Jay Way
 Toronto, Ontario
 M5V 9G9
 Guests will make their own way back to the hotel. Motor coach is required to be on standby to extend pending weather conditions for return transfer to the hotel. Carol will advise driver before disembarking.

MONDAY**HOCKEY HALL OF FAME RECEPTION**

4:30 p.m. Insurance faxed August 10 for their files.
 Judy and Liane to advance.
 6:00 p.m. Welcome Reception Esso Theatre located in the Hockey Hall of Fame. Wine and beer to be passed on trays. Hot and Cold Canapes. Mixed Drinks will be brought upon request (served to the guests). Facility exclusive to the group.
 Attach Menu – Description of Inclusions.
 Clip-on microphone has been ordered.
 Briefing on what they will be seeing, doing and experiencing
Special Note: Some of the guests do not speak English and French-speaking staff requested. Carol, Liane and Marguerite will be on hand to assist with translation.

6:30	p.m.	<p>Details about the departure for Wayne Gretzky's to be given at this time. Also guests to be advised that the store will remain open from 6:00 p.m. – 7:30 p.m.. Purchases at their own expense. Maps of the facility will be given out. Wall goes up.</p> <p>Guests will be given a quick walk through of the facility. Would like them divided into two groups. Carol to accompany one group to assist with translation. Liane to accompany the second group. Marguerite to help where required. Be sure to mention how they can have their personal hockey team photos in the Hockey Hall of Fame should they be interested in doing so. Group to be at leisure to enjoy facility. It is their's exclusively.</p> <p>Central food and bar station will be set up with a Satellite bar with light snacks Hall. Please ensure both areas are covered on the walk through.</p>
9:00	p.m.	<p>Guests to depart to Wayne Gretzky's.</p>

**MONDAY
WAYNE GRETZKY'S**

7:30	p.m.	Judy to advance
9:00	p.m.	<p>Guests scheduled to arrive via motor coach</p> <p>Guests will be arriving from the Hockey Hall of Fame. They are taking over the facility for a private reception. They will be there from 6:00 p.m. – 9:00 p.m..</p> <p>VIP Line Pass — Tables to be waiting for the group. Group to be seated immediately. No standing in line.</p> <p>Private section to be reserved for the group.</p> <p>Smoking Section. Number of guests:</p> <p>Tables not to be positioned too tightly to allow waiters to manoeuvre between chairs and guests can easily get in and out.</p> <p>Menu to be specially printed for the group.</p> <p>Notice to be placed on the bottom of the menu that two drinks per person will be compliments of client and that additional drinks will be at their own expense. For example, a group of four could split a bottle of wine but if they wanted more, they would have to pay for it themselves. Carol will be available should the waiter have any questions on how things should be addressed.</p>

Need separate area for J.A. Production staff to be out of sight from the guests but close enough that we can check on them from time to time. If the Studio (adjacent private room) is not in use could a small table be set up there?

Requested waiters assigned to the group be exclusive to the group.

Choice of one of the following two appetizers:

Caesar Salad

Soup of the Day

Bread

Cheesy Garlic Flatbread

Choice of one of the following entrees:

Half Chicken with Fennel, Chilies, Oregano, Cinnamon

BBQ Back Ribs

Atlantic Salmon Grilled with Black Bean Sauce

Linguini with Shrimp, Clams, Mussels, Squid, Garlic, Tomato, Green Onions in Traditional Clam Sauce

Choice of one of the following desserts:

Chocolate "Evolution"

Homemade Apple Cake with Whisky Sauce

Hot Fresh Fruit "Calzone"

Ice Cream or Fruit Ice

Beverages

Coffee or Tea

TUESDAY

PRIVATE GROUP BREAKFAST

7:00 a.m.

Judy to advance breakfast

Conference Room D & E

Rounds of 10 but set for eight.

Double-sided buffet

7:45 a.m.

All to be ready to go in case of early arrivals

8:00 a.m.

Breakfast

Buffet Set Up not Plated

Chilled Apple and Freshly Squeezed Orange Juice

Scrambled Eggs

Choice of Bacon or Sausage Links

Roasted Potatoes

Croissants and Muffins

Fruit Preserves and Butter

Coffee, Assorted Teas, Decaffeinated Coffee.
Ensure tear down does not start while guests are still in the room.

Special Note: Menu to be served buffet style at no additional cost.

Bill to Master Account

Buffet Breakfast \$00.00 + + + per person.

TUESDAY

TRANSFER TO CONFERENCE

7:30	a.m.	Luggage transfer will begin. Porterage has been prepaid.
8:15	a.m.	All luggage to be down and in a secure area.
8:45	a.m.	Motor coach to arrive at the Richmond entrance. Luggage to be loaded.
9:00	a.m.	Motor coach to depart for conference. Smoking in not permitted on motor coach. Carol to advise. The driver will be French-speaking. Same driver as airport transfers will stay with you for duration of the trip. Map to conference has been given to driver. Please review with driver. The number to call show you run into any difficulty is 1-800-000-0000.
10:30	a.m.	Estimated time of arrival at conference. Lunch provided. Carol and driver to continue to London to drop-off the luggage. Carol please give client the phone number of the motor coach. Parking has been requested at the hotel for the motor coach and a room has been arranged for the driver. Room and tax will go the master account. Hotel will ask for credit card for incidentals. Carol and driver to proceed to The Shot to advance. Carol to give driver money to purchase cooler, beverages, ice, glasses garbage bags etc. for drive from conference to hotel. Have him provide receipts for everything. Driver to stock cooler with soft drinks, juices mineral water, ice, cups and garbage bags. Drinks to be offered only on drive from conference to London.

	Carol and driver to return to conference to wait for guests. Advise client when you have returned in case they would like an earlier departure. Cell number: Hotel is approximately 45 minutes from the conference. Parking at conference. There is ample parking and a spot has been reserved for you # 123. There is no charge for parking.
5:00 p.m.	Guests scheduled to depart conference for London.
5:45 p.m.	Beverages to be served onboard. Estimated arrival time in London. Note to Carol: Call hotel to let them know you are en route so that they can ensure all is in place.

To be billed to client

Additional cost for beverages – .

TUESDAY

ADVANCE HOTEL

HOSPITALITY DESK/PRIVATE REGISTRATION

DELTA LONDON ARMOURIES

Daily Requirements	One House Phone/No Long Distance Access One Skirted Table (6 x 3) Three Chairs Two Flip Charts/Easel Markers. Two Colours. One Waste basket One Table Lamp (only if not in a well lit area) 11:00 a.m. Registration desk to be set up and to remain in place for 24 hours.
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Bill To Master Account

Flip Charts

House Phone

Balance of items provided by the hotel at no charge.

TUESDAY**HOTEL CHECK IN PROCEDURES DELTA LONDON ARMOURIES HOTEL**

Hotel Check-In is 3:00 p.m.. The participants will be arriving as a group. Guests will be arriving by motor coach. Carol will drop them off at 10:30 a.m. at conference and will proceed to the hotel with their luggage. Carol will also meet with the front desk manager to review procedure for private check-in. Carol will return to conference to pick up the group and return with them to the hotel.

- Motor coach drop off point will be in front of the hotel.
- Overnight parking for motor coach has been requested.

Overnight parking charges to be billed to the master account for motor coach.

A private, satellite check-in desk is to be set up beside hospitality desk. This is to be ready by 4:00 p.m.. Check-in to be manned by staff exclusively for client. **French-speaking staff requested. Guests are all from Quebec.**

Please ensure adequate staff scheduling has been provided for the private registration desk and the bell desk.

All check-ins are to be pre-registered and rooms to be pre-assigned.

No room rates are to appear on individual guest bills.

Express check-out forms to be included in each key packet.

Separate key packets are to be prepared for each guest, two keys per packet.

Key packets to be ready and waiting in alphabetical order prior to guests arrival at the satellite check-in desk.

Upgrades or room changes are not permitted unless authorized by J.A. Productions.

Four copies (both alpha and numeric) of clients rooming list will be required.

Scheduled welcome room gift deliveries to be in each guest room at least one hour prior to guest arrival.

MASTER ACCOUNT**Client**

1. Name All to Master
2. Name All to Master
3. Name All to Master

Judy Allen Productions

1. Carol All to Master

Balance of Guests

All guest room and taxes are to go to the master account. Participants are to give a credit card imprint to cover incidentals. Unless specified client will not be responsible for participants incidental accounts.

AUTHORIZED SIGNATURES FOR THE MASTER ACCOUNT**Client**

1. Name
2. Name
3. Name

Judy Allen Productions

1. Carol

ACCOUNTING

Carol to meet with hotel's accounting department on August 15th (approximately 10:30 p.m.) to review all individual room bills. This must be done prior to the folios being delivered to any guest rooms.

All bills to be posted to the master account must be signed off by J.A. Production staff. Carol will meet with accounting Wednesday, August 16 before guest departure (10:00 a.m.). Please have two copies of all bills and folios available.

ROOM BLOCK

Please see attached list.

FUNCTION SPACE

Gunnery Ballroom Breakfast August 16 Sit down Double-sided buffet 7:00 a.m. – 10:00 a.m.

TUESDAY**HOTEL ARRIVAL****Arrival Schedule:**

Guests will be transferred to the hotel by motor coach as a group.

Luggage will have been delivered to the hotel earlier in the day while guests were attending conference. All luggage to be waiting for guests in their rooms.

5:15 p.m. **Estimated arrival time 5:45 p.m.. Carol will contact the hotel when they are en route from the show so that staff will be ready.**
 Hotel staff (French-speaking requested) to be in place at the satellite check-in.
 Hotel staff members to take credit card imprints when guests arrive with the exception of those where all is to the master account.
 Participants will be arriving at the Dundas Street entrance.
 Hotel portorage is included in their stay.
Note to hotel: Some guests will have an understanding of English but I have been advised that there may be some who speak no English at all.

Bill to Master Account

Porterage \$0.00 + 0% taxes roundtrip
 Parking Motor coach. Reserved Parking

**TUESDAY
ROOM GIFT**

Welcome gift to be delivered to each guest room. Carol to receive from client prior to advancing the hotel along with a letter from the company to accompany gift. Gift to be waiting in each guest room.

Bill to Master Account

Delivery \$0.00 + 0% taxes roundtrip

**TUESDAY
LUGGAGE PULL/DEPARTURE NOTICES**

Departure notices will be given to the bellmen for delivery this evening while the guests are out for dinner.
 Bags to be left inside the room. Pick-up will be at 8:30 a.m. on the 16th. Motor coach to depart at 10:00 a.m.. Bell staff to advise if they will require more time for luggage pickup.

**TUESDAY
TRANSFER/RECEPTION AND DINNER AT THE SHOT**

6:30 p.m. Depart Hotel for The Shot Restaurant
 (The restaurant is no more than a five minute drive from the hotel)

Enter parking lot. There is a charge for parking. Carol to pay.

The back section of the restaurant and pool tables have been reserved exclusively for the group.

The pool tables as you enter the restaurant will be for the restaurant's other guests.

Guests seated in raised section of dining room. Please ensure that there is sufficient space between tables and seating.

Client would like to have all guests in pool area to see beginning of demonstration first. Drinks and snacks in will be served in this area. Guests will probably be hungry as they will only have had a light lunch at the show. Need separate area for J.A. Production staff to sit out of sight from the guests but close enough so that we can check on them from time to time. Could a small table be set up for Carol in the patio?

Requested waiters assigned to the group be exclusive to the group.

Pool expert will perform from 6:30 p.m. to 7:15 p.m. and he will stay and interact with the guests. Meals and beverages are included.

7:30 p.m.

Dinner to be served. Two beverages in addition to the beverages (2) served during the reception to be compliments of client. Additional beverages to be at guests own expense.

9:00 p.m.

Shuttle to begin.

9:30 p.m.

Last transfer complete.

WEDNESDAY

HOSPITALITY DESK HOTEL OUTSIDE GUNNERY BALLROOM

(PRIVATE BREAKFAST)

Daily Requirements

One House Phone/No Long Distance Access

One Skirted Table (6' x 3')

Three Chairs

Two Flip Charts/Easels

Markers. Two Colours.

One Waste Paper Basket

One Table Lamp (only if not in a well lit area)

6:00 a.m. the registration desk set up and to remain until 10:00 a.m.

Bill To Master Account

Flip Charts

House Phone

Balance of items provided at no charge from the hotel.

WEDNESDAY**PRIVATE GROUP BREAKFAST GUNNERY BALLROOM**

8:00 a.m. Carol to advance breakfast
Gunnery Ballroom to the right of main dining
room.
Round tables of ten but set for 8.
Double-sided buffet

8:30 a.m. All to be ready to go in case of early arrivals.

9:00 a.m. Breakfast

Buffet

Orange Juice, Grapefruit Juice, Apple Juice,
Cranberry Juice
Scrambled Eggs with Chives
Strip Bacon, Peameal Ham, Breakfast Sausage
Home-Fried Potatoes
Grilled Tomato
Fresh-Baked Danish Pastries, Bran and Fruit
Muffins, Butter Croissants
Mini Bagels with Cream Cheese
Fruit Preserves and Sweet Butter
Coffee, Assorted Teas, Decaffeinated Coffee.

**Ensure tear down does not start while guests are
still in the room.**

Bill to Master Account

Buffet \$00.00 + + + per person.

WEDNESDAY**TRANSFER TO CONFERENCE/FACTORY/AIRPORT/TORONTO**

8:30 a.m. Luggage transfer will begin. Porterage has been
prepaid.

9:15 a.m. All luggage to be down and in a secure area.

9:45 a.m. Motor coach to spot. Luggage to be loaded.

10:00 a.m. Motor coach to depart for conference. See
attached.

10:30 a.m. Estimated time of arrival at conference.
Motor coach Parking pre-reserved.

12:30 p.m. Lunch included at the conference.

1:30 p.m. Depart for factory.
1-519-000-0000

2:00	p.m.	Arrival factory
3:00	p.m.	Depart for airport. Recommend at least one hour for transfer due to traffic. Carol to reconfirm.
4:00	p.m.	Arrival at airport. Carol to handle portorage at airport. Those departing on the flight to disembark. Air Canada 1218 departs London 5:40 p.m. Air Canada 1218 arrives Toronto 6:18 p.m. Air Canada 194 departs Toronto 7:00 p.m. Air Canada 194 arrives Montreal 10:05 p.m. Carol departs with group. 3 head office staff plus 1 guest to continue to Toronto 1 client staff member to be dropped off at Yorkdale Shopping Centre. Motor coach drops off remaining guests at the Sheraton.

WEDNESDAY**OVERNIGHT HOTEL ACCOMMODATION FOR TRAIN PASSENGER**

Overnight accommodation has been blocked for Mr. *** for the night of the 16th. Club Room. Bill to master account.
Liane to meet motor coach at hotel and assist Mr. *** with check-in and head office with valet parking — making sure all costs are charged to the master account.

THURSDAY**TRANSFER FROM THE HOTEL TO THE TRAIN STATION**

A driver will meet for Mr. *** in the hotel lobby. He will have company sign.
Note: Liane please ensure that you advise him to be at the front doors at 9:00 a.m. for transfer to the station. Continental buffet included with his stay on club floor.
Driver's Number:
Train 56 departs Toronto 10:00 a.m. arrives Montreal 2:41 p.m.