

FINAL REPORT

2007 RMS SECTION MEETING

GUEST HOSPITALITY

GENERAL

We were extremely fortunate to have a beautiful location for the guest hospitality suite. It was located on the 10th floor with a wall of windows that looked at the mountain. The room was set up with a sitting area with several small couches and armchairs and a dining area that held 5 round tables seating 10 people each. I bought 6 different magazines and had 2 vases of fresh flowers in the room as well as a couple of bowls of mints. Because we were not serving food after breakfast, individual snack bags containing a bottle of water, fruit, cookie and chocolate and labeled with the guest's name were set out each morning (leftovers were given to the post-convention field trip). There were 81 guests pre-registered of which 53 claimed their gift, 4 guests registered on-site claimed their gift. Pre-planning was made for 85 guests. Breakfasts were planned for 100 since it's common for spouses to attend with guests. It's also common for convention attendees (no relationship to guests) to come for the "free" food – don't know how to put a stop to that unless a continental breakfast is served by the convention as part of the program price.

SUNDAY

The room was open from 2:30 - 4:30 pm so guests could check in and pick up their gift bag. The gift bag was a jute tote (\$3.75) that contained body cream (donated), a pen (donated by DOGM), a welcome letter from me (contained a daily schedule, weather forecast, transportation info) and spa information. There were no refreshments available during this time.

MONDAY

The room was open from 7:30 am – 5 pm with a light continental breakfast buffet served from 7:30 – 9 am. Any leftover pastries or fruit were put on trays that I brought and left out during the rest of the day. For the small price difference between the 2 breakfasts, I would recommend serving the bigger breakfast each day. FYI – there were an additional 26 non-guests at the breakfast (10 spouses and 16 convention attendees).

The Park City Luxury Home Tour was scheduled to leave at 8:30 am but due to transportation problems (no bus, remember to confirm a day or two before) left at 9:30 am. There were 20 attendees on this trip, 28 had originally signed up. The tour was a hit, we went through 4 homes and saw parts of Park City. We were dropped off on Main Street at 1:30 pm and lunch was on your own. Everyone broke off into smaller groups and ate and shopped with new friends. We were back at Snowbird about 4:45 pm to give everyone time to freshen up for Oktoberfest (started at 5:45 pm).

TUESDAY

The room was open from 8 am – 5 pm with a full breakfast buffet (meat, eggs, etc) served from 8 – 9:30 am. The food staff was nice enough to leave the coffee and hot water the whole day (it was not refreshed but stayed hot until lunch). FYI – there were an additional 20 non-guests at the breakfast (10 spouses and 10 convention attendees).

A jewelry vendor set up and started selling jewelry from 10:30 am – 2 pm. Everyone enjoyed the shopping, the vendor told me it was definitely worth her time to come. Nothing additional was planned so that the guests could enjoy the Tram to the Top Lunch.

Tina Blake
Guest Hospitality Chairman