INTERNATIONAL ASSOCIATION OF CONFERENCE CENTERS

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QUALITY ASSURANCE CHECKLIST

Name of Center: _____

Your Name : _____ Title: _____

General Instructions: *For any response of "no" or "needs explanation," please attach a separate sheet including (1) a description of the pertinent circumstances and (2) a proposed plan to remedy the situation. As noted below,* **IACC may allow** *members to vary slightly from absolute compliance with certain criteria.*

YES ☐   NO ☐

Membership Prospects only: *IACC grants* <u>Active Membership on a Provisional Basis</u> *to conference facilities that are under construction. Current members, skip to question 1a below.*

Is your facility under construction?

If yes, what is the expected date of opening? _____

If your facility is currently being built, please answer all questions below in light of what will be true when it opens.

Priority of Business

All respondents, answer both *questions 1a and 1b.*

1a. What is the net area for each of the following? (I'm using ☐ sq. feet / ☐ sq. metres.)

_____ Dedicated, single-purpose conference space.

_____ Multi-purpose meeting rooms.

_____ Total meeting space (add the two lines above).

By "dedicated, single-purpose conference space" we mean (a) space which has been designed to serve conferences (see Conference Room Design criteria below), and (b) space which is used primarily for conference business. In calculating multi-purpose space, include only meeting, banquet or other rooms for which the preceding definition does not apply; do not include pre-function space, common areas or hallways. If yours is an ancillary conference center, do <u>not</u> *include any meeting space outside the boundaries of the IACC-style facility.*

YES ☐   NO ☐   NEEDS EXPLANATION ☐

1b. Is at least 60% (based on net area) of the meeting space in the conference center dedicated, single-purpose conference space?

Sixty percent or more of all meeting space (including multi-function space, but excluding dining rooms) must be primarily used for conferences and rarely, if ever, turned over for other types of events. That said, **IACC may make allowance** *for as little as 51% dedicated conference space.*

Answer only one *of the following two questions. If the conference center is residential but not ancillary, answer question 2a. All non-residential and ancillary facilities (see definition on page 9), skip to question 2b.*

☐   ☐   ☐   2a. ***Residential centers only:*** Does at least 60% of total revenue from guest rooms, meeting space, food & beverage, conference technology (A/V) and conference services derive from conferences?

The percentage of conference-derived revenue is a measure of a facility's dedication to the conference center concept. In fact, IACC-member centers often exceed the conference revenue requirement. Nonetheless, **IACC may make allowance** *for as little as 51% total conference revenue.*

☐   ☐   ☐   2b. ***Non-residential and ancillary centers:*** Does the conference center generate a minimum of 70% of total sales *of the conference center* through conferences?

Because ancillary and non-residential facilities typically accommodate very little other business than meetings, these properties often approach 100% conference revenue. So, **IACC makes no allowance** *on this point for such facilities.*

All respondents, provide both *of the following sales percentages:*

2c. Conference business as percentage of total sales   _____%

2d. Package sales as a percentage of conference business   _____%

IACC recommends—but does not require—that centers package <u>all</u> *conference business. (See IACC's* <u>Recommended Guidelines</u> *on "extent of packaging.")*

All respondents, answer both *questions 3a and 3b.*

3a. Is the average group size 75 people or fewer? 3b. Current average group size _____

Average group size is an obvious point of differentiation between conference centers and convention facilities. In addition, IACC believes that specializing in smaller meetings leads to greater consistency and higher quality in the meeting product. Nonetheless, **IACC may make allowance** *for average group size up to 115 people.*

Answer only one *of the following two questions. If the conference center is non-residential, skip to question 4b. All others respond to question 4a.*

4a. Does the conference center offer and actively promote a package plan which includes conference rooms, guest rooms, three meals, continuous refreshment service, conference services and conference technology?

4b. ***Non-residential centers only:*** Does the conference center offer and actively promote a package plan which includes conference rooms, lunch, continuous refreshment service, conference services and conference technology?

The center must <u>offer and actively promote</u> *an all-inclusive package plan appropriate to its business model. As an example, some urban centers may exclude dinner from package plans they frequently sell and that is acceptable, assuming they have a standard plan that includes dinner. In fact, providing an assortment of packages is fine, so long as the primary meeting package is all-inclusive. By "offer" IACC means that details of the all-inclusive package must appear in writing, either in published* <u>and</u> *digital collateral or in sales correspondence—and preferably in all such materials.* **IACC makes no allowance** *on this point. By "actively promote" IACC means that all sales staff must propose the all-inclusive package "up front" when dealing with any potential meeting customer. To test compliance, IACC conducts regular "secret shopper" calls of all members and applicants.* **IACC may allow** *a facility to fail one, but not two such calls.*

Conference Room Design

5. Are dedicated conference rooms separated from living and leisure areas?

Although a center may have some meeting suites on guest room floors, the bulk of conference space should be elsewhere. In such a case, **IACC may allow** *as much as 10% of total meeting space to share hallways with living or leisure areas so long as none of that space is considered dedicated conference space.*

All respondents, answer all three *questions 6a, b and c.*

6a. Does the conference center have at least one dedicated main conference room that contains a minimum of 1,000 square feet (93m²)?

IACC calculates that at least one dedicated conference room of this size is necessary to accommodate the full range of potential meeting needs for a group of 25-30 conferees. However, **IACC may make allowance** *for main conference rooms as small as 900 square feet.*

6b. Can the main conference room accommodate flexible seating arrangements?

IACC recognizes that conference groups require variety in the arrangement of their learning environments. Therefore, the main conference room must have a flat floor and be of adequate size to permit space-consuming set-ups such as "pod-style" seating. **IACC makes no allowance** *on this point; we do not permit a tiered or raked amphitheater or any room with fixed seating to be considered the main dedicated conference room.*

6c. Does the conference center also have at least three other dedicated conference rooms with no moveable walls?

IACC calculates that the minimum "break-out" space required to accommodate a variety of groups is three dedicated rooms, plus the main conference room. Assuming that additional rooms would be smaller than the main room and adjacent to or near one another, IACC does not permit them to incorporate moveable walls. **IACC may allow** *centers to have a total of only three dedicated conference rooms so long as the largest of them has a flat floor and provides at least 1,000 square feet of meeting space while the other two have no moveable walls. As a rule of thumb for facilities with more than four conference rooms, IACC suggests that no more than 1 in every 4 rooms have moveable walls.*

Left margin column headers: YES   NO   NEEDS EXPLANATION (with checkboxes for questions 3a, 4a, 4b, 5, 6a, 6b, 6c)

7. Can conferees that have multi-day meetings safely store materials and equipment overnight in dedicated conference rooms?

   IACC makes no allowance on this point. The criterion does not imply that clients must be given unlimited access to conference facilities at all times. (For instance, day centers may close completely at night.) Rather, the intent is for the conference center to accommodate conferees who need to secure meeting materials in their assigned meeting room(s) because they will need them when they meet there again the following day. To that end, IACC recommends—but does not require—that centers install electronically auditable door locks on all meeting rooms. (See IACC's Recommended Guidelines on "security" and item #30 in Design for Great Technology.)

All respondents, answer all three questions 8a, b and c.

8a. Does the conference center have sufficient inventory so that no less than 60% of all meeting space can be set up using ergonomically designed chairs that meet *all* the following specifications?

   - Chairs have arms.
   - Chairs swivel and tilt synchronously.
   - Chairs allow height adjustment.
   - Chairs have a rounded or waterfall edge on the front of the seat pan.
   - Chairs have a minimum seat width of 18 inches (46cm).
   - Chairs have a minimum seat depth of 16 inches (40cm).
   - Chair seat height is adjustable across at least 3-inches (7.5cm) of the range from 15 to 21 inches (38-53cm) above the floor.
   - Seats and inside backs of chairs are fully upholstered or constructed of Pellicle® or like material.
   - Arms and outside backs of chairs are fully upholstered or constructed of ABS molded plastic or of Pellicle® or like material.
   - Chair bases have five-prong design with casters.

   *In order to comfortably accommodate the majority of conferees that may be on site at any one time, IACC requires that member conference centers be able to set up at least 60% of all meeting space with the specified chairs. **IACC may make allowance** for one or two points of the specifications, **but never** for the required quantity of chairs.*

8b. Brand of Chair _____ 8c. Model # _____

   IACC permits the use of any high-grade ergonomic chair that meets all requirements above. To calculate the minimum number of required chairs, divide 60% of the total square feet of meeting space by a factor of 45. Naturally IACC encourages members to have more chairs than the minimum required quantity. For further suggested specifications, see IACC's Recommended Guidelines.

All respondents, answer all three questions 9a, b and c.

9a. Does the conference center have sufficient inventory so that no less than 60% of all meeting space can be set up using tables that meet *all* the following specifications?

   - Tables are at least 24 inches (60cm) wide.
   - Tables have a non-reflective, hard writing surface with a high-pressure laminate or hardwood veneer finish.
   - Tables have sufficient length to allow at least 30 inches (76cm) of space per occupant.
   - Edges of tables are comprised of high-pressure laminate finish or decorative edge-banding material that is constructed of vinyl or wood products.
   - Tables have a reverse "T" style leg mechanism or its equivalent with offset legs that are permanently affixed or that fold, and that do not impinge upon the tables' occupants.
   - Draped, skirted banquet tables are *not* acceptable.

   *In order to comfortably accommodate the majority of conferees that may be on site at any one time, IACC requires that member conference centers be able to set up at least 60% of all meeting space with the specified tables. **IACC may make allowance** for one or two points of the specifications, **but never** for the required quantity of tables.*

9b. Brand of Table _____ 9c. Model # _____

   As with chairs, IACC permits the use of any high-grade meeting table that satisfies all the requirements above. To calculate the minimum number of required tables, divide 60% of the total square feet of meeting space by a factor of 90. Naturally IACC encourages members to have more tables than the minimum required quantity. IACC recommends—but does not require—the use of modesty panels, particularly on tables in the front row. (See IACC's Recommended Guidelines.) While the required quantity of tables must be criteria-compliant and should not usually be draped, facilities may employ draping and skirting for non-conference setups, or whenever specifically requested by a client.
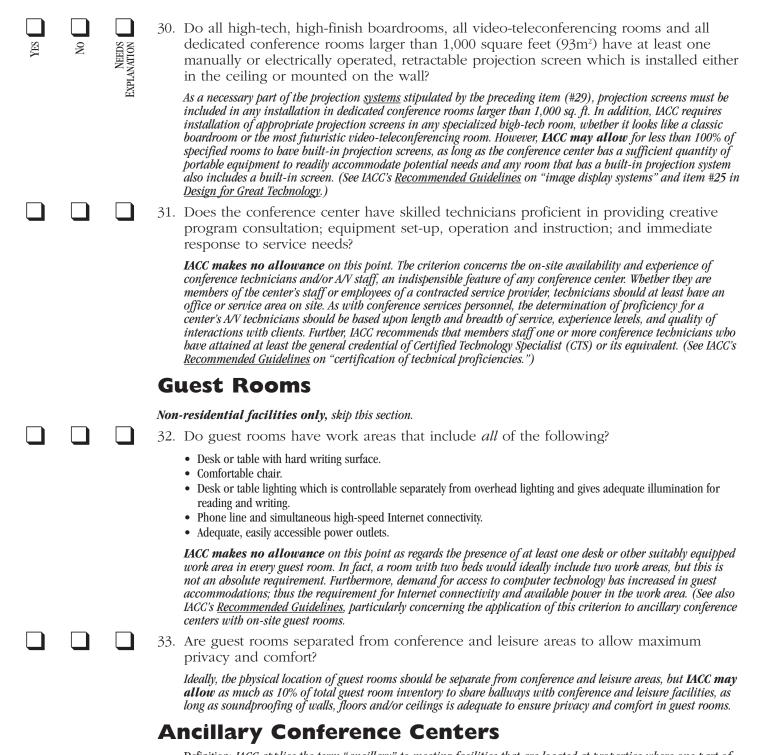
❏ ❏ ❏   10. For any meeting room that has windows, does the conference center have built-in manually or electrically operated curtains that substantially eliminate light from outside the room?

*Because access to daylight promotes psychological well-being in conferees, IACC encourages the incorporation of windows into meeting rooms. At the same time, since contemporary meetings often employ visual presentation technologies, IACC requires that rooms with windows include curtains or other devices that effectively eliminate light from outside the room. Depending on room size and accessibility of windows, it is acceptable to manually open and close curtains. However, in large rooms or those with clerestory windows (for example), a remotely controlled electronic system may prove most effective for operating curtains. **IACC makes no allowance** for whether blackout devices are present in meeting rooms with windows, but **may make some allowance** for how tightly they cover windows. (See IACC's <u>Recommended Guidelines</u> on "lighting controls" and item #21 in <u>Design for Great Technology</u>.)*

❏ ❏ ❏   11. Do all meeting rooms have lighting with in-room controls that produces maximum illumination levels between 500 and 700 lux or 50 and 70 foot candles at tabletop?

*IACC strongly encourages the use of compact fluorescent lighting devices, but the level of illumination—not the type of device—is the absolute requirement. In practice, the required level of light should permit ease of reading with neither considerable shadow nor glare on the page. In addition, IACC recommends that facilities provide conferees with ready access to lighting controls in all meeting rooms. (See IACC's <u>Recommended Guidelines</u> on "lighting controls" and items #22-24 in <u>Design for Great Technology</u>.) Although **IACC may make some allowance** for lighting levels below 50 foot candles, a light meter can physically measure the level, or the architect or interior designer can verify the level that an installed configuration was designed to produce. Even so, the best performance comes from the newest or cleanest fixtures with recently-installed bulbs. As dust collects, reflectors oxidize and bulbs age, illumination levels slowly diminish over time.*

❏ ❏ ❏   12. Do dedicated conference rooms larger than 1,000 square feet (93m²) have zoned lighting with controls that permit dimming across the spectrum from full-power to off?

*In dedicated conference rooms of 1,000 sq. ft. or more, it is frequently necessary to control lighting in one section of the room separately from other sections. For that reason, IACC requires that such rooms have at least two illumination zones which can be controlled independently. (See IACC's <u>Recommended Guidelines</u> on "lighting controls" and item #22 in <u>Design for Great Technology</u>.) **IACC makes no allowance** for whether or not fully-dimmable lighting systems are present in conference rooms of this size, but **may allow** less than 100% of such rooms to include zoned lighting.*

❏ ❏ ❏   13. Do all meeting rooms larger than 1,750 square feet (160m²) have fixtures that can illuminate a targeted area and can be controlled separately from other zones and/or task lighting?

*In meeting rooms of 1,750 sq. ft. or more, it is frequently necessary to feature a presenter, a lectern or a platform with focal lighting and/or to eliminate illumination cast on a visual presentation screen. In any of these scenarios, the most effective method for achieving additional or voided illumination in a specific sector of a room is to install separate lighting instruments that wash only that area and can be controlled independently from all other illumination in the room. In fact, IACC recommends—but does not require—meeting rooms larger than 600 sq. ft. to have either zoned or targeted lighting fixtures that can isolate and darken the area where an image display screen is installed. (See IACC's <u>Recommended Guidelines</u> on "lighting controls" and item #23 in <u>Design for Great Technology</u>.) **IACC makes no allowance** on this point.*

❏ ❏ ❏   14. Do dedicated conference rooms have individual climate controls?

*As with lighting, IACC encourages member facilities to provide conferees with ready access to climate controls in all meeting rooms. But, availability of individual climate controls—not their accessibility—is the absolute requirement. Therefore, IACC permits either in-room climate controls that provide conferees with limited adjustability or fully-external controls, as long as each meeting room can be controlled individually and conferees are informed about how to make that happen. In addition, **IACC may allow** climate controls to be "zoned" with one or two adjacent rooms in as much as 10% of the total dedicated conference space.*

❏ ❏ ❏   15. Do dedicated conference rooms have wall surfaces suitable for tacking or other display of flip chart-type sheets?

*Dedicated meeting rooms should all have at least two walls with surfaces that are suitable for tacking, taping or other display of flip-chart sheets. **IACC may allow** fewer walls to be tackable or permit the use of "post-it" style flip-chart pages, so long as the conference center makes some accommodation for posting and retaining in-room work of conference groups.*

16. Does the acoustical rating for sound transmission between dedicated conference rooms and all adjacent areas meet or exceed 50-60 NIC (Noise Isolation Class) for all fixed walls and 45-50 NIC for all operable walls?

*Noise Isolation Class (NIC) is a measure of the passage of sound through constructed walls. (See item #17B in IACC's <u>Design for Great Technology</u>.) The architect or acoustical engineer can verify that walls have been designed to satisfy this requirement, however field testing for NIC is expensive and virtually impracticable. Nonetheless, conferees should not typically be disturbed by sounds from hallways, other meeting rooms or outdoors; therefore, **IACC makes no allowance** on this point. In practice, this requirement means that only the loudest of sounds in one room would be audible in adjacent rooms, and even then, the sound would be muffled. Further, IACC recommends—but does not require—that all walls of any meeting space achieve a minimum NIC of 51. (See IACC's <u>Recommended Guidelines</u> on "acoustics.")*

All respondents, answer both questions 17a and 17b.

17a. Do ambient sound levels within dedicated conference rooms range from 25-35 NC (Background Noise Criteria)?

*Background Noise Criteria (NC) is a measure of environmental noise within a room. The architect or engineer can verify that space has been designed to satisfy this requirement, but noise-production can change over time depending on the age and maintenance of its potential source(s). Conferees should not be disturbed by noise from sources within the meeting room—such as those from lighting fixtures and/or the HVAC system, for instance. Therefore, **IACC may make some allowance** on this point, but only over a narrow range of decibels. To field test for this requirement, a properly calibrated sound meter should record in-room noise between 35 and 45 decibels (dBA) over the course of a typical hour when the room is otherwise vacant. In practice, the required ambient sound ought to be no more than a slight whisper in an otherwise silent environment. (See item #16 in IACC's <u>Design for Great Technology</u>.)*

17b. Does the Reverberation Time (RT) within dedicated conference rooms fall between 0.8 and 1.2 seconds at mid-frequencies?

*Reverberation Time (RT) is a measure of how "live" the sound is within a room—too live and the conferee cannot hear because of echoes; not live enough and speech gets swallowed up. The architect or engineer can verify that space has been designed to satisfy this requirement, but changes to the environment such as new carpeting or furnishings (or conferees' bodies) can alter RT. Nonetheless, conferees should not typically have trouble hearing the spoken voice within dedicated conference rooms, so **IACC makes no allowance** on this point. Like ambient sound, RT can be measured by technical instruments but requires more expertise and equipment than a decibel meter. In practice, the required RT should strike the average person listening to someone speak at the front of the room as sounding neither "tinny" nor "mushy," but warm and clear. (See item #17A in IACC's <u>Design for Great Technology</u>.)*

Respondents at centers with rooms exceeding 1,000 sq. ft. must answer question 18; *all others skip to 19a, b and c.*

18. Do all meeting rooms larger than 1,000 square feet (93m^2) have built-in voice reinforcement sound systems with at least one microphone input point in the floor, podium, table or wall at the head of the room and at least one set of in-room sound system controls?

*Just as IACC requires adequate sound-proofing to ensure that conferees are not regularly distracted, we also require sound amplification wherever it might be needed to make sure that a speaker is sufficiently audible. Thus, we stipulate that members install sound systems in conference rooms larger than 1,000 square feet and that any installed system includes at least one microphone input and a set of in-room controls to facilitate easy operation by conferees. That said, **IACC may allow** for less than 100% of specified meeting rooms to have built-in systems, as long as the conference center has a sufficient number of portable sound systems to readily accommodate potential needs. Nonetheless, IACC recommends that installed sound systems incorporate ceiling speaker arrays because that arrangement provides greater intelligibility for human voices. We further recommend that centers install such systems in smaller rooms, particularly those that are "high-tech." And we suggest that point-source speakers be added to any rooms where image display screens are installed. (See IACC's <u>Recommended Guidelines</u> on "sound systems" and item #18 in <u>Design for Great Technology</u>.)*

All respondents, answer all three questions 19a, b and c.

19a. Do dedicated conference rooms have at least one in-room telephone outlet and simultaneous Internet connectivity?

***IACC makes no allowance** on either of these points. In fact, given the ever-increasing use of computer technology in meeting rooms, IACC strongly encourages the availability of multiple communications lines and/or other means of connecting to the Internet (such as WiFi) in dedicated conference rooms. (See item #1 in IACC's <u>Design for Great Technology</u>.)*

19b. Do all meeting rooms larger than 600 square feet (55m²) have a minimum of two communications access plates for the connection of both telephone and Internet devices?

IACC makes no allowance on this point. Even in medium-sized meeting rooms, conferees frequently need ample recourse to data and telephonic media. Therefore, IACC requires multiple communications access points in the majority of meeting rooms. (See item #1B in IACC's Design for Great Technology.)

19c. Do dedicated conference rooms have multiple power outlets located throughout the room?

IACC assumes that all member conference centers comply with local building code for electrical wiring and required number of outlets per square feet within any given meeting room. However, we also recognize that some facilities in historic buildings are constrained in what modifications they can make. Nonetheless, given the ever-increasing use of technology in meetings, IACC encourages members to consider whether they can provide ample power as well as an adequate number of permanently-installed power outlets in all dedicated conference rooms. IACC makes no allowance on this point: Adequate power must be available to support meetings, and every member facility must have some means of supplying power where it is needed without adversely affecting the safety or comfort of conferees. (See IACC's Recommended Guidelines on "access to power and communication lines" and item #1A in Design for Great Technology.)

20. Is High-Speed Internet Access (HSIA) available within all meeting rooms?

IACC may allow as little as 50% of all meeting rooms to have high-speed access available, but we strongly recommend that conference centers provide high-speed connectivity throughout the facility, especially in the business center and guest rooms. However, we do not recommend that members offer only wireless connectivity in dedicated conference rooms because it continues to be too easily compromised to ensure secure business connections that many conference groups require. (See IACC's Recommended Guidelines on "cabling," "communication lines" and "connectivity," as well as item #10 in IACC's Design for Great Technology.)

21. Do dedicated conference rooms have unobstructed interior views?

Any meeting room with pillars or other structural features which obstruct sight lines should not be considered "dedicated conference space." However, IACC may make allowance for up to one dedicated conference room that includes such an obstruction.

Conference and Business Services

22. Does conference center staff include skilled conference planners who are thoroughly proficient in providing effective meeting room set-ups, menu and special event planning, conference technology (A/V) equipment and services, and other special needs of the client?

IACC makes no allowance on this point. The criterion concerns on-site availability and experience of conference planning staff, an indispensible feature of any conference center. A determination of planner proficiency should be based upon length and breadth of service, experience levels, and quality of interactions with clients. Further, IACC recommends that members employ one or more conference planners who have attained meetings-focused credentials such as the Certified Meeting Professional (CMP) or its equivalent. (See IACC's Recommended Guidelines.)

23. Is a designated conference planner assigned to each conference group?

IACC makes no allowance on this point. It is not required—or expected—that a conference planner serve only one group at a time. Yet, it is required that each and every group be designated at least one planner who will work with that group throughout the course of planning and conducting their meeting. In fact, IACC encourages members to assign not only one planner to every group, but to designate a back-up planner for each group, too.

All respondents, answer both questions 24a and 2b.

24a. Is there a staffed business services center or desk within the conference center?

In order to conveniently fulfill conferee needs for business services, IACC requires that such services be available through a central location within the conference center and not elsewhere in the facility. However, IACC may allow some variance from the terms of this criterion, as regards self-operated business services, precise location of the business center and availability of certain items or services elsewhere on site. For amplification of the term "staffed" and suggested hours of operation, see IACC's Recommended Guidelines.

24b. Does the business center offer at least the following products and services?

- • Basic office supplies (e.g., paper, paper clips, tacks, pens/pencils, tape, scissors, etc.)
- • Computer workstations with current office software applications.
- • Facsimile services, including message/fax notification and delivery system.
- • Paper shredder.
- • Word processing.
- • Photocopying.
- • Computer printing.
- • Laptop/notebook computer rental.
- • Digital media (blank diskettes and CD's).
- • Blank audio and video cassette tapes.
- • Nametag and tent card paper stock.
- • Shipping supplies and services, including postage metering and express shipping.

*Not every product must be stored in the business center itself, nor every listed service available there, as long as business center staff can procure product or provide services within a resonable length of time (typically, no more than 2 hours). This may be especially true for word processing services, laptop-notebook computer rental, recording media (including digital) and postage supplies/services. Furthermore, **IACC may allow** for up to two of these items/services not to be available at the property.*

Food & Beverage

*All respondents, **answer both** questions 25a and 25b.*

25a. Are dining and conference facilities separate from each other, with at least one dedicated conferee dining area available specifically for the convenience of conference groups?

*Although it does not have to be used <u>exclusively</u> for conference groups, every member center must provide at least one dining room (a cafeteria or other food service area may be acceptable) that can conveniently accommodate the full range of conferee dining needs while any group is on site. We strongly encourage every member center to provide a dedicated conferee dining room, yet **IACC may make allowance** concerning the extent to which assigned dining space is dedicated to conference groups, but **not** concerning the separation of dining and meeting facilities. (See next item.)*

25b. Is dedicated conferee dining always available in at least one consistent location outside of conference or meeting rooms?

*As indicated above, **IACC makes no allowance** on this point. While member centers are free to accommodate each conference group according to its specific needs, IACC knows that many groups prefer to eat and work in separate locations. Not only does such separation contribute to the distraction-free meeting environment, but regular breaks from work lead to more productive meetings. Therefore, IACC requires every conference center to set aside at least one particular food service space that is dedicated to and consistently used for conferee dining—and nothing else—whenever conference groups are on site. Under certain circumstances, **IACC may permit**, but strongly discourages, use of designated banquet space to meet this requirement.*

*Answer **only one** of the following two questions. If the conference center is non-residential, skip to question 26b. All others respond to question 26a.*

26a. Does the all-inclusive package plan include three meals per day?

26b. ***Non-residential centers only:*** Does the all-inclusive package plan include lunch?

*Any conference center that houses conference guests on site during multi-day meetings must accommodate group needs for three meals a day within an all-inclusive package. Only non-residential facilities are permitted to offer all-inclusive packages that provide just lunch for conferees. **IACC makes no allowance** on this point, but any center is also free to develop Day Meeting Packages (DMP) to serve the needs of one-day or partial-day conference groups, and such packages would not necessarily include meals other than lunch.*

*All respondents, **answer both** questions 26c and 26d.*

26c. Does the conference center provide dining facilities designed to accommodate conference groups on a flexible meeting schedule (at convenience of group), at least for breakfast and lunch?

*Conference centers typically provide conferee dining by means of buffet (or, to a much lesser extent, cafeteria) service, at least for breakfast and lunch. This permits the greatest flexibility for accommodating group dining in a compressed amount of time. Depending on group needs and local clientele, IACC permits conference centers to offer a la carte dining for dinner and/or on weekends. It is also acceptable for the center to have seated or banquet dining for any meal other than lunch—providing there is some flexibility in when service begins and ends in order to allow groups to dine when it is convenient for them. **IACC makes no allowance** on this point.*

❏ ❏ ❏ 26d. Does the conference center provide dining facilities designed to accommodate the capacity of the conference facility for lunch in no more than two seatings of one hour each?

*Because the lunch hour is often constrained by the needs of meeting groups, a al carte dining is discouraged at midday. To calculate required conferee dining capacity, first determine the maximum optimal capacity of the conference center. The number of seats in the dining room(s) must total at least 50% of that capacity. However, **IACC may make allowance** for dining capacities as small as 40% of the maximum capacity—particularly in a location where there is also a restaurant on site.*

__Please note:__ Maximum __optimal__ capacity is not the same as maximum capacity. A "maximum capacity" would be the highest number of people permitted to gather in a meeting facility of a given square footage (or metres); this number is often dictated by local or state ordinance. A "maximum optimal capacity" would usually be a smaller number at which a facility considers itself "full" but the quantity of guests do not impinge on service levels or strain available personnel, equipment or other resources.

❏ ❏ ❏ 27. Does the conference center provide continuous refreshment service outside of meeting rooms but within the conference center?

*Ideally, the conference center has built-in centralized refreshment break areas or "kiosks" where food and beverage are restocked throughout the day. **IACC may allow** facilities to dispense with formal "break stations"— whether fixed or portable—and employ some less permanent solution such as draped banquet tables situated outside meeting rooms. __Only__ at the client's explicit request, however, may centers provide refreshment service inside meeting rooms, but even then, food and beverage must be restocked at least once a day during each group's lunch break, and more often if possible without disturbing the meeting.*

Technology

__All respondents, answer both__ questions 28a and 28b.

❏ ❏ ❏ 28a. Are basic conference presentation technologies—namely, flip charts and microphones—included as part of the all-inclusive conference package?

❏ ❏ ❏ 28b. For at least the main meeting room of any conference group, does the all-inclusive conference package cover all requested presentation equipment, including digital projector and/or other device(s) for computer/video-image display?

*Whenever appropriate, conference packages must include (i) at least two flip charts per dedicated conference room, (ii) at least one microphone per meeting room larger than 1,000 sq. ft., and (iii) computer/video-image display equipment in at least any conference group's main meeting room. By "computer/video-image display equipment" IACC means projection equipment that supports both still and moving images, particularly those generated by computer. **IACC makes no allowance** on these points. As with the all-inclusive package (#4 above), in order to test compliance, IACC conducts regular "secret shopper" calls of all members and applicants to determine inclusion of these items in conference packages. **IACC may allow** a facility to fail one, but not two such calls. To satisfy this criterion some centers employ external A/V service contractors to supply presentation technology and that is acceptable, providing the vendor maintains an inventory of up-to-date and fully-serviceable equipment on site. IACC strongly recommends continuous evaluation and upgrade of conference technology and/or A/V equipment to keep up with changing client demands. Further, IACC encourages facilities to offer packages that include greater quantities and higher levels of technology and projection equipment, but that is not required. For further clarification, see IACC's __Recommended Guidelines__ on "image display systems," as well as items #18 and 26 in __Design for Great Technology__.*

❏ ❏ ❏ 29. Do dedicated conference rooms larger than 1,000 square feet (93m^2) have at least one built-in remote-input computer/video-image display system?

*IACC requires members to install computer/video-image display systems in dedicated conference rooms larger than 1,000 square feet and to provide in-room remote controls in order to facilitate easy operation by conferees/presenters. However, **IACC may allow** for less than 100% of specified rooms to have built-in systems, as long as the conference center has a sufficient number of remote controlled portable digital projection equipment to readily accommodate potential needs. (See IACC's __Recommended Guidelines__ on "image display systems" and item #26 in __Design for Great Technology__.)*

☐ ☐ ☐ 30. Do all high-tech, high-finish boardrooms, all video-teleconferencing rooms and all dedicated conference rooms larger than 1,000 square feet (93m²) have at least one manually or electrically operated, retractable projection screen which is installed either in the ceiling or mounted on the wall?

*As a necessary part of the projection systems stipulated by the preceding item (#29), projection screens must be included in any installation in dedicated conference rooms larger than 1,000 sq. ft. In addition, IACC requires installation of appropriate projection screens in any specialized high-tech room, whether it looks like a classic boardroom or the most futuristic video-teleconferencing room. However, **IACC may allow** for less than 100% of specified rooms to have built-in projection screens, as long as the conference center has a sufficient quantity of portable equipment to readily accommodate potential needs and any room that has a built-in projection system also includes a built-in screen. (See IACC's Recommended Guidelines on "image display systems" and item #25 in Design for Great Technology.)*

☐ ☐ ☐ 31. Does the conference center have skilled technicians proficient in providing creative program consultation; equipment set-up, operation and instruction; and immediate response to service needs?

***IACC makes no allowance** on this point. The criterion concerns the on-site availability and experience of conference technicians and/or A/V staff, an indispensible feature of any conference center. Whether they are members of the center's staff or employees of a contracted service provider, technicians should at least have an office or service area on site. As with conference services personnel, the determination of proficiency for a center's A/V technicians should be based upon length and breadth of service, experience levels, and quality of interactions with clients. Further, IACC recommends that members staff one or more conference technicians who have attained at least the general credential of Certified Technology Specialist (CTS) or its equivalent. (See IACC's Recommended Guidelines on "certification of technical proficiencies.")*

Guest Rooms

Non-residential facilities only, *skip this section.*

☐ ☐ ☐ 32. Do guest rooms have work areas that include *all* of the following?

- Desk or table with hard writing surface.
- Comfortable chair.
- Desk or table lighting which is controllable separately from overhead lighting and gives adequate illumination for reading and writing.
- Phone line and simultaneous high-speed Internet connectivity.
- Adequate, easily accessible power outlets.

***IACC makes no allowance** on this point as regards the presence of at least one desk or other suitably equipped work area in every guest room. In fact, a room with two beds would ideally include two work areas, but this is not an absolute requirement. Furthermore, demand for access to computer technology has increased in guest accommodations; thus the requirement for Internet connectivity and available power in the work area. (See also IACC's Recommended Guidelines, particularly concerning the application of this criterion to ancillary conference centers with on-site guest rooms.*

☐ ☐ ☐ 33. Are guest rooms separated from conference and leisure areas to allow maximum privacy and comfort?

*Ideally, the physical location of guest rooms should be separate from conference and leisure areas, but **IACC may allow** as much as 10% of total guest room inventory to share hallways with conference and leisure facilities, as long as soundproofing of walls, floors and/or ceilings is adequate to ensure privacy and comfort in guest rooms.*

Ancillary Conference Centers

Definition: IACC applies the term "ancillary" to meeting facilities that are located at properties where one part of the venue is a readily identifiable conference center which can qualify for IACC membership. Such a conference center may occupy one (or more) floor(s), a wing, or some other clearly distinct portion of a resort, convention hotel, exhibition and/or convention hall/center, or other hospitality venue. Currently, IACC does not evaluate guest rooms or any meeting space outside of the designated conference center, yet we recommend that all guest rooms at a property which includes an ancillary conference center be fully compliant with our guest room criteria. (See IACC's Recommended Guidelines on "guest rooms at ancillary facilities.") Naturally, every meeting room within the designated conference center must meet all other standards above. In addition, IACC requires all member ancillary conference centers to comply with the requirements on the following page.

Ancillary facilities only; answer all below; all others skip to <u>Warranty of Compliance</u> at bottom of page.

☐ ☐ ☐   34. Does the ancillary conference center's name readily identify and clearly differentiate it from the remainder of the complex (e.g., the Executive Meeting Center at the Raintree Hotel, *not* the Raintree Hotel and Conference Center)?

IACC makes no allowance on this point. The intention is to reduce potential marketplace confusion about the conference center product affiliated with IACC membership. Such clear delineation is beneficial for all IACC members. To the same end, IACC also restricts the use of its name and logo by ancillary facilities. (Contact the IACC office to obtain a copy of the relevant policy statement.)

☐ ☐ ☐   35. Does each public entrance have signage that displays the distinct name of the ancillary conference center?

For the same reason as above, IACC makes no allowance on this point. However, IACC believes that—like non-residential or day centers—ancillary facilities probably serve a greater number of one-day meetings, and conferees at such events must be able to find their way quickly and conveniently through the facility to their assigned meeting rooms.

☐ ☐ ☐   36. Does the ancillary conference center have at least one public entrance with a door that clearly separates it from the remainder of the facility?

For the same reason as above, IACC makes no allowance on this point. The clause "that clearly separates it from the remainder of the facility" implies that such a doorway must be an interior feature of the facility. Clearly marked external entrances to the conference center are encouraged, but this criterion addresses the separation of the ancillary conference center from the remainder of the building that houses it.

☐ ☐ ☐   37. Is there a conferee reception area or lobby within the ancillary conference center?

Because conference groups often need gathering space outside of meeting rooms, IACC requires the ancillary conference center to provide such space specifically for the use of conferees; therefore, such space must be located within the conference center itself. However, IACC may make allowance for a conferee lobby or reception area that is adjacent to or very near an entrance to the conference center.

☐ ☐ ☐   38. Is there at least one set of public restrooms within the ancillary conference center?

IACC requires that the basic need for restroom facilities must be accommodated within the conference center itself. However, IACC may make allowance for conferee restrooms that are adjacent to or very near an entrance to the conference center.

☐ ☐ ☐   39. Does the property have at least one conference planner who is dedicated exclusively to the ancillary conference center?

Because the property that has an ancillary conference center must provide dedicated personnel resources as well as an optimal meeting environment within the conference center, IACC makes no allowance on this point. Ideally, the complex should include a full conference planning and services department housed in the conference center, although this is not an absolute requirement. At a minimum, IACC requires every ancillary conference center to have at least one competent planner whose <u>sole responsibility</u> is to serve the conference center.

Warranty of Compliance

Name of Facility _____

Print your name: _____Title: _____

I understand that the mission and integrity of the International Association of Conference Centers depends upon every member conscientiously upholding the Universal Criteria (which serve as the basis for this checklist). In my determination—with the exception of any attached explanation of particular circumstances—the conference center named above satisfies the criteria and is committed to uphold them throughout the duration of its membership.

Signature: _____ Date Completed: _____