

1. What can we expect from you in terms of your communications practices?

Some service suppliers do not answer emails in a timely way, do not check in on a regular basis, are evasive, defensive and/or territorial about the work they do; they may not provide progress updates, or share details about unfolding developments. Sometimes they are just plain AWOL.

D. R. Dunlop & Associates, Inc. prides itself on its stakeholder communications practices, including regular logistics consultations, updates and reporting. We like to think of ourselves as an extension of your own staff, fully engaged and committed members of your event project team.

As we go forward we regularly communicate with the client lead and other client staff and stakeholders with whom we may be working on different aspects of the project. For large events that are organized over time and which involve a lot of logistics, stakeholder, participant and service supplier coordination, we encourage standing team meetings with the client monthly, bi-weekly and, as we approach the event date, weekly. If required we will provide scheduled email progress updates. Since we are usually in regular weekly and often daily contact with our clients anyway, formal updates are not really necessary.

We also maintain a constantly updated Working Logistics Program, which is sharable and available at any time. This comprehensive and constantly evolving project script serves as a living blueprint, a detailed programming, logistics and contacts inventory underpinning and supporting all planning and preparation.

2. How accessible and available can we expect you to be, and how flexible are you timewise?

Flexible working hours and all-hands-on-deck when required are an accepted fact of life for an event and meeting planning professional. Pressing issues may require immediate or on-going attention after the office has closed for the day, unfolding developments may require work into the night or, for any number of reasons, we may not be able to meet during normal working hours. Accessibility and flexibility, especially in the in the final run up to and during an event, is a cornerstone of good communications and critical to a successful outcome. This is not to say that we are generally available outside normal working hours, but when circumstances warrant it we are fully engaged.

3. Why should we include you in our planning loop and pay you to attend meetings?

4. How do we know you can do the job you say you can do?

5. Our organization has a conference manager/coordinator. In what circumstances might we need additional and or specialized support?

6. Logo Design—What to expect.

Sometimes a logo just comes together. If this happens on your project—congratulations—this was your lucky day. Mostly, they do not. A logo can take weeks and sometime months to develop.