

Hospitality Framework & Evaluation

This form was filled out after the meet using information from original plan submitted to HostGreatMeets.com. The original hospitality plan is also available on HostGreatMeets.com.

Hospitality Director & Contact Infoⁱ: Lorinne (Contact via HostGreatMeets.com)

Meet Director & Contact Infoⁱⁱ: (Not available to post online)

Meet Date: February 2016	Meet Name: Utah Senior State Championships	Meet Location: St. George (Washington) Utah
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Meet Formatⁱⁱⁱ:	Mon:	Tue:	Wed:	Thu: 1 session (distance)	Fri: 2 sessions (P/F)	Sat: 2 sessions (P/F)	Sun:
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Meal & Snack Plan^{iv}:	Mon:	Tue:	Wed:	Thu: LD	Fri: LB L & LL S, D & LD	Sat: Same as Fri	Sun:
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Use **Hospitality Head Count & Identifier Worksheet** (available at HostGreatMeets.com) to calculate:
Who receives hospitality & where^v? How will people receiving hospitality be identified by the hospitality workers^{vi}?
 Also consider: **When, where and by whom will meet hospitality workers be trained?^{vii}**

How many will be receiving Hospitality each session?^{viii}:	Mon:	Tue:	Wed:	Thu: 44	Fri: LB: 94 L: 72; LL:23 S:93;D:70;LD:23	Sat: Same as Fri	Sun:
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Budget Amount^{ix}: \$3500	Purchasing & Reimbursement Instructions: Hospitality Director purchases all food, drink & supplies then submit receipts for reimbursement
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Facility Contact^x: Name: (Not available to post online)	Contact Info: (Not available to post online)
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Facility Notes^{xi}: May access facility 4 hours prior to meet start to unload & set-up. Need to contact aquatics director to set-up early morning access prior to the start of warm-ups. There is access to some space in the kitchen refrigerator. The kitchen can also be used for some food prep. However, schedule times with aquatics director because classes are held in adjacent rooms and 1 class is held in the kitchen. Coordinate scheduling of deliveries with aquatics director. Questions about the facility should be directed to the facility aquatics director.

Vendor Notes^{xii}: Grandma Tobler's will reduce costs if we buy more. (For example: muffins (breakfast) & sandwiches (lunch)) The meet referee has requested Hawaiian food on Saturday night. (Officials will be wearing Hawaiian shirts) The ref is local and will make arrangements for the Hawaiian food—ordering, purchasing & delivery. Hospitality Director needs to work out budget for that meal with the meet ref. (i.e. It comes out of the total Hospitality budget (\$3500) listed above.) Hospitality director opted to focus on using local vendors instead of chains.

Misc. Notes^{xiii}: Because of budget considerations and the fact that many positions were filled by two people during the session (1 first half & a different person 2nd half) it was decided to serve some positions a light meal rather than the regular meal served to coaches, officials and other designated full-time positions.



EVALUATION: Overall Impression (Circle one): <div style="display: inline-block; text-align: center; margin: 0 10px;"> </div>	Actual Total Cost: \$3700					
<p>What Worked Well? 1) LOVED Great Harvest “small roll” type of sandwich. Reasons: Flavor variety, Flexible serving size (hungry people can take 2 or 3, less hungry can get 1—this saves money), Convenient to eat on deck, healthy. 2) Purchased cookies in bulk from Great Harvest, wrapping ½ cookie in plastic wrap gave us a better quality cookie for less money. We served veggies & fruit – people liked it and felt they were being taken care of. I liked wrapping food—buying in bulk, bringing to the pool & then wrapping. 3) Glad I did real juice. (Water, juice, pop) 4) Chose to buy local instead of chain. Had unique and quality food. 5) Had lunch delivered at 11 am. This was not too early. People were hungry by that time.</p>						
<p>What Didn’t Work Well? 1) Serving a meal for some and a “light” or snack meal for others. Recommend same meal for all. Tried to save money by using paper plates—wish we would have used styrofoam “clamshell” type containers more because it keeps food safer—less mess, more contained if not eaten right away. Saturday night: Had a lot of food thrown or given away—a lot of waste. We served a full meal, the meet ended at 7:30 or 8 pm. Some people left for home, others went out to dinner with their teams. In the future, I would based the count using a 75% factor. (Instead of purchasing 90 wraps, I’d get 60 ish.) More ½ wraps eaten than fulls. People ate A LOT less at the Saturday evening meal than any other meal. Saturday night is “we’re clearing out. We’re closing up, we’re done.” (Unless there’s a swimmer social afterwards.)</p>						
Explanation of Anything Unusual or Unexpected: (Not applicable)						
<p>Notes for Next Time: 1) Don’t do two separate meals at mealtime (one for coaches, officials and some positions) and a “light” meal or snack meal for other positions—just do the same meal for all. 2) Bring something to carry water bottles out on deck—like a bucket with a handle or something like that. 3) Use wristbands to identify people who should be receiving hospitality. This worked really well. 4) Know where to find people who should be receiving hospitality. (Some were located away from the main meet area watching a play area pool—keeping people out. They were missed when workers delivered on deck sometimes. 5) Standardize the training for new volunteers each session. (Use a list, or get the same person to train each session.)</p>						
How Many People Were Actually Fed: About the same as pre-meet estimates (see page 1)						
Mon:	Tue:	Wed:	Thu:	Fri:	Sat:	Sun:
Cost Per Person Per Meal: Not available						
Mon:	Tue:	Wed:	Thu:	Fri:	Sat:	Sun:
Misc. Notes: None						

ⁱ HOSPITALITY DIRECTOR/CONTACT: Name & contact information of person in charge of meet hospitality

ⁱⁱ MEET DIRECTOR/CONTACT: Name & contact information of meet director

ⁱⁱⁱ MEET FORMAT: How many sessions? What time do sessions begin? How long are sessions? More than 1 session per day?

^{iv} MEAL/SNACK PLAN: How many & what type of meal(s) or snack(s) should be provided during which sessions? (This is not the menu plan. Just list: B=Breakfast, L=Lunch, D=Dinner, S=Snack. An “L” could be added if the meal can be a “light” meal.)

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- ^v WHO RECEIVES/WHERE? Use the *Hospitality Head Count Worksheet* to establish with the meet director who will receive hospitality. Add or subtract positions as needed. The answer greatly affects both planning and the budget. WHERE is asked because some receiving hospitality (like officials and some coaches) may prefer to eat in the break area. Others (like timers, meet admin workers and some coaches) may only be able to eat on deck. (Where the food is eaten may alter what is served.)
- ^{vi} ID THOSE WHO SHOULD RECEIVE HOSPITALITY: The hospitality plan and budget will not work if food is served to more than was planned. If not everyone will be receiving hospitality, workers need to be able to identify who should get it at the meet. Common ways include: wristband, deck credentials, punch card, etc. Also consider when the “identifier” will be distributed. Many meets have a check-in for coaches, officials and meet workers when it could be distributed. (“Identifiers” may not be needed at every meet.)
- ^{vii} TRAINING WORKERS: Note when/where and by whom hospitality workers will be trained. If workers change by session, note training by session. Also note on what they should trained, including “identifiers,” if used.
- ^{viii} HOW MANY EACH SESSION: Transfer the session total numbers tabulated on *Hospitality Head Count Worksheet*
- ^{ix} BUDGET: Is this a “total cost” number or a per person number? How strict? Can it increase if the number being served increases?
- ^x FACILITY CONTACT: Name and contact information for the facility contact person (if someone other than meet director)
- ^{xi} FACILITY NOTES: Is hospitality area located on deck or off, where? If off, will there be a way for workers to watch the meet? What type of facilities are available: Water? Sink? Tables or counters? Refrigeration? Easy access to outside? Any information for deliveries? (When, where, how to get food into venue, etc.) Any preferred parking for hospitality? (Sometimes need to make mid-session runs and return with items to haul inside.)
- ^{xii} VENDOR NOTES: Any recommended vendors or ones to stay away from? Can vendors put a coupon into meet program if they discount or donate hospitality food? Can digital clip-art be collected from vendors making donations? Any limitations or guidelines? (For example: size of clipart or # of times published based on amount of donation? NOTE: Clipart can be shared via: meet program, video scoreboard, 8 ½ x 11 printout posted at meet, etc.) Can donors post banners at the meet? etc.
- ^{xiii} MISC NOTES: For example: Meet referee requested no food delivery during 50’s, etc.