



Objektum Venues QUALITY OF SERVICE STANDARDS

We at Objektum Venues believe in the highest of standards and quality to create a training event which will provide you with return on investment as the delegates are focused on the training in hand. In order for a training venue to be considered for use by Objektum Venues it must, at a minimum, meet the criteria stated below and carry out the following processes:

Venue Facilities

- Reception area with concierge service and newspapers
- Atmosphere conducive to learning
- Internet connection for lecturer and delegates
- Clear signage at entrance of the venue and outside the training room
- Venue is easily accessible by public transport and/or road
- Choice of catering options to be served outside of the training room
- Refreshments to be served in a break-out area
- Refreshments always to be served in fresh cups/ glassware
- Clean and well-maintained toilet facilities

Venue Services

- Well-trained staff on-site offering high level of service
- A dedicated Training Host is assigned and is aware of all needs and proceedings prior to the event
- The Training Host is the point of contact for the delegates and lecturer at the venue and is available throughout the duration of the training course for any queries and to solve any problems
- Training Host meets and greets lecturer and delegates each morning
- All messages and faxes received will be delivered to the training room within 20 minutes of receipt

Training Room

- The Training Room will be set up in the format requested at least 1 hour prior to the arrival of the lecturer
- Well-maintained Training Room with facilities which include:
 - Adequate Lecturer and Delegate work space
 - Comfortable Seating
 - Excellent Lighting
 - Natural Daylight
 - Black-out Option
 - Climate Control
 - First-Class AV Equipment
 - Flipchart and Pens
 - Whiteboard and Pens
 - Clock clearly visible to Lecturer and Delegates
 - Drinking Water for Delegates and Lecturer
 - Stationary Pack
 - Coat Rack

Premium Quality of Service

For more executive touches to your event we can source and organise venues with the Premium Quality of Service which would offer the following extras on top of the regular service:

Venue Facilities

- Wi-fi connection
- Reception with refreshments on arrival and newspapers
- Breakfast on arrival for the delegates
- Syndicate room
- If it is a residential training course, leisure facilities are available for the delegates at the accommodation site

Training Room

- Superior, comfortable seating
- Snacks and Fruit bowl
- Assortment of chilled drinks available