



Lao People's Democratic Republic

**Ministry of Information, Culture and Tourism
Institute of Mass Media Culture and Tourism**

**Self-assessment
ASEAN MICE Venue Standard
Category: Meeting Room**



APPLICANT CONTACT DETAILS

Name of Organisation, City or Business:	Contact Person:
Province:	Title / Position:
District:	Mobile:
Village:	Email:
Physical Address:	

AUTHORISATION:

We certify that all information filled in this application is reliable and true, we also have followed all the procedures and Self - Assessment Guidelines for Lao Tourism Standards.

Authorised Signature on behalf of the Applicant:

Name: _____

Date: _____

Title: _____

Signature: _____

ASEAN MICE Venue Standard
Category: Meeting Room
Self-Evaluation Checklist

1	Physical Setting (P)	Yes	No
	P01 The condition of meeting room and the pre- functional area - Clean & well-organized and functional, and appropriately decorated		
	P02 Space for exhibitions in the pre-functional area of the meeting room (This space should be located not more than 20 meters from the meeting room) - There is a space relative to the size of the meeting room for exhibitions with electrical source, and appropriate decorations.		
	P03 Walls and/or partitions of the meeting room - Walls and/or partitions are appropriate. This includes the structure, the soundproof features and the decoration		
	P04 Tables - Clean, Sufficient, Functional and Adaptable with variety of settings		
	P05 Chairs - Clean, Sufficient, Functional and Adaptable with variety of settings		
	P06 Stationery & materials available for the meeting participants <ul style="list-style-type: none"> • Flip chart paper • Flip chart stand • Notepad/ Writing Paper • Pen/Pencil • Marker • Pointer • Clicker 		
	P07 Facilities & furniture of the meeting room <ul style="list-style-type: none"> • An adjustable & firm stage • An area for a backdrop • Podium • Sofa for speakers/meeting chairperson • Speaker's table/podium flower decoration • Registration table • Registration pads 		
	P08 Cleanliness of meeting room <ul style="list-style-type: none"> • Meeting room is well-kept. Free of dust and smell. • Meeting equipment and all amenities are well- kept. Free of dust or stain. • There is a concrete policy in cleaning and monitoring process. 		

	<ul style="list-style-type: none"> • There is an adequate number of cleaner staff during the event. 		
	<p>P09 Reception, registration & waiting areas (This space should be located not more than 20 meters from the meeting room)</p> <p>- Clean & well-organized and functional, and appropriately decorated of reception, registration, and waiting areas. There is a consistent usage of stationery, table clothes (if any) as well as tables and chairs with the meeting room.</p>		
	<p>P10 Breakout rooms</p> <p>- Clean & well-organized and functional, and appropriately decorated</p>		
	<p>P11 Capacity to accommodate of the breakout rooms</p> <p>- 70% of the total capacity of a meeting room</p>		
	<p>P12 VIP & special purpose reception room, dressing rooms, and cloakrooms</p> <p>- The space can be set up and separated from the meeting room, with appropriate facilities</p>		
	<p>P13 Security arrangement for VIPs</p> <p>- There is a possible VIP security arrangement in terms of both physical setting <i>and</i> staff. There is a concrete policy and documents for this purpose</p>		
	<p>P14 Space for conference organizers/for secretariat room (This space should be located not more than 300 meters from the meeting venue)</p> <p>- There is a space with electrical source, furnishing and air-conditioning</p>		
	<p>P15 Media centers</p> <p>- The space can be set up, dedicated for a meeting event, with sufficient and good condition of facilities. A list of suppliers to rent or lease facilities is also available upon request.</p>		
	<p>P16 Support for meeting participants with disabilities</p> <p>There are sufficient facilities supporting meeting participants with disabilities. There are staff who are trained to provide services to disabled meeting participants.</p>		
	<p>P17 Prayer rooms</p> <p>- There is a permanent space or a space that can be set up, separated for males/females with appropriate facilities</p> <p>2 The space can be set up, separated for males/females with some facilities</p>		
	<p>P18 The dining area</p> <p>- Sufficient, Clean, Well- organized and functional of shared dining area, adaptable with variety of settings</p>		
	<p>P19 Signage</p> <p>- Sufficient, visible, permanent, and well-kept signs are displaying necessary information such as separated meeting rooms, restrooms, and dining rooms in appropriate languages</p>		

	<p>P20 Emergency exit sign - Sufficient, visible, and permanent exit signs are installed</p>		
	<p>P21 Restrooms amenities & facilities ASEAN Public Restroom for Tourism Standards 3.2 Amenities & Facilities 3.2.1 Appropriate space for each unit. 3.2.2 Provision of adequate facilities for disabled and elderly. 3.2.3 Provision of adequate units/cubicles for ladies and men. 3.2.4 Sufficient amenities provisions such as tissue, soap, etc.</p>		
	<p>P22 Restrooms cleanliness ASEAN Public Restroom for Tourism Standards 3.3 Cleanliness 3.3.1 Adequate air circulation and ventilation system 3.3.2 Good smell and no dirty slough 3.3.3 Clean and adequate water 3.3.4 Floor should be kept clean and dry 3.3.5 Practice sanitation and hygiene principles 3.3.6 Trained personnel on facility maintenance and cleanliness keeping 3.3.7 Customers' suggestion box 3.3.8 Regular maintenance of the toilet premises</p>		
	<p>P23 Smoking zone - There is a smoking room, complies with relevant laws. The area is functional</p>		
	<p>P24 Parking accessibility: Drop Off & Collection Point - There is a drop-off and collection point, with cover and/or service staff, and there is a valet parking service if needed</p>		
	<p>P25 Parking sufficiency - Sufficient parking space within the hotel premise</p>		
	<p>P26 Coaches drop off & collection point - There is a drop-off and collection point for coaches, with cover and service staff</p>		
	<p>P27 Fire protection & evacuation process - There is a fire protection system, evacuation process, and staff training complying to relevant local law</p>		
	<p>P28 Safety & security system Sufficient amount of security guards in the public area such as parking areas, main entrance</p> <ul style="list-style-type: none"> • Sufficient amount of CCTV or other security devices in public area • There is concrete evidence of safety and security training for staff in handling natural disaster & manmade threat 		

	<ul style="list-style-type: none"> • There is a concrete policy on safety and security in case of the natural disaster & manmade threat • Staff are trained on safety and security issues. 		
	<p>P29 First aid room and nursing staff</p> <p>- There is a full-time or temporary nurse/ qualified staff available during the event, with a first aid room</p>		
	<p>P30 Water reserve system</p> <p>- There is a water reserve system that can provide clean water for at least 48 hours in the event of water shortages.</p>		
	<p>P31 Space for loading/unloading conference equipment</p> <ul style="list-style-type: none"> • Functionality of space • Sufficient amount of usable trolleys • Elevator • Service staff 		
	<p>P32 Meeting room setup period for organizer</p> <p>- There is a meeting room set-up policy and organizers are allowed to access a meeting room for a set-up purpose of more than 8 hours before the event. Free of Charges and there are staff available to assist.</p>		
	Technology (T)		
	<p>T01 Lighting system of the meeting room</p> <ul style="list-style-type: none"> • Lighting for stages and seating areas can be operated separately • Brightness of the room can be fully controlled • Spot lights button facilities are available • A majority of light bulbs are energy saving 		
	<p>T02 Sound system</p> <ul style="list-style-type: none"> • Sufficient number of wireless microphones • Variety of types of microphones (i.e. fixed lines, wireless, clipper) • Sound system is functional and appropriate for the size of the meeting room • Sound system is applicable for different needs of equipment (i.e. computer, IPAD) and events • There is a list of suppliers in case needed 		
	<p>T03 Visual system</p> <ul style="list-style-type: none"> • Projectors (free of charge or charges apply) are in good quality • Screen size is appropriate for the number of meeting participants • Visual system is applicable for different needs of equipment (i.e. computer, IPAD) and events • There is a list of suppliers in case needed 		
	<p>T04 Visual and sound system control & operation</p> <ul style="list-style-type: none"> • A full-time or qualified temporary staff available during the event 		

	<ul style="list-style-type: none"> • There is a dashboard to be used to control the visual system • There is a dashboard to be used to control the sound system 		
	<p>T05 Electrical outlets</p> <ul style="list-style-type: none"> • Electrical outlets are appropriate to the number of meeting participants • There is an ease for an access to the electrical outlets by the majority of the meeting participants • There are universal plugs available for rent/loan (free of charges or charges apply) 		
	<p>T06 Emergency power system</p> <ul style="list-style-type: none"> • Emergency lights • Emergency power system for the usage of at least 6-8 hours • The emergency power is comply with the government regulations 		
	<p>T07 Air-conditioning/ temperature control system</p> <p>- There is a functional air- conditioning/ temperature control system in the meeting room and the pre- functional area.</p>		
	<p>T08 Maintenance of air-conditioning and power/power emergency system</p> <p>- There is an evidence of a maintenance and there is an emergency plan & procedures. There are certified staff on premise for all discrepancies and emergencies.</p>		
	<p>T09 Communication & Document Service</p> <ul style="list-style-type: none"> • There is a photocopy service • There is a document scan service • There is a fax service • There are facilities provided for the internet/Wifi purposes 		
	<p>T10 Interpretation services</p> <p>- Staff has a good experience and is able to coordinate and fully support the interpretation services</p>		
	Service (S)		
	<p>S01 Advanced- booking service</p> <ul style="list-style-type: none"> • There is an on-line comprehensive information on the types and floorplan of meeting rooms • There is an on-line comprehensive information on the availability of meeting rooms • There is a salesperson in handling client's queries • The salesperson is knowledgeable and is able to provide advice on floor plan and meeting packages suitable for the client's needs • There are variety of payment methods 		
	S02 Service to organizers		

	- There is a dedicated team of staff to respond to the organizers and handle all issues as a one-stop service when there incidents		
	S03 Complaints & service evaluation of the buyers and/or organizers <ul style="list-style-type: none"> • There are appropriate channels in receiving complaints and customer feedback • There is a system in handling customer complaints and customer feedback • There is a motivation/incentive system for staff to prevent complaints 		
	S04 Staff personality <ul style="list-style-type: none"> • Uniforms are professional • Staff are neat and tidy • Staff are friendly 		
	S05 General knowledge & understanding of venue staff <ul style="list-style-type: none"> • Knowledge & understanding about their job description and duties • Knowledge & understanding about the meeting industry and meeting activities • Knowledge & understanding about the venues and the organization • Knowledge & understanding about different backgrounds & needs of meeting participants and organizers 		
	S06 F&B service <ul style="list-style-type: none"> • Staff are able to create or adapt the menu to suit with the requirements of the meeting • Staff are able to create or adapt the menu by using local ingredients • Staff is able to produce high volume of refreshments and meals within the time and requirements of the event • The tea set/coffee set/dinner set are appropriate • There is clean drinking water available for meeting participants • Food service staff are well- trained and knowledgeable 		
	S07 Foreign language skills of staff <ul style="list-style-type: none"> • Most staff can communicate in English • Some of the staff can communicate in third language • There are on- going language training program for staff both full-time and temporary 		
	S08 Respect to the difference of races, religions, cultures, genders and ages <ul style="list-style-type: none"> • There are signs in local and English language • The preparation of foods is able to accountable for different needs of meeting participants • The staff is aware of differences in races, religions and cultures • There is a equality policy for staff in providing service to meeting participants 		

	<p>S09 Staff performance on service quality</p> <ul style="list-style-type: none"> • There is a systematic recruitment procedure both for full-time and temporary staff • There is an appropriate orientation and training for full- time and temporary staff in respond to the local law • There is an monitoring system for new hires and temporary staff • There is an appropriate performance management for full-time and temporary staff 		
	<p>S10 Compensation, benefits and welfare for staff</p> <ul style="list-style-type: none"> • Compensation, benefits and welfare are provided in accordance with the local labor's law • There is an annual staff health check • In compliance with the local law, there is an encouragement to hire local staff to work with the organization 		
	<p>S11 Environmental protection system ASEAN Green Hotel Standard</p> <ul style="list-style-type: none"> • Environmental policy and actions for hotel operation • Promotion of environmental activities in order to encourage the involvement of hotel staff, clients and suppliers to participate in environmental management practices. • Existence of plan for raising staff to be aware of environment i.e. training. • Existence of environmental management plan for hotel operation. • Existence of monitoring program for environmental management of hotels 		
	<p>S12 Waste handling</p> <p>- There is a training for staff for waste handling and the process is complying to the local law</p>		
	<p>S13 Consideration for the surrounding community</p> <p>- There are regular activities and organization's policy that support surrounding community</p>		