

STRATEGIC TOOLS TO SUCCESS

ROOM ADVANCE CHECKLIST

The next time you do a room advance, make sure to leave no sofa pillow unturned. The tips below will help insure that your VIP's experience is the best it can be and that you are one step closer in your quest for a perfect attendee experience.

Have some ideas or best practices of your own to share? [We'd love to hear them.](#)

1. Check minibar to make sure it is full or has been emptied of anything the last guest left.
2. Insure the alarm is not set. There is a special place for people who intentionally set the alarm for 3am to surprise the next guest.
3. Look under bed. You may find more than dust bunnies. It's a treasure trove down there.
4. Flick lampshades and make sure they don't 'poof' dust. They are rarely cleaned. Also, turn on all the lights to make sure the bulbs are working.
5. Make sure coffee maker is clean, the used filter was thrown out and, all supplies are on hand .
6. Lock and unlock the safe to insure it doesn't give an error code.
7. Confirm the USB/outlet closest to the bed works.
8. Leave badge and any conference materials on the coffee table so the VIP can skip registration.
9. Create a personal POE for the VIP with a map of the facility. They will still likely ask you where they are supposed to be next and for directions, but there's always the chance they won't. You can do this electronically and on paper.
10. Create tent cards with the Wi-Fi passcode and leave them on the bed and the desk.



RESOURCES

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