



Guidelines for On-Site Manager

Listed below are instructions for the on-site person (the on-site manager) at all CAC training events. The host organizer should coordinate with the on-site manager.

One Week before the Training:

At least 1 week before the scheduled training, the host organizer should provide the on-site manager with information about the specific training site, such as room set-up instructions, a room diagram, menu selections for breakfast, breaks, and lunch, an agenda, list of registered attendees, and a copy of the hotel contract for reference.

Materials List - Materials should be sent to training site to arrive before the training:

- Training manuals
- Best Practices manuals (for *Fundamentals* classes only)
- Registration check-in list of attendees
- Complete information for on-site manager detailing what has been sent, by whom, at what address and telephone number, and tracking numbers
- List of necessary audiovisual equipment (verify with instructor): wireless lavalier microphone, 2 flip charts with paper (only if there are less than 30 attendees), an overhead projector and/or computer projector; large screen.
- Instructor supplies if using overhead: 1 package of clear overhead transparencies, 6 overhead transparency pens.
- Banquet arrangements
- Room set-up instructions
- List of lodging arrangements for instructors
- Host contact names and telephone numbers
- Payment processing information, if applicable

Supply Box List

- Writing pad
- Pens, pencils, and Sharpie marker
- Sticky pads
- Rubber bands
- Paper clips
- Blank registration forms if not using electronic registration

- Envelope for registration payments, if applicable

One Day before the Training:

- CAC suggests inspecting the site the day before the training. If possible, arrive in the afternoon, rather than in the evening; hotels typically have more staff available to help in the afternoon hours than they do in the evening.
- When you arrive at the training site, **confirm with the facility that the training materials are in place.** Check all boxes.
- **Confirm that there are a sufficient number** of student manuals and Best Practices manuals for the scheduled number of attendees. These should be placed in the training room. If there are not enough for registered attendees, arrange to have more made.
- **If at a hotel, confirm with the front desk that the instructors have reservations** and that the room and tax portion of their bill is on the “Master Account.” If the hotel is not showing a reservation for anyone on the list, talk to a manager and present your rooming list with the confirmation numbers.
- **Confirm that the meeting room is either being set** to our specifications or that it will be set sometime that evening. There will be instances where the room is not available to set the night before. If this is the case at your site, you will have to be in the meeting room by 6:30am to confirm it is set correctly. If your training falls on a Monday, chances are that your catering contact will **not** be on-site on Sunday. **Whenever possible, have the room set the night before.**
- Ensure the room is set following **the specifications.**
- If you are able to set the room the night before and there are materials put out on the tables, **have hotel security lock all the entrances to the room.** Security can usually be reached by dialing “0” on a house phone, and asking to be connected to security. Let security know that you will want the room unlocked at 6:30 am.
- Print Attendance Certificates and name tags

Day of Training:

- **Arrive** at the meeting room **no later than 6:30 am** to confirm that the room is still set to the specifications or that it was set the night before. If the room is not set to the specifications, call the banquet department immediately and tell them what you need. Explain to them that the meeting starts at 7:00 am. (Meeting starts at 8, but people will start showing up at 7 for breakfast.)
- **Confirm that all audiovisual equipment is set and operating correctly, including lavalier microphones.** Have a technician give you instructions on how to operate the equipment. Get the telephone extension to the audio-visual office and find out the best way to reach them in an emergency.
- **Confirm that the continental breakfast is set** and the correct items are on the buffet. Use your Banquet Event Order to compare. If something is missing or there is not enough for registered attendees, notify your banquet captain or server immediately. Monitor the buffet; and if replenishment is needed, notify the captain or server.
- **Place check-in list and training materials** on the registration table outside the meeting room.

- **Register attendees.** Have the attendee put their initials next to their name on the check-in list and hand the attendee their training materials. Explain where to find breakfast and restrooms. (The most commonly asked questions.)
- **Monitor the room temperature** to ensure it is comfortable. If you are unable to keep the room temperate, immediately notify hotel maintenance. There are usually pitchers of water, glasses, and dishes of candy at every table. Have pitchers of water filled at each break.
- **Meet with instructors** and give them information on break times, lunchtime, which they will announce to class. **Make sure all instructor materials are on their table** as well as overhead transparencies and overhead pens.
- **Remind instructors to identify themselves as Instructor # 1 and #2.** This is critical for the proper completion of the evaluation forms. Have them post it on a flip chart.
- **List of attendees is confidential**—not for viewing or distributing to the attendees.

Once the training has started,

- **Stay at the registration desk for at least the 1st hour** of the training in case there are late arrivals. Once the session starts, sit inside the meeting room.
- **Confirm that the break station is ready for each break.** Break times are listed in the agendas.
- Periodically **check with instructors** to see if they need anything.
- **Lunch:**
 - Make sure the lunch is set and ready 20 minutes before scheduled. If the buffet is not ready at this time, contact your captain or server immediately.
 - Timing is crucial! It's imperative that attendees are in and out of the lunchroom *in 45 minutes*.
 - Have any remaining fruit plates or desserts moved into the training room and placed on the refreshment tables.
 - Be sure there is enough food for **ALL** attendees present.
- Remind instructors to have attendees fill out the evaluation forms
- Be available to hand out a CEU order card to attendees as they leave in exchange for the completed evaluation sheet.
- Collect (**if applicable**) CEU order cards
- When the training ends, stand by the registration table and **thank people for attending**.

After the Training:

- Collect overhead transparencies (including used ones), overhead pens, and any extra forms.
- Review any facility bills, negotiate where appropriate, and sign.
- Return all supplies mentioned above and evaluation forms to the host.
- If applicable, send the CEU request cards to Iowa State University as directed on the cards.
- Distribute Attendance Certificates.
- Email registration file containing attendees' contact information to CAC at tkohler@compressedairchallenge.org.