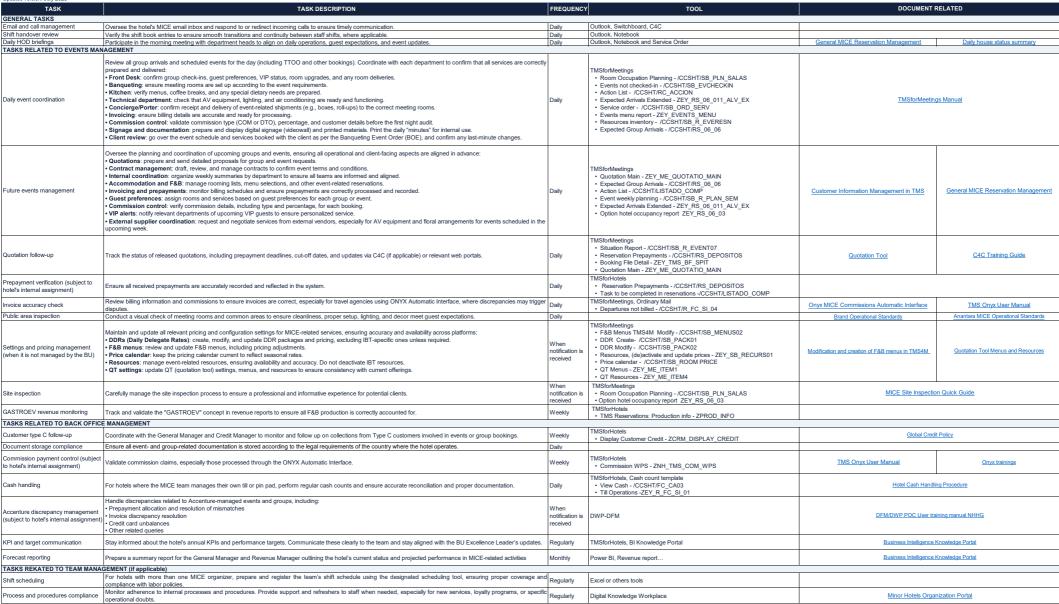
Hotel MICE Organizer Checklist

MINOR HOTELS EUROPE & AMERICAS

Updated version: July 2025





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TASK	TASK DESCRIPTION	FREQUENCY	TOOL	DOCUMENT RELATED	
On-the-job coaching	In hotels with multiple organizers, support team motivation through regular coaching, feedback sessions, and informal performance conversations to foster developmen and engagement. Harding administrative reopie casks recited to the whole team, including.	Regularly	GoodHabitz	<u>GoodHabitz</u>	
People Administration	haine administrative People casis related to the wice team, including.	Regularly			
Training and knowledge compliance	Ensure all team members complete mandatory e-learnings and training programs launched by the company, such as Upselling, Loyalty Program, Risk Prevention, and Time for You.	According to calendar	Talent	<u>Talent</u>	
TASKS RELATED TO QUALITY MA	NAGEMENT (when there is no dedicated Guest Relations role)	•			
VIP reservations management	Take full responsibility for managing VIP group guests, ensuring all assigned benefits are delivered—such as room upgrades, personalized amenities, and in-room courtesies—while coordinating with relevant departments.	Daily	TMSforHotels, VIP treatment guidelines per brand • VIP arrivals - /CCSHT/RS_06_014_ALV In-house VIPS - /CCSHT/NA_0012	MHZone Minor Hotels	
Quality standards implementation	Define and uphold quality standards for MICE services, ensuring consistency with brand expectations. Monitor service delivery and proactively address any gaps in guest experience.	Daily			
Claims and feedback handling	Directly manage all feedback, suggestions, and complaints from group and event clients. Ensure timely resolution, proper documentation, and follow-up to maintain high satisfaction levels.	Daily	Suggestions, complaints and claims internal form	Suggestions, Complaints and Claims	Quick Guides Collage
TASKS RELATED TO MATERIAL M	ANAGEMENT (when there is no dedicated Storekeeper role)				
Purchase Orders and Goods Receipt	Manage the creation and follow-up of purchase orders required for MICE operations. Ensure goods are received, checked, and properly recorded in the system upor delivery.	When necessary	SAP MM Order Entry Assistant - /CCSHT/PO_ASSISTANT Inventory Management Assistant - /CCSHT/IM_ASSISTANT	OPEX Purchase Order Management	Goods Receipt tutorial
Invoice incidence workflow	Monitor and resolve any discrepancies or issues related to supplier invoices, ensuring proper documentation and communication with the finance team.	Daily	SAP Business Workplace	PO MM Invoice Matching	SAP Business Workplace
Inventory management	Take responsibility for inventory control, including regular counts and accurate posting of stock levels for MICE-related materials and supplies.	Monthly	SAP MM • Selected Data for Physical Inventory Documents - ZMM_Mi31 • Inventory Management Assistant - /CCSHT/IM_ASSISTANT • Physical Inventory List - Mi24	Physical Inventory Execution	
SAP MM manual reference	Use the SAP MM manual as a guide for system processes and best practices.	When necessary		SAP MM Manual end user	

The proper monitoring and execution of the tasks outlined above are essential to meeting the targets and KPIs defined by the Company.

It is a key responsibility of the MICE Organizer Manager to ensure that all tasks are fulfilled accurately and consistently.

Additional tasks specific to each hotel, city, country, or Business Unit—as well as temporary or day-to-day duties—must also be carried out, even if not explicitly listed in this document.

MINOR