

Hotel MICE Organizer Checklist

MINOR HOTELS EUROPE & AMERICAS

Updated version: July 2025

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HOTELS

TASK	TASK DESCRIPTION	FREQUENCY	TOOL	DOCUMENT RELATED	
GENERAL TASKS					
Email and call management	Oversee the hotel's MICE email inbox and respond to or redirect incoming calls to ensure timely communication.	Daily	Outlook, Switchboard, C4C		
Shift handover review	Verify the shift book entries to ensure smooth transitions and continuity between staff shifts, where applicable.	Daily	Outlook, Notebook		
Daily HOD briefings	Participate in the morning meeting with department heads to align on daily operations, guest expectations, and event updates.	Daily	Outlook, Notebook and Service Order	General MICE Reservation Management	Daily house status summary
TASKS RELATED TO EVENTS MANAGEMENT					
Daily event coordination	Review all group arrivals and scheduled events for the day (including TTOO and other bookings). Coordinate with each department to confirm that all services are correctly prepared and delivered: • Front Desk: confirm group check-ins, guest preferences, VIP status, room upgrades, and any room deliveries. • Banqueting: ensure meeting rooms are set up according to the event requirements. • Kitchen: verify menus, coffee breaks, and any special dietary needs are prepared. • Technical department: check that AV equipment, lighting, and air conditioning are ready and functioning. • Concierge/Porter: confirm receipt and delivery of event-related shipments (e.g., boxes, roll-ups) to the correct meeting rooms. • Invoicing: ensure billing details are accurate and ready for processing. • Commission control: validate commission type (COM or DTO), percentage, and customer details before the first night audit. • Signage and documentation: prepare and display digital signage (videowall) and printed materials. Print the daily "minutes" for internal use. • Client review: go over the event schedule and services booked with the client as per the Banqueting Event Order (BOE), and confirm any last-minute changes.	Daily	TMSforMeetings • Room Occupation Planning - /CCSHT/SB_PLN_SALAS • Events not checked-in - /CCSHT/SB_EVCHECKIN • Action List - /CCSHT/RC_ACCION • Expected Arrivals Extended - ZEY_RS_06_011_ALV_EX • Service order - /CCSHT/SB_ORD_SERV • Events menu report - ZEY_EVENTS_MENU • Resources inventory - /CCSHT/SB_R_EVERESN • Expected Group Arrivals - /CCSHT/RS_06_06	TMSforMeetings Manual	
Future events management	Oversee the planning and coordination of upcoming groups and events, ensuring all operational and client-facing aspects are aligned in advance: • Quotations: prepare and send detailed proposals for group and event requests. • Contract management: draft, review, and manage contracts to confirm event terms and conditions. • Internal coordination: organize weekly summaries by department to ensure all teams are informed and aligned. • Accommodation and F&B: manage rooming lists, menu selections, and other event-related reservations. • Invoicing and prepayments: monitor billing schedules and ensure prepayments are correctly processed and recorded. • Guest preferences: assign rooms and services based on guest preferences for each group or event. • Commission control: verify commission details, including type and percentage, for each booking. • VIP alerts: notify relevant departments of upcoming VIP guests to ensure personalized service. • External supplier coordination: request and negotiate services from external vendors, especially for AV equipment and floral arrangements for events scheduled in the upcoming week.	Daily	TMSforMeetings • Quotation Main - ZEY_ME_QUOTATIO_MAIN • Expected Group Arrivals - /CCSHT/RS_06_06 • Action List - /CCSHT/LISTADO_COMP • Event weekly planning - /CCSHT/SB_R_PLAN_SEM • Expected Arrivals Extended - ZEY_RS_06_011_ALV_EX • Option hotel occupancy report - ZEY_RS_06_03	Customer Information Management in TMS	General MICE Reservation Management
Quotation follow-up	Track the status of released quotations, including prepayment deadlines, cut-off dates, and updates via C4C (if applicable) or relevant web portals.	Daily	TMSforMeetings • Situation Report - /CCSHT/SB_R_EVENT07 • Reservation Prepayments - /CCSHT/RS_DEPOSITOS • Booking File Detail - ZEY_TMS_BF_SPIT • Quotation Main - ZEY_ME_QUOTATIO_MAIN	Quotation Tool	C4C Training Guide
Prepayment verification (subject to hotel's internal assignment)	Ensure all received prepayments are accurately recorded and reflected in the system.	Daily	TMSforHotels • Reservation Prepayments - /CCSHT/RS_DEPOSITOS • Task to be completed in reservations -/CCSHT/LISTADO_COMP		
Invoice accuracy check	Review billing information and commissions to ensure invoices are correct, especially for travel agencies using ONYX Automatic Interface, where discrepancies may trigger disputes.	Daily	TMSforMeetings, Ordinary Mail • Departures not billed - /CCSHT/R_FC_SI_04	Onyx MICE Commissions Automatic Interface	TMS Onyx User Manual
Public area inspection	Conduct a visual check of meeting rooms and common areas to ensure cleanliness, proper setup, lighting, and decor meet guest expectations.	Daily		Brand Operational Standards	Anantara MICE Operational Standards
Settings and pricing management (when it is not managed by the BU)	Maintain and update all relevant pricing and configuration settings for MICE-related services, ensuring accuracy and availability across platforms: • DDRs (Daily Delegate Rates): create, modify, and update DDR packages and pricing, excluding IBT-specific ones unless required. • F&B menus: review and update F&B menus, including pricing adjustments. • Price calendar: keep the pricing calendar current to reflect seasonal rates. • Resources: manage event-related resources, ensuring availability and accuracy. Do not deactivate IBT resources. • QT settings: update QT (quotation tool) settings, menus, and resources to ensure consistency with current offerings.	When notification is received	TMSforMeetings • F&B Menus TMS4M - Modify - /CCSHT/SB_MENU02 • DDR - Create - /CCSHT/SB_PACK01 • DDR Modify - /CCSHT/SB_PACK02 • Resources, (de)activate and update prices - ZEY_SB_RECURS01 • Price calendar - /CCSHT/SB_ROOM PRICE • QT Menus - ZEY_ME_ITEM1 • QT Resources - ZEY_ME_ITEM4	Modification and creation of F&B menus in TMS4M	Quotation Tool Menus and Resources
Site inspection	Carefully manage the site inspection process to ensure a professional and informative experience for potential clients.	When notification is received	TMSforMeetings • Room Occupation Planning - /CCSHT/SB_PLN_SALAS • Option hotel occupancy report - ZEY_RS_06_03	MICE Site Inspection Quick Guide	
GASTROEV revenue monitoring	Track and validate the "GASTROEV" concept in revenue reports to ensure all F&B production is correctly accounted for.	Weekly	TMSforHotels • TMS Reservations: Production info - ZPROD_INFO		
TASKS RELATED TO BACK OFFICE MANAGEMENT					
Customer type C follow-up	Coordinate with the General Manager and Credit Manager to monitor and follow up on collections from Type C customers involved in events or group bookings.	Weekly	TMSforHotels • Display Customer Credit - ZCRM_DISPLAY_CREDIT	Global Credit Policy	
Document storage compliance	Ensure all event- and group-related documentation is stored according to the legal requirements of the country where the hotel operates.	Daily			
Commission payment control (subject to hotel's internal assignment)	Validate commission claims, especially those processed through the ONYX Automatic Interface.	Weekly	TMSforHotels • Commission WPS - ZNH_TMS_COM_WPS	TMS Onyx User Manual	Onyx trainings
Cash handling	For hotels where the MICE team manages their own till or pin pad, perform regular cash counts and ensure accurate reconciliation and proper documentation.	Daily	TMSforHotels, Cash count template • View Cash - /CCSHT/FC_CA03 • Till Operations -ZEY_R_FC_SI_01	Hotel Cash Handling Procedure	
Accenture discrepancy management (subject to hotel's internal assignment)	Handle discrepancies related to Accenture-managed events and groups, including: • Prepayment allocation and resolution of mismatches • Invoice discrepancy resolution • Credit card unbalances • Other related queries	When notification is received	DWP-DFM	DFM/DWP POC User training manual NHHG	
KPI and target communication	Stay informed about the hotel's annual KPIs and performance targets. Communicate these clearly to the team and stay aligned with the BU Excellence Leader's updates.	Regularly	TMSforHotels, BI Knowledge Portal	Business Intelligence Knowledge Portal	
Forecast reporting	Prepare a summary report for the General Manager and Revenue Manager outlining the hotel's current status and projected performance in MICE-related activities	Monthly	Power BI, Revenue report...	Business Intelligence Knowledge Portal	
TASKS REKATED TO TEAM MANAGEMENT (if applicable)					
Shift scheduling	For hotels with more than one MICE organizer, prepare and register the team's shift schedule using the designated scheduling tool, ensuring proper coverage and compliance with labor policies.	Regularly	Excel or others tools		
Process and procedures compliance	Monitor adherence to internal processes and procedures. Provide support and refreshers to staff when needed, especially for new services, loyalty programs, or specific operational doubts.	Regularly	Digital Knowledge Workplace	Minor Hotels Organization Portal	

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On-the-job coaching	In hotels with multiple organizers, support team motivation through regular coaching, feedback sessions, and informal performance conversations to foster development and engagement.	Regularly	GoodHabitz	GoodHabitz	
People Administration	Handle administrative people tasks related to the MICE team, including:	Regularly			
Training and knowledge compliance	Ensure all team members complete mandatory e-learning and training programs launched by the company, such as Upselling, Loyalty Program, Risk Prevention, and Time for You.	According to calendar	Talent	Talent	
TASKS RELATED TO QUALITY MANAGEMENT (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 MANAGEMENT (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 upon 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.