

# Event Day Procedures



# Before the Event

## Arrival Time

Agree with our team in advance what your arrival time will be before the event. The porters' desk is usually located near building entrances where keys can be retrieved.

## Team Meeting

Have a team meeting with all event staff to ensure everyone knows their responsibilities.

## Vendor Set Up

If catering has been arranged, meet with their staff and direct them to where they should set up.

## Event Set Up

Set up any necessary furniture, decorations and check all technical equipment.

For conferences and international events, ensure flag protocol is followed. The Irish flag needs to be positioned behind and to the right of the President or main speaker in the position of honour. Other flags should go on the left-hand side.

## Signage

Have clear signage for the event as well as a staff member to act as a point of information for guests to locate facilities. Information on signage protocols can be found [here](#). All signs must be written in English and Irish. For help with translations please contact [gaeilge@TUDublin.ie](mailto:gaeilge@TUDublin.ie).

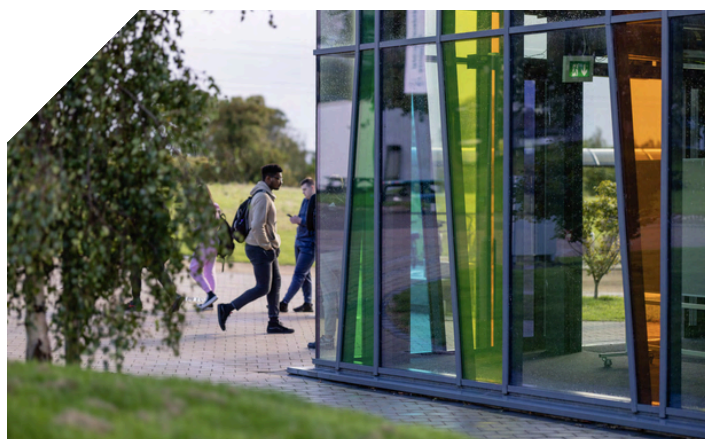
## Guest Arrival

Begin allowing your guests into the venue before the start time of the event, this will depend on how many attendees there are and the steps needed for each guest to sign in for the event. For guests with specific accessibility needs, make sure a staff member is onsite to assist them where necessary.

## VIP Arrival

Have a designated person on-site who will meet with any VIP or guest speakers. Bring them to the designated green room if you have booked one and offer them any assistance before the event begins.

Visit the [Marketing and Communications](#) page to see how they can assist you with VIP protocols.





## During the Event

### Run Sheet

Adhere to the event's run sheet to remain on schedule. This run sheet should be shared with all event staff. There is a template run sheet available as part of our toolkit which you can download to help you.

### Respecting the Space

Be aware of others using the spaces around your event, especially when moving guests between venue spaces if required. The university remains open throughout the year to staff and students, so even if a venue has been privately booked, there may be others using campus facilities nearby who have the right to do so.

### Equipment Issues

Report any concerns regarding equipment to the porter's desk or relevant technicians onsite as soon as the issue becomes apparent.

### Communicate with Security

For larger events a security guard should be hired. Any disruptive behaviours or threats should be brought to the attention of security onsite.

### Monitor Guests

A staff member should be onsite to assist attendees with any issues they have throughout the event. This could include things such as directing guests to bathrooms or providing glasses of water where needed. For larger events, or events with VIPs it is recommended to delegate these responsibilities among the event staff.





# After the Event

## Guest Departure

Keep to your run sheet schedule so that the event can finish on time. Instruct guests on how to leave the venue safely.

## Clean Up

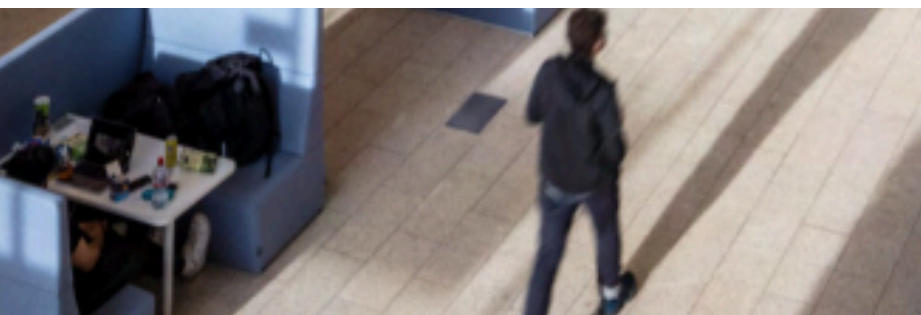
Begin the clean up. This may involve disposing of waste, returning furniture to their original locations, returning equipment to vendors and ensuring the venue is left the way it was found. Ensure you leave enough time between the end of the event and the end of your rental slot to complete a thorough clean up.

## Stolen or Damaged Items

Report any stolen or damaged items to the necessary vendors and porters desk as soon as possible.

## Return Access Keys

Return any venue keys to the porters' desk before you leave the campus.





# Event Run Sheet

On the following page you will find a basic sample run sheet which can aid you in planning the day of your event. While organisers are welcome to use their own run sheets, the template may be a useful starting place for current university staff planning their first event.

Below are some useful contacts you may wish to include as part of your event run sheet.

## Security

Security Control Centre Grangegorman

- (01) 220 7615
- (01) 220 7616

## Estates & Facilities

Estates Helpdesk

- (01) 220 7666

## IT Services

- Phone: 01 220 5123
- Email: [itsupport@tudublin.ie](mailto:itsupport@tudublin.ie)

## Social Media Team

- [social@tudublin.ie](mailto:social@tudublin.ie)

## Catering

- Kennedys Grangegorman: [megan@kennedysfoodstore.com](mailto:megan@kennedysfoodstore.com)
- Sodexo Grangegorman: [hospitality.tud.unis.ie@sodexo.com](mailto:hospitality.tud.unis.ie@sodexo.com)
- Aramark Grangegorman: [tu-grangegorman@aramark.ie](mailto:tu-grangegorman@aramark.ie)
- Aramark Aungier Street: [aramarkaungierst@TUDublin.ie](mailto:aramarkaungierst@TUDublin.ie)
- Aramark Bolton Street: [boltonst@aramark.ie](mailto:boltonst@aramark.ie)
- KSG Tallaght: [tud.tallaght@ksg.ie](mailto:tud.tallaght@ksg.ie)
- KSG Blanchardstown: [itblanchardstown@ksg.ie](mailto:itblanchardstown@ksg.ie)

## Porter's Desks

Blanchardstown Porter's Desk

- 01 220 8083

City Campus Porter's Desk

- 01 220 7666

Tallaght Campus Porter's Desk

- 01 220 8018 / 8031 / 2368

## Room Set Up

Sodexo

- [helpdesk.grangegorman.uni.ie@sodexo.com](mailto:helpdesk.grangegorman.uni.ie@sodexo.com)

Banners and Merchandise

- [kevin.corbett@tudublin.ie](mailto:kevin.corbett@tudublin.ie)

# Event Run Sheet

Title of Event

<b>Important Contacts</b>	Catering:	Porters:	Security:	Event Manager:	Technician:
---------------------------	-----------	----------	-----------	----------------	-------------

	Date	Date	Date	Date	Date
Time	Venue 1	Venue 2	Venue 3	Venue 4	Venue 5
Staff Arrival					
Delivery of Equipment					
Set Up					
Arrival of Vendors					
Guest Arrivals					
VIP Arrivals					
Event Start Time					
Event Running Order					
Break Time/ Lunch					
Event Running Order Cont.					
End Time					
Clean Up					
Return of Equipment					
Vacate the Venue					