



M233

# ดำเนินงานปฏิบัติการ

สำหรับการจัดงานแสดงสินค้าและ  
นิทรรศการ



**PORNTIP  
Ravarak**

**Managing Director  
459 Management and  
Consulting Co., Ltd.**

*Former Operations Director  
Reed Tradex Co., Ltd.*

**Experience over 30 years  
in Exhibition Industry**



**SUPAWAT  
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**Operations Manager  
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Co.,Ltd.**

*Former Deputy Operations  
Manager*

*Reed Tradex Co., Ltd.*

**Experience over 16 years  
in Exhibition Industry**

THE ONLY WAY

===== *TO DO* =====

GREAT WORK

===== ♦ IS ♦ =====

TO LOVE

=====

WHAT YOU DO

=====



# EXHIBITIONS



# What is Exhibition Operations responsibility

REQUIREMENTS



RECOURCES

OVERSEEING



PLANNING

DESIGNING

# Operations Management



COST



EFFICIENT



CONTROL



PRODUCTION



STRATEGY

INPUT

OUTPUT



PROFESSIONAL EXHIBITION MANAGEMENT

# OVERSEE





PLANNING



EXECUTION



COLLABORATE

# LOGISTICS



# DE-BRIEF





**BUDGET**

# KNOW YOUR...

...JOB

...SELF

...BUSINESS

...PARTNER

...CUSTOMER

# TOPIC

1. Venue
2. Supplier/Vendor/Service Provider
3. Exhibitor Manual
4. Workflow Process
5. Health & Safety

# 1. VENUE



# Thailand MICE Venue Standard (TMVS)

The Thailand MICE Venue Standard (TMVS) is the standard logo established by TCEB to certify MICE venues in Thailand to confirm that the quality and standards of venues, convention centers, exhibition centers, hotels, resorts, public facilities and private facilities meet international standards to boost confidence in quality of the MICE industry among local and international businesses.



## ตัวชี้วัด 4 ด้าน

P

### ด้านกายภาพ (Physical Component – P)

หมายถึง สภาพของห้องประชุม และบริเวณพื้นที่โดยรอบที่เป็นองค์ประกอบ ในการจัดการประชุม วัสดุ อุปกรณ์ที่เกี่ยวข้องกับการจัดประชุม ระบบน้ำ ระบบไฟ ระบบปรับอากาศ ระบบความปลอดภัย และสิ่งแวดล้อม

T

### ด้านเทคโนโลยี (Technology Component – T)

หมายถึง อุปกรณ์ และการจัดการระบบเสียง ระบบภาพ ระบบสื่อสารและอินเทอร์เน็ต

SV

### ด้านบริการและการจัดการ (Service and Management Component – SV)

หมายถึง การจัดการด้านบริการ การเตรียมพร้อม บุคลากร และระบบการจัดการ

ST

### ด้านการจัดการอย่างยั่งยืน (Sustainability Component – ST)

หมายถึง การจัดการสิ่งแวดล้อม อาชีวอนามัย ความปลอดภัย และความรับผิดชอบต่อสังคม

# Thailand MICE Venue Standard (TMVS)



## Categories



MEETING ROOMS



EXHIBITION VENUES



SPECIAL EVENT VENUES



PROFESSIONAL  
EXHIBITION  
MANAGEMENT

# Types of Venues

There are 4 ways of venue classification

1. Based on ownership/funding: Public sector and Private sector.
2. Based on management: Public sector and Private sector
3. Based on area: Indoor Venue and Outdoor Venue
4. Based on construction Purposes: Purposed Built Venue, Multi-purpose Facilities, Other types of Venues (museum etc.)

# Different Type of Venue - Sample

<b>Purposed Built Exhibition Center</b>	<b>Multi-purpose Facilities</b>
<ul style="list-style-type: none"> <li>• Bangkok International Trade and Exhibition Center (<b>BITEC</b>)</li> </ul>	<ul style="list-style-type: none"> <li>• Royal Paragon Hall @ Siam Paragon</li> </ul>
<ul style="list-style-type: none"> <li>• IMPACT Exhibition and Convention Center (<b>IMPACT</b>)</li> </ul>	<ul style="list-style-type: none"> <li>• TRUE Icon Hall @ ICON Siam</li> </ul>
<ul style="list-style-type: none"> <li>• Queen Sirikit National Convention Center (<b>QSNCC</b>)</li> </ul>	<ul style="list-style-type: none"> <li>• Samyan Mitrtown Hall</li> </ul>
<ul style="list-style-type: none"> <li>• Nong Nuch International Exhibition and Convention Center (<b>NICE</b>)</li> </ul>	<ul style="list-style-type: none"> <li>• The Bangkok Convention Centre and the Centara Grand</li> </ul>
<ul style="list-style-type: none"> <li>• KhonKaen International Convention and Exhibition Center (<b>KICE</b>)</li> </ul>	<ul style="list-style-type: none"> <li>• Bangkok Convention Center (BCC)</li> </ul>
<ul style="list-style-type: none"> <li>• The 60th Anniversary of his Majesty the King's Accession to the Throne International Convention Center, Hat Yai (<b>I.C.C. Hat Yai</b>)</li> </ul>	<ul style="list-style-type: none"> <li>• UOB LIVE Hall</li> </ul>
<ul style="list-style-type: none"> <li>• Pattaya Exhibition and Convention Center (<b>PEACH</b>)</li> </ul>	
<ul style="list-style-type: none"> <li>• The International Convention and Exhibition Centre Commemorating His Majesty's 7th Cycle Birthday Anniversary (CMECC)</li> </ul>	
<ul style="list-style-type: none"> <li>• Golden Jubilee Convention Hall, Khonkaen</li> </ul>	

# Purposed Built Exhibition Center



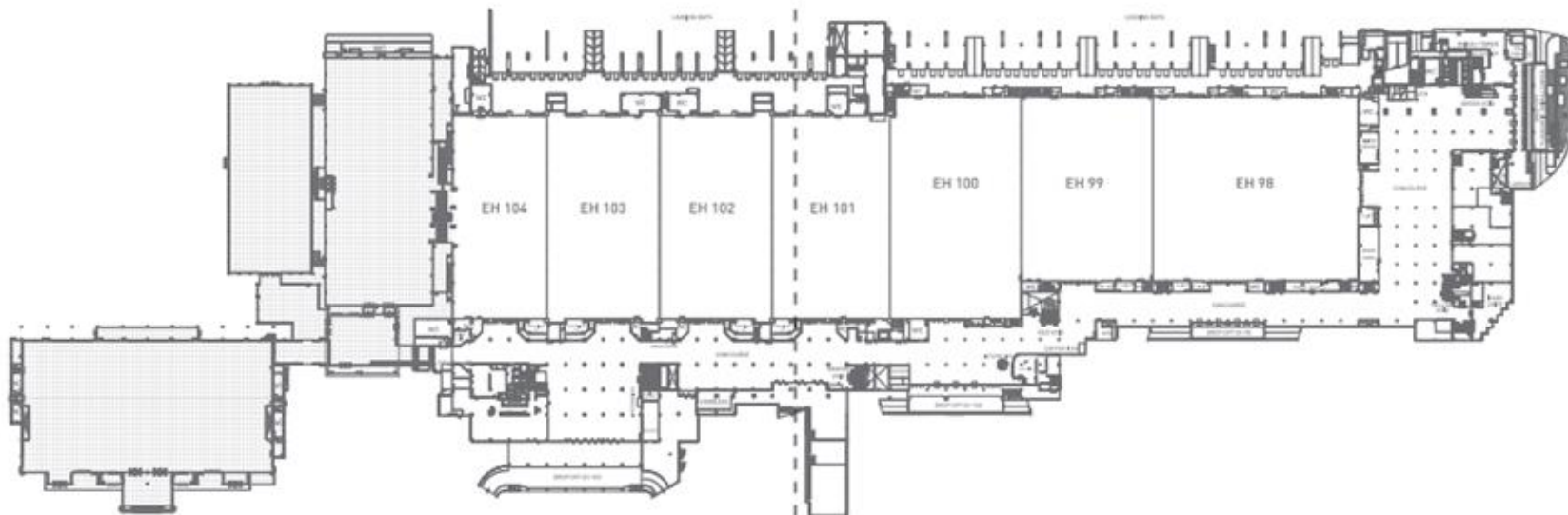


# MAJOR EXHIBITION VENUE



**PROFESSIONAL  
EXHIBITION  
MANAGEMENT**

GROUND FLOOR



**DIMENSIONS & CAPACITIES**

Room Name	Total Area in sq.m.	Dimension (LxW)	Height in m.	Theatre	Classroom	Cocktail	Banquet with stage	Booth
Event Halls								
EH 98-104	41,200	-	-	-	-	-	-	-
EH 98-100	20,700	-	-	-	-	-	-	-
EH 101-104	20,300	-	-	-	-	-	-	-
EH 98	8,600	88x98.5	16	9,000	5,500	6,700	6,600	500
EH 99	5,500	88x32	16	5,700	3,200	4,300	2,600	300
EH 100	6,600	104x43	25	7,200	4,000	5,200	3,300	400
EH 101	5,480	97x56.5	15	5,700	3,400	4,200	2,600	300
EH 102	5,240	97x54	15	5,700	3,300	4,000	2,300	300
EH 103	5,260	97x54	15	5,700	3,300	4,000	2,300	300
EH 104	4,340	97x45	19	4,300	2,700	3,400	1,900	250
EH 105	6,200	116x11.2	5	-	-	-	-	-
EH 106	3,300	30x40	10	-	-	-	-	-
EH 107	3,600	95x40	2.50-12.50	-	-	-	-	-

This document contains approximate measurements and square footage that are for reference purposes only. We cannot guarantee the floor plan accuracy or completeness. Therefore, all square footage should be applied to make sure it is suitable for your needs.



# MAJOR EXHIBITION VENUE



**PROFESSIONAL  
EXHIBITION  
MANAGEMENT**



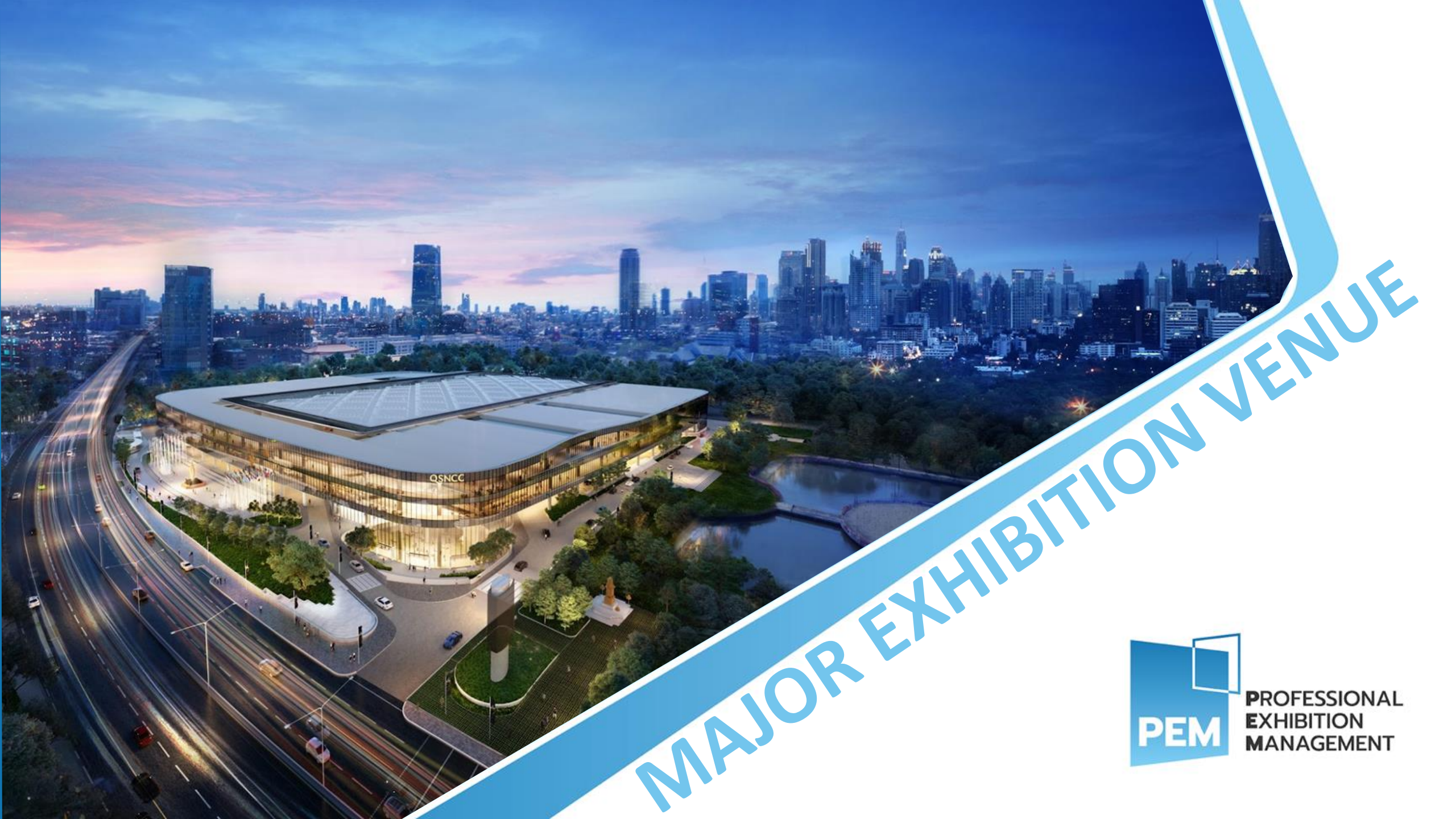


**IMPACT Challenger** - boasts 3 interconnected halls with a combined column free space of 60,000 square meters - currently the world's largest column free hall

**IMPACT Exhibition Center** - encompasses 8 multi-purpose halls along with 13 function rooms with versatile spaces of 47,000 square meters.

**IMPACT Arena** - 4,000 sq meters arena with 11,000 seating capacity suitable for large scale events, international concerts, sporting and entertainment events

# IMPACT



# MAJOR EXHIBITION VENUE

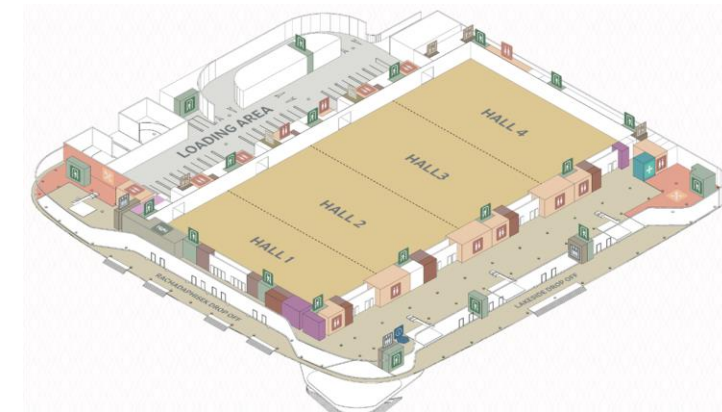


**PROFESSIONAL  
EXHIBITION  
MANAGEMENT**

# CONGRESS



Facility	Dimension (Approx.) Width x Length x Height	Usable Gross Area		Maximum Capacity (Approx.)				
		(sq.m)	(sq.ft)	Theatre	Classroom	Banquet	Reception	Booth (3m x 3m)
Exhibition Hall 5	51.74 x 108 x 7	5,588	60,149	5,214	3,564	2,880	5,214	317
Exhibition Hall 6	54.28 x 108 x 7	5,863	63,109	5,688	3,888	3,120	5,688	350
Exhibition Hall 7	54.28 x 108 x 7	5,863	63,109	5,688	3,888	3,120	5,688	350
Exhibition Hall 8	50.33 x 108 x 7	5,436	58,513	5,214	3,564	2,640	5,214	291
Exhibition Hall 5-8	210.65 x 108 x 7	22,750	244,879	21,251	14,628	11,270	21,252	1,284
LG Foyer A	24 x 229.3 x 8.5	3,350	36,059	-	-	-	-	-
LG Foyer B	21 x 217 x 8.5	6,650	71,580	-	-	-	-	-



Facility	Dimension (Approx.) Width x Length x Height	Usable Gross Area		Maximum Capacity (Approx.)				
		(sq.m)	(sq.ft)	Theatre	Classroom	Banquet	Reception	Booth (3m x 3m)
Exhibition Hall 1	50.27 x 108 x 13.5	5,430	58,448	5,688	3,888	2,990	5,688	324
Exhibition Hall 2	53.7 x 108 x 13.5	5,800	62,431	5,688	3,888	2,990	5,688	358
Exhibition Hall 3	53.7 x 108 x 13.5	5,800	62,431	5,688	3,888	2,990	5,688	356
Exhibition Hall 4	49.12 x 108 x 13.5	5,305	57,102	5,214	3,564	2,760	5,214	294
Exhibition Hall 1-4	207 x 108 x 13.5	22,335	240,412	22,494	15,582	11,730	22,494	1,305
Main Foyer A	11.5 x 179 x 5.5	2,500	26,910	-	-	-	-	-
Main Foyer B	41 x 219 x 5.5	7,500	80,729	-	-	-	-	-



# MAJOR EXHIBITION VENUE



**PROFESSIONAL  
EXHIBITION  
MANAGEMENT**

# Multi Purpose Built Facilities

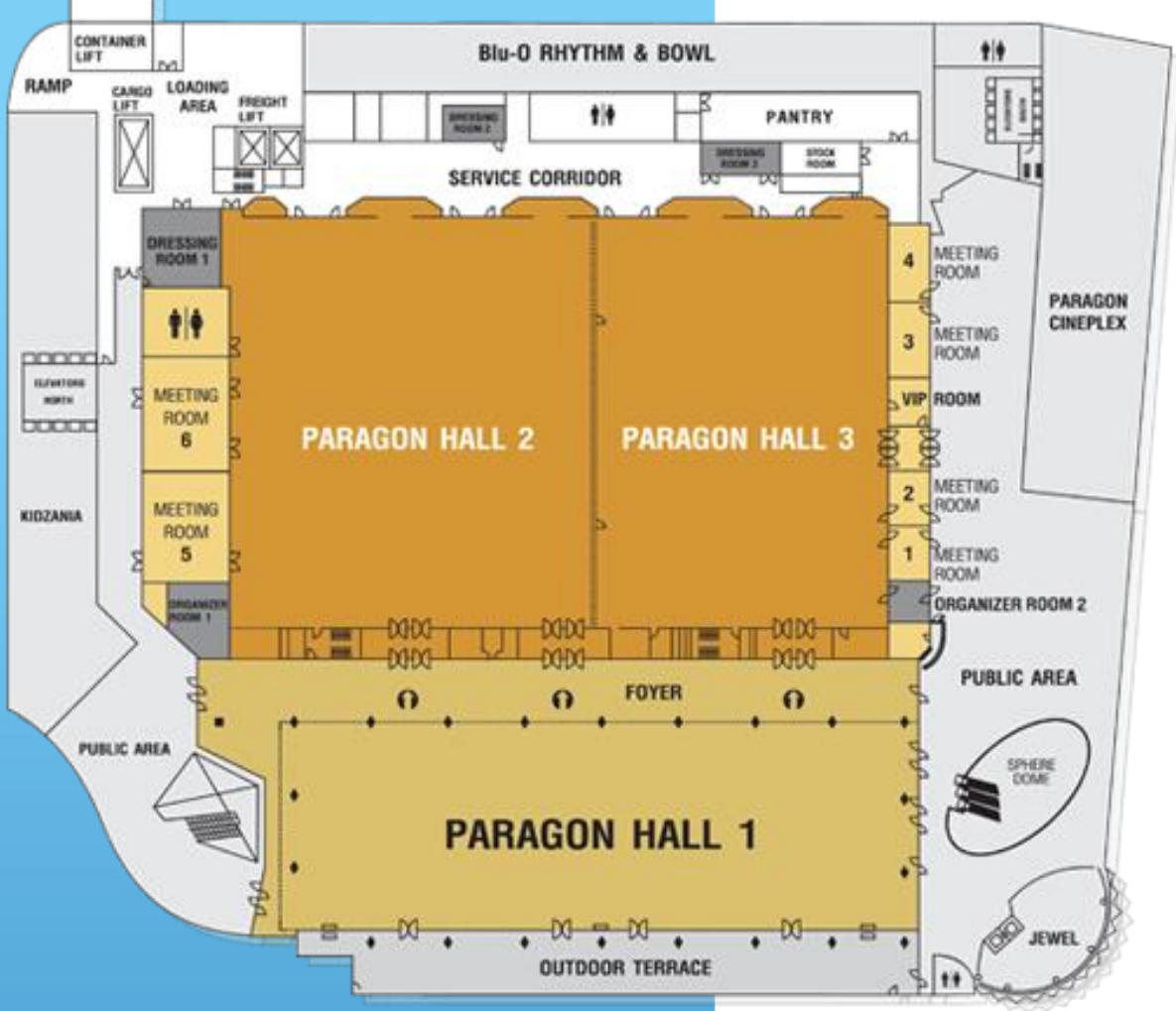




# MAJOR EXHIBITION VENUE



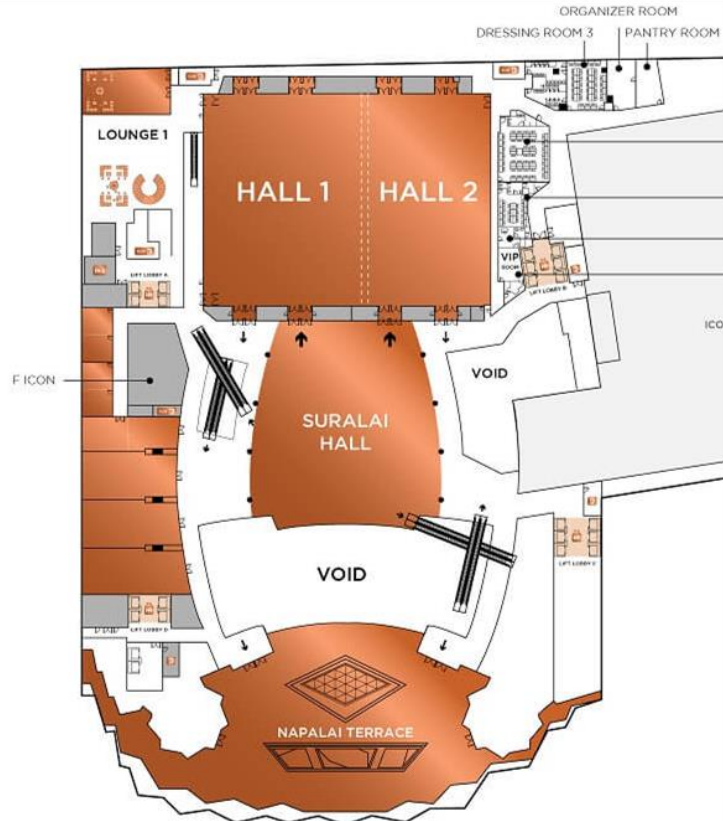
PROFESSIONAL  
EXHIBITION  
MANAGEMENT



FACILITY	APPROXIMATE FLOOR AREA	APPROXIMATE DIMENSION	APPROXIMATE FLOOR AREA	APPROXIMATE DIMENSION
	(sqm)	(L*W*H) m	(sqft)	(L*W*H) ft
PARAGON HALL 1	2,000	26.0 x 80.0 x 8.0	22,390	85.3 x 262.5 x 26.0
PARAGON HALL 2	2,828	50.5 x 56.0 x 12.5	30,440	165.7 x 183.7 x 41.0
PARAGON HALL 3	2,285	40.8 x 56.0 x 12.5	24,580	133.8 x 183.7 x 41.0
PARAGON HALL 2-3	5,113	91.3 x 56.0 x 12.5	55,020	299.5 x 183.7 x 41.0
MEETING ROOM 1	55	10.0x5.5x3.8	590	32.8x18.0x12.5
MEETING ROOM 2	40	7.5x5.5x3.8	442	24.6x18.0x12.5
MEETING ROOM 3	55	10.0x5.5x3.8	590	32.8x18.0x12.5
MEETING ROOM 4	55	10.0x5.5x3.8	590	32.8x18.0x12.5
MEETING ROOM 5	152	15.5x9.8x4.6	1,634	50.3x32.1x15.1
MEETING ROOM 6	152	15.5x9.8x4.6	1,634	50.3x32.1x15.1

# SIAM PARAGON

## DIMENSION AND CAPACITY



Floor	FACILITY	Approximate Floor Area	Approximate Dimensions	Approximate Floor Area	Approximate Dimensions	Suggested Capacity (Persons)				
		(sqm.)	(LxWxH) m.	(sqft.)	(LxWxH) ft.	Theatre	Classroom	U-Shape	Banquet	Standard 3x3 m. Booth
7	MAIN HALL (HALL 1+2)	2,775	(45.5x61.0x15.0)	29,840	(149.2x200x49.2)	2,800	1,400	-	1,000	144
	HALL1	1,547	(45.5x34.0x15.0)	16,636	(149.2x111.5x49.2)	1,296	684	-	480	72
	HALL2	1,183	(45.5x26.0x15.0)	12,727	(149.2x85.3x49.2)	972	570	-	400	60
	SURALAI HALL	1,071	(31.5x34.0x8.0)	11,518	(103.3x111.5x26.2)	1,200	672	-	700	55
7	MEETING ROOM 1-3	364	(11.8x30.9x3.5)	3,920	(38.7x101.3x11.4)	450	255	87	180	-
	MEETING ROOM 1	195	(19.5x10.0x3.5)	2,096	(63.9x32.8x11.4)	196	108	54	80	-
	MEETING ROOM 2	200	(19.5x10.3x3.5)	2,153	(63.9x33.7x11.4)	182	96	54	60	-
	MEETING ROOM 3	200	(19.5x10.3x3.5)	2,153	(63.9x33.7x11.4)	168	96	54	60	-
	MEETING ROOM 4-5	141	(7.5x18.9x3.5)	1,525	(24.6x62.0x11.4)	117	72	54	70	-
	MEETING ROOM 4	71	(10.7x6.7x3.5)	766	(35.0x21.9x11.4)	60	27	30	40	-
	MEETING ROOM 5	59	(7.9x7.5x3.5)	637	(25.9x24.6x11.4)	42	18	18	30	-
	MEETING ROOM 6-7	52	(4.7x11.2x3.5)	565	(15.4x36.7x11.4)	42	24	27	30	-
	MEETING ROOM 6	26	(4.7x5.6x3.5)	282	(15.4x18.3x11.4)	21	12	15	10	-
	MEETING ROOM 7	26	(4.7x5.6x3.5)	282	(15.4x18.3x11.4)	21	12	15	10	-
	MEETING ROOM 8-9	53	(4.7x11.4x3.5)	576	(15.4x37.4x11.4)	42	24	27	30	-
	MEETING ROOM 8	26	(4.7x5.6x3.5)	282	(15.4x18.3x11.4)	21	12	15	10	-
	MEETING ROOM 9	27	(4.7x5.8x3.5)	293	(15.4x19.0x11.4)	28	15	15	10	-
	MEETING ROOM 10	136	(15.7x8.7x3.5)	1,468	(51.5x28.5x11.4)	80	36	39	50	-
7M	MEETING ROOM 11	50	(6.8x7.4x3.0)	540	(22.3x24.2x9.8)	45	24	20	20	-
8	MEETING ROOM 12	73	(7.7x9.5x3.5)	781	(25.2x31.0x11.4)	48	27	24	40	-
	MEETING ROOM 13	136	(15.3x8.9x3.5)	1,450	(50.0x29.0x11.4)	108	84	42	60	-
	MEETING ROOM 14	122	(15.3x8x3.5)	1,310	(50.0x26.2x11.4)	90	36	42	50	-

REMARKS : 1. The highlights indicate combinable meeting rooms.  
 2. The above approximate figures can be changed without prior notice.  
 3. Number of seating can be changed depending on size of stage.

\*As of January 2020

# TRUE ICON HALL





SAMYIN  
MITRTOWN  
HALL

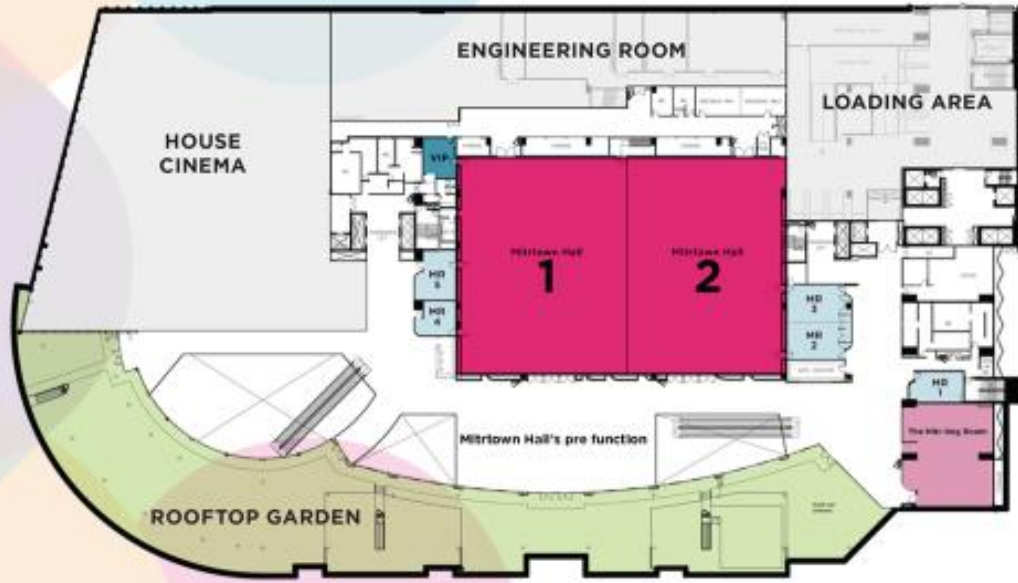
# MAJOR EXHIBITION VENUE



**PEM**

**PROFESSIONAL  
EXHIBITION  
MANAGEMENT**

## 5<sup>th</sup> Floor

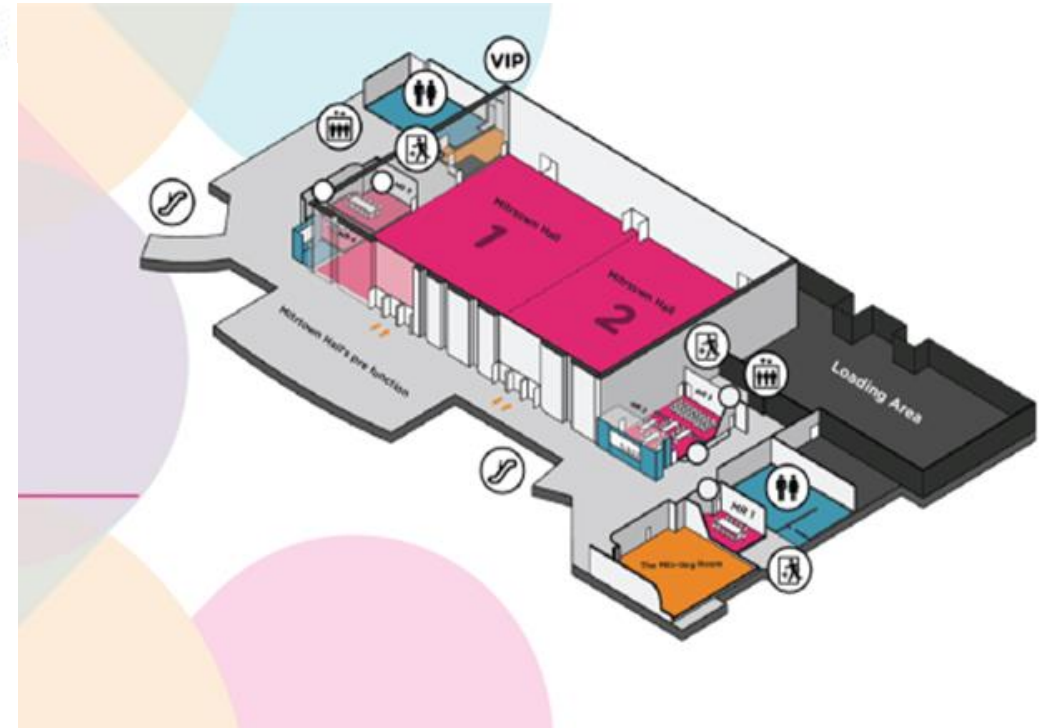


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## Dimension and Capacity

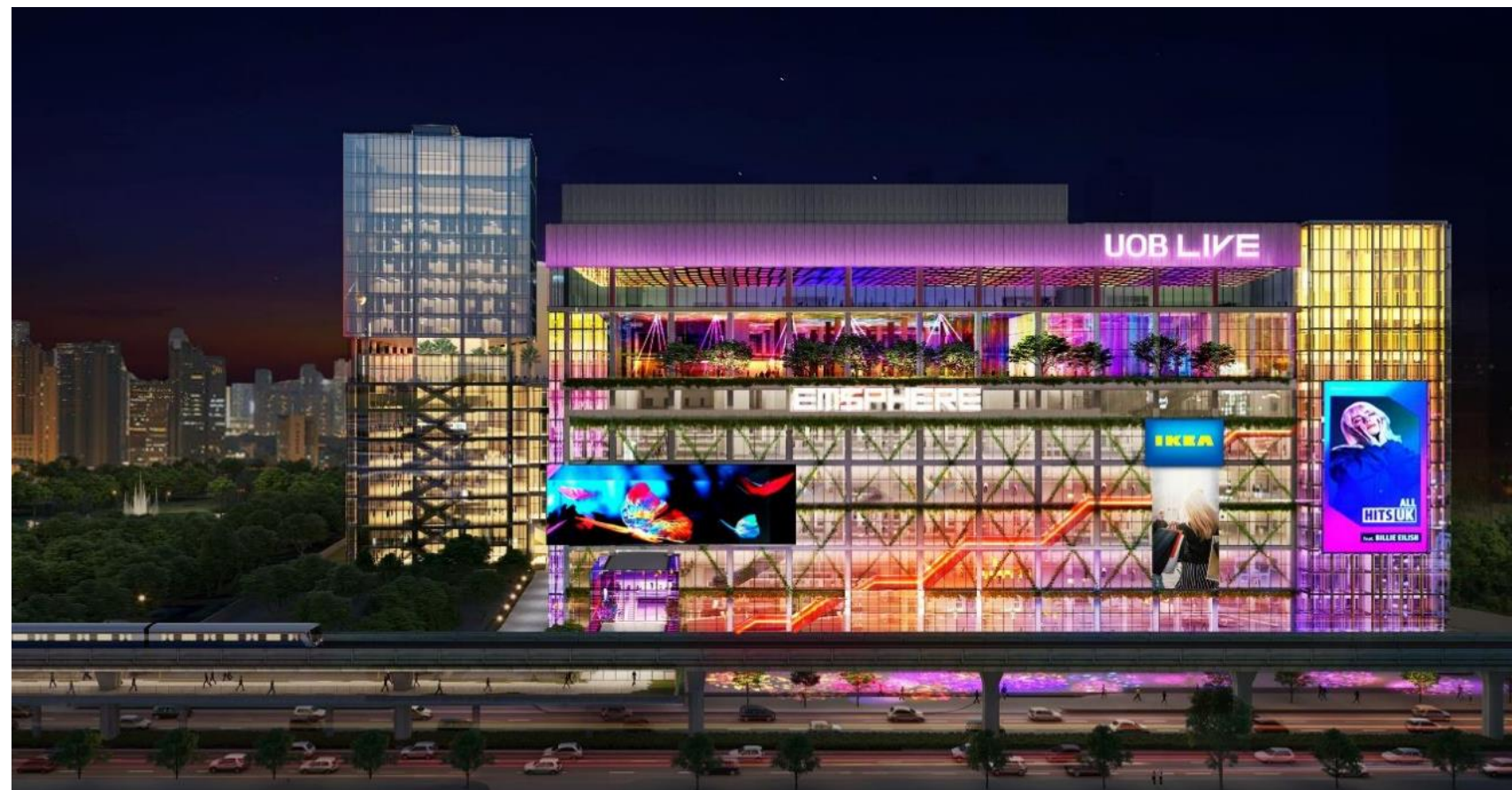
Building	Facility	Dimension (Approx.)			Usable		Maximum Capacity (Approx.)					Load	Remarks	
		Length (m.)	Width (m.)	Height (m.)	Gross Area (Sq.m.)	Net Area (Sq.m.)	Theater	Classroom	Banquet	Reception	Exhibition Booth (Dim. X 3m.)			Capacity (kg./Sq.m.)
5th Floor	Mitrtown Hall 1-2	34.9	21.6	10.0	1,800	28,215	1,520	960	720	1,800	60	1,000	Stage size 4.8 x 12 m. Loading facilities : live up loading ramp, height lift, cargo lift Loading entrance : width 5 m., height 3.3 m.	500 kg.
5th Floor	Mitrtown Hall 1	14.9	21.6	10.0	800	8,487	700	480	560	800	41	1,000	Stage size 4.8 x 9.6 m.	500 kg.
5th Floor	Mitrtown Hall 2	14.9	21.6	10.0	800	8,487	700	480	560	800	42	1,000	Stage size 4.8 x 9.6 m.	500 kg.
5th Floor	Mitrtown Hall's pre function	11.0	16.0	6.0	1,008	10,890	N/A	N/A	210	800	18	1,000	Stage size 4.8 x 9.6 m.	N/A
5th Floor	The Mix-ing Room	16.1	12.5	7.5	300	2,193	120	80	100	200	N/A	500	Stage size 2.4 x 3.6 m.	N/A
5th Floor	Meeting Room 1	7.9	5.1	4.3	40	421	N/A	N/A	20	N/A	N/A	300	N/A	N/A
5th Floor	Meeting Room 2	9.2	6.0	4.3	56	601	38	20	20	30	N/A	300	N/A	N/A
5th Floor	Meeting Room 3	9.2	6.0	4.3	56	601	38	20	20	30	N/A	300	N/A	N/A
5th Floor	Meeting Room 2-3	9.2	12.0	4.3	112	80	38	80	100	N/A	300	N/A	N/A	
5th Floor	Meeting Room 4	5.3	4.9	4.3	26	279	20	N/A	N/A	30	N/A	300	N/A	N/A
5th Floor	Meeting Room 5	7.0	5.4	4.3	40	482	30	N/A	N/A	40	N/A	300	N/A	N/A



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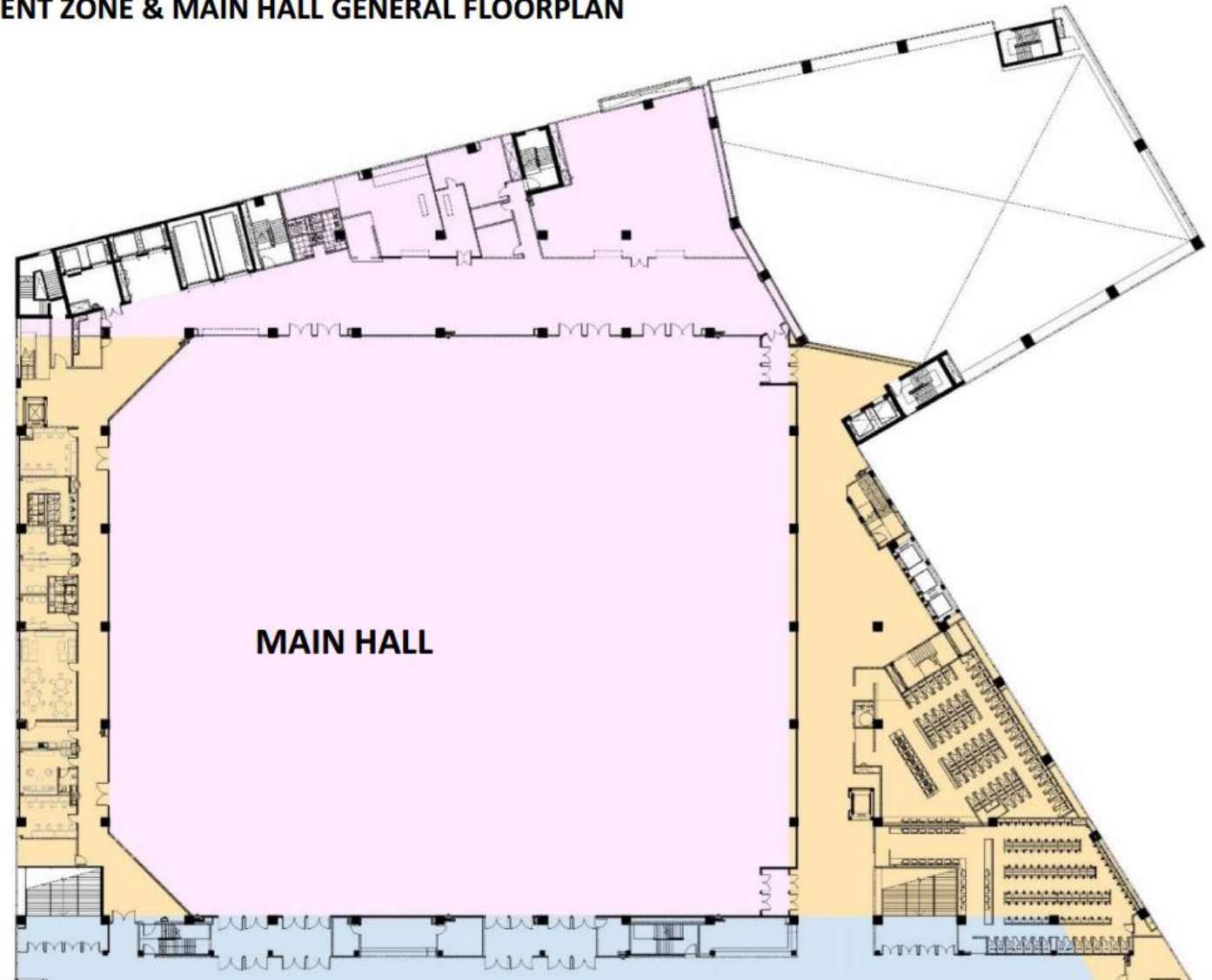


# UOB LIVE



# UOB LIVE

## PRE-FUNCTION/EVENT ZONE & MAIN HALL GENERAL FLOORPLAN



# MICE CITY

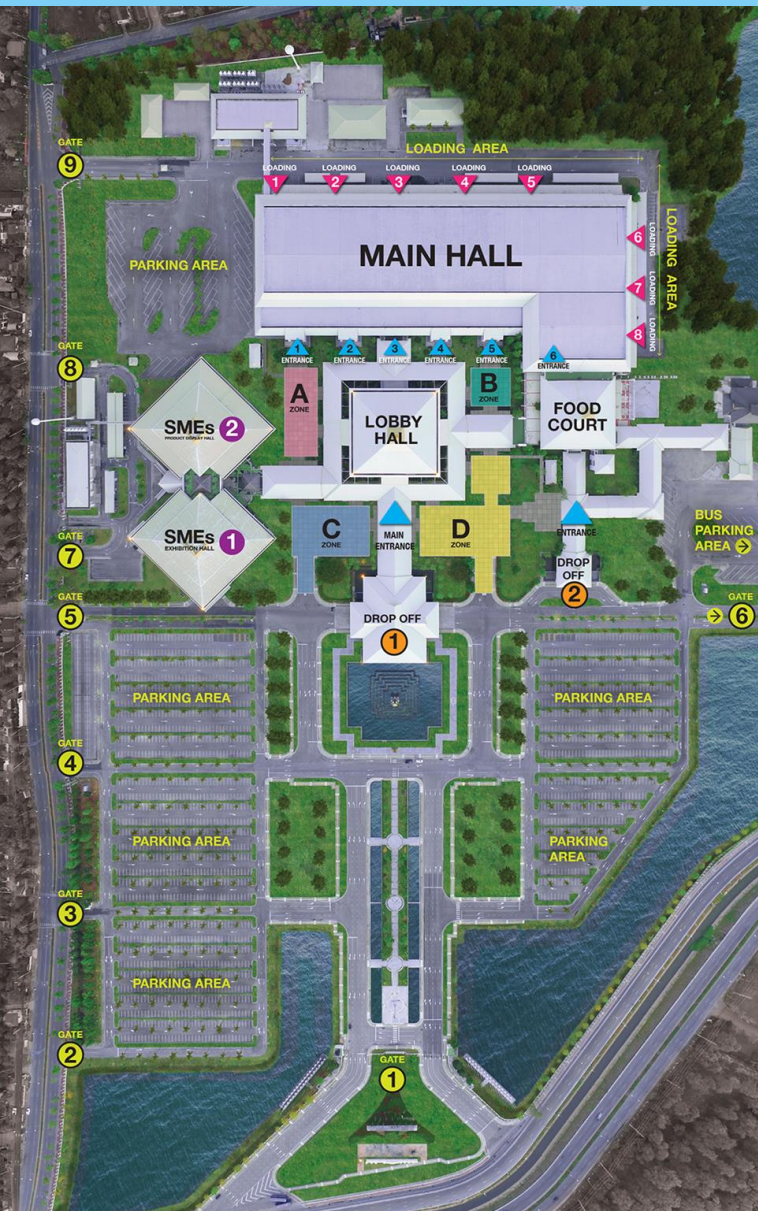




# MAJOR EXHIBITION VENUE



**PROFESSIONAL  
EXHIBITION  
MANAGEMENT**



3 interconnected exhibition halls with a combined column free space of 8,000 sqm and 12 ceiling height can accommodate more than 10,000 people with theatre style.

These halls featured totally soundproof removable dividers.

This feature supports our customers to have the freedom and flexibility to adjust the exhibition halls for a variety of all events and activities.

# KICE

Khon Kaen  
International  
Convention and  
Exhibition Center







# MAJOR EXHIBITION VENUE

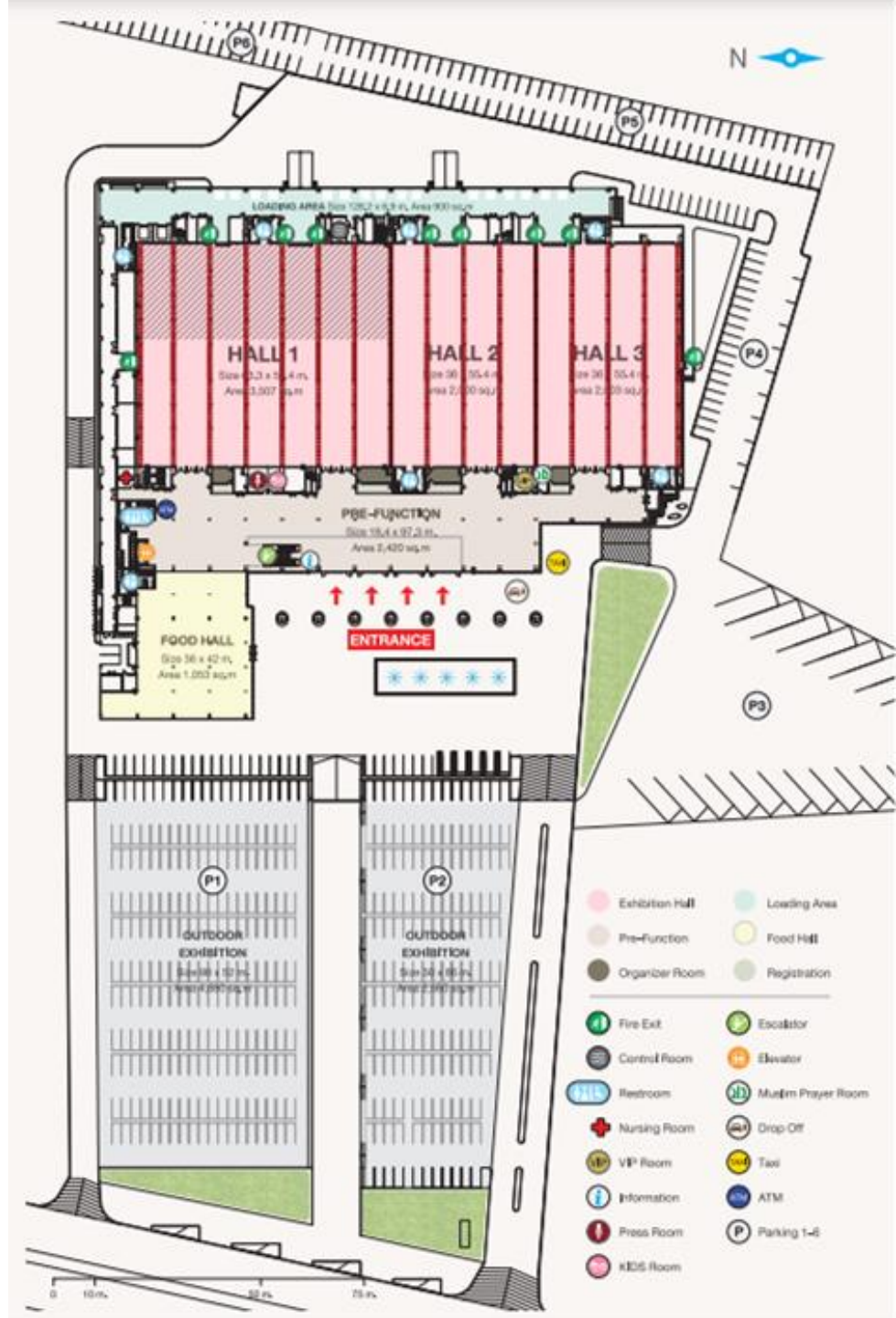


PROFESSIONAL  
EXHIBITION  
MANAGEMENT

# Ground Floor

DIMENSION & CAPACITY INFORMATION SHEET OF GROUND FLOOR

FACILITY	AREA (sq.m)	DIMENSION (L x W x H) m.	 THEATER with stage (px)	 CLASSROOM with stage (px)	 BANQUET with stage (tblk)	 COCKTAIL with stage (px)	 BOOTH (3x3 / booth)
Hall 1	3,507	63,3 x 55,4 x 15	3,900	2,200	180	5,200	190
Hall 2	2,000	36 x 55,4 x 15	2,400	1,300	88	3,000	110
Hall 3	2,000	36 x 55,4 x 15	2,400	1,300	88	3,000	110
Hall 1-2	5,507	99,3 x 55,4 x 15	6,800	4,000	300	8,200	300
Hall 2-3	4,000	72 x 55,4 x 15	4,600	2,600	210	6,000	220
Hall 1-3	7,510	135,5 x 55,4 x 15	10,000	6,000	430	11,000	420
Outdoor	4,680	90 x 52	-	-	230	-	-



# KICE



**NICE**  
ศูนย์ประชุมนานาชาติเมืองพัทยา  
MONGKHOECH PATTAYA INTERNATIONAL CONVENTION AND EXHIBITION CENTER



## Exhibition Hall



### Hall 1:

Size 2,880 square meters,  
width 48 × 60 meter.

exhibitions, 176 booths (size 3 \* 3 m)

### Hall 2:

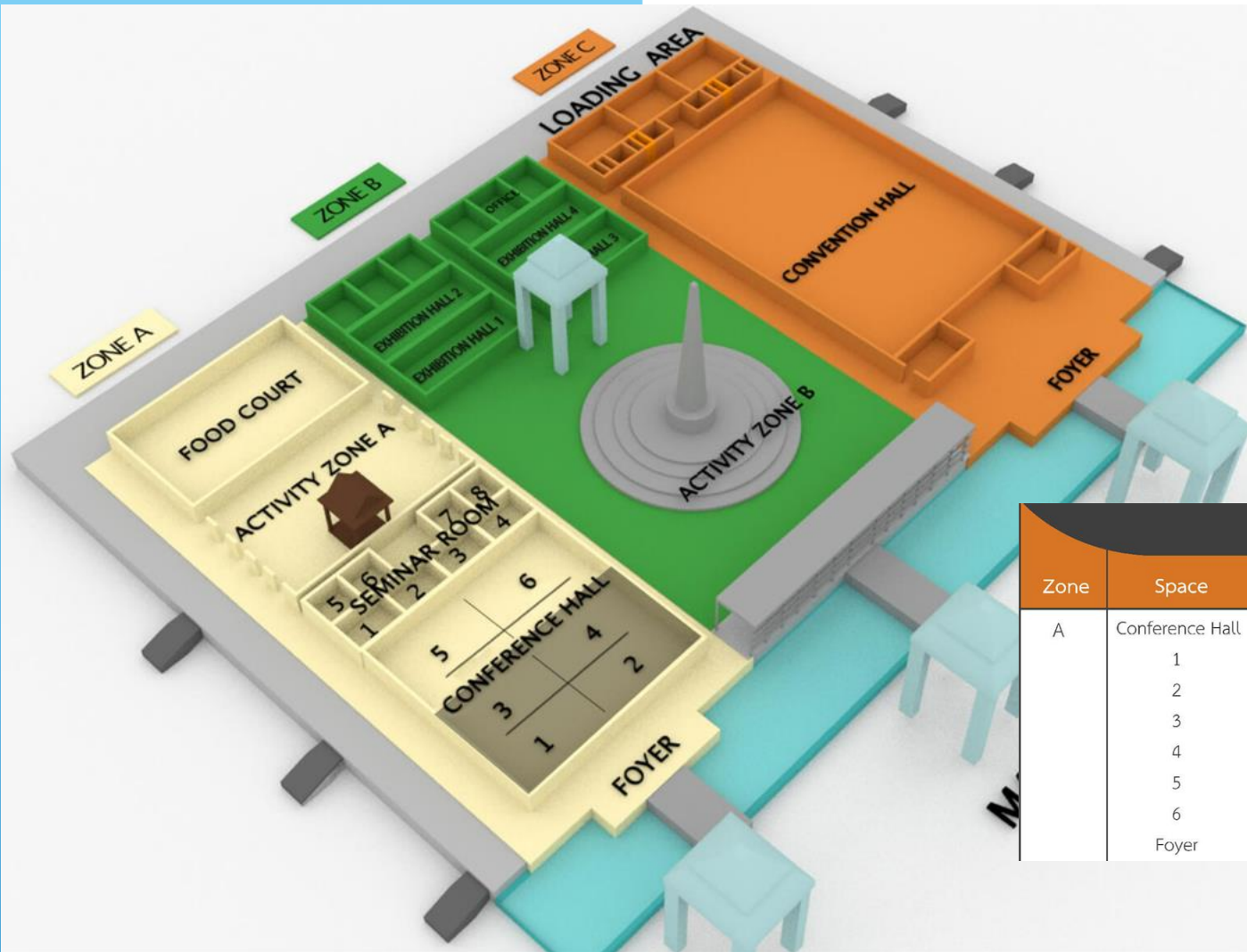
Size 1,440 sq m,  
width 30 × 48

exhibitions 48 booths (size 3 \* 3 m)

### Hall 3:

Size 1,440 sq m  
width 30 × 48 m

Exhibitions 72 booths (size 3 \* 3 m)



Zone	Space	Dimension			Capacity				
		W x L	Height (M.)	Area (Sq.m.)	Theater	Classroom	Banquet	Reception	Booth(3x3m.)
A	Conference Hall	31.0x31.0	8.00	960	1,000	500	560	700	50
	1	15.5x10.0	8.00	155	140	70	60	130	10
	2	15.5x10.0	8.00	155	140	70	60	130	10
	3	15.5x10.0	8.00	155	140	70	60	130	10
	4	15.5x10.0	8.00	155	140	70	60	130	10
	5	15.5x10.0	8.00	155	140	70	60	130	10
	6	15.5x10.0	8.00	155	140	70	60	130	10
	Foyer	-	8.00	440	-	-	-	-	-

# ICC HATYAI



# MAJOR EXHIBITION VENUE



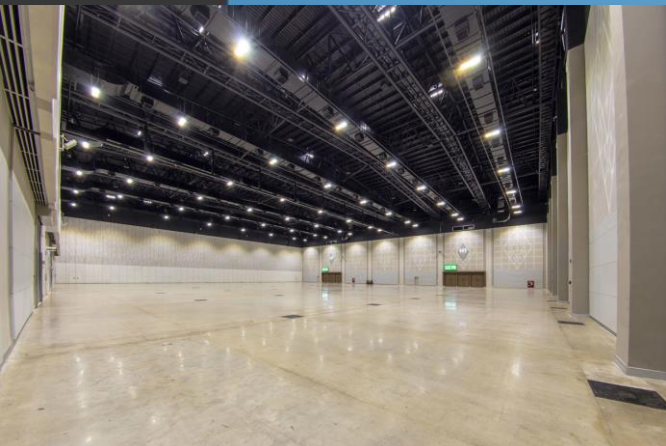
PROFESSIONAL  
EXHIBITION  
MANAGEMENT



# Venue Selection



- Book in advance (1-3 Years)
- Space Usage (Target)
- Type of Exhibition (B2B, B2C, Product, competitor etc.)
- Location related to buyer target
- Operations Issue
  - Load capacity
  - Ceiling
  - Column
  - Electricity
  - Move In and Out process
  - Transportation



# 2. Service Provider /Supplier/Vendor



Service Providers : Suppliers : Vendors



# Service Providers - Definition

- ❖ Main Service Providers
  - ❖ Direct involvement in exhibition management to provide services to the exhibitors upon requests.
- ❖ Other Service Providers
  - ❖ Indirectly involved with the exhibition but without these service providers the exhibition might not be successful.

# Main Service Providers

- Booth Construction
  - A design and construction company with expertise in exhibitions including construction, dismantling and maintenance.
- Freight Forwarder/On-Site Handling
  - Dealing with delivery of materials from the source company to the event venue and vice versa through land, water and air. Logistics Management, Customs Clearance
- Electrical and Lighting System
  - Provides installation and maintain the electrical and system services in the venue and surrounding area.
- Audio and Visual
  - Provides installation, control and oversee the lighting and audio systems together with technicians.
- Furniture
  - Provides furniture rental services including tables, chairs, counters, decorative items.



A design and construction company with expertise in exhibitions including construction, dismantling and maintenance.

# Booth Construction



# Booth Package



- Type of Booth (Standard, Premium etc.)
- How many Booths? (Official Contractor Capacity)
- Entitlement (Counter, Lockable, Shelf, Graphic)
- Standard Booth Cannot change carpet colour and furniture
- 1 Company Name same as contract
- 1 Logo same as contract
- Booth size 9,12,15,18 sq.m. is not the same cost in per sq.m.



# Pavilion

- Cost related to size of Pavilion.
- Design or Gimmick.
- Entitlements.
- Guideline policy (Government).
- Structure plus. (Hanging Banner, Advts, Truss)



# Logistics Service

## **Freight Forwarder/On-Site Handling**


Dealing with delivery of materials from the source company to the event venue and vice versa through land, water and air. Logistics Management, Customs Clearance

# Utility Service



Electrical and Lighting System  
Provides installation and  
maintain the electrical and  
system services in the venue  
and surrounding area.





Provides installation, control and  
oversee the lighting and audio  
systems together with technicians.

# Audio Video System



**Furniture**



**Provides furniture rental services including tables, chairs, counters, decorative items.**



# TYPES OF MAIN SERVICE PROVIDERS

1. Appointed/Official Service Providers
  - Appointed and Guaranteed by Organizer/PEO
2. Recommended Service Providers
  - On recommended List and Organizer has less responsibility
3. General Service Providers
  - Hired/employed by the exhibitors without any consent from Organizer.

# Other Service Providers

- Hotel Accommodation



- Specialty Service Providers

- Transport/Tour Operator
- Graphics Service Provider
- Translator/Interpreter
- Communication Service Providers
- Floral Service Provider
- Catering Service Provider
- Photo & Video Service Provider
- Security Service Provider
- Cleaning Service Provider
- Event Organizer
- Entertainment Agency
- Registration System
- Recruitment Service Provider
- Carpet Service

# TRANSPORT SERVICES



# Graphic Design Services

Websites

Branding Collateral

Infographic

Logo

Landing Page

Brochure

Web Banner



# Professional Translation Services

# COMMUNICATION SERVICE





# FLORAL SERVICE





**CATERING**  
SERVICES

# PHOTO SERVICE





# Security Services

A top-down view of various cleaning supplies arranged on a dark, textured wooden surface. The items include a pair of teal nitrile gloves at the top, a teal dustpan with a white brush, a teal-handled brush with white bristles, a teal-handled brush with a white circular head, a white spray bottle with a teal trigger, a teal-handled roller with a white cylindrical head, and a teal-handled brush with a green circular head. The text "Cleaning Services" is overlaid in white on the right side of the image.

# Cleaning Services



# EVENT ORGANIZER

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Entertainment agency

FESTIVAL



# Registration System







# RECRUITMENT

## QUALIFICATION

INTERVIEW

Experience

Skill

Talent

Training

TOGETHER

30% Benefits

BONUS

Candidates

APPLICATION

INTERVIEW

Experience

Skill

Talent

Training

TOGETHER

30% Benefits

BONUS

Candidates

APPLICATION

# Carpet Service



# 3. Exhibitor Manual

# What is Exhibitor Manual?

- An exhibitor manual provides all the information needed by those selling at an event – from details on the event schedule and rules, to contact information for the organizers.
- Having these details upfront helps exhibitors be better prepared for their time at the event, which leads to a more productive experience for both them and attendees.

# EXHIBITOR MANUAL

This can include:

- General Event Information – **PROJECT COORDINATOR**
- Build up and Breakdown Rules and Regulations
- Health & Safety Rules
- Access
- Registration/Ticketing
- Marketing Opportunities – **PROJECT COORDINATOR**
- Onsite hospitality options
- Maps and Plans
- Deadlines
- Preferred Suppliers
- Relevant contact details
- And much, much more dependent on the size and scale of your event.

## HOW DOES AN EXHIBITOR MANUAL STREAMLINE WORKFLOW?

1. All your event information is collated and organized into the one place.
2. Clear navigation ensures your exhibitors can find exactly what they are looking for quickly.
3. All your deadlines are listed chronologically so there can be no excuse for missing them, whilst also acting as a checklist.
4. Marketing opportunities are detailed to ensure each exhibitor has the chance to maximize on these benefiting themselves and the event itself.
5. All preferred suppliers are listed so your exhibitors can easily contact them.
6. All forms are managed offline/online in one place.
7. Downloadable maps and clear access information is available to all exhibitors and their contractors.
8. Online Manual: Instant updates to your event can be sent to everyone in one go so everyone has the latest information.
9. Relevant event contact information can be found easily.



# ALL ORDER FORMS

## Important Notes:

1. **Forms A, B, K** must be returned by **ALL exhibitors**.
2. **Form C** must be returned by **BASIC and PREMIUM booth**.
3. **Forms F, I** must be returned by **RAW SPACE exhibitors**.



Furniture and Utility



Visa Application Form



Shipping Instruction



Tariff Rate



# Exhibitor Manual Sample JCK Las Vegas



**This document is an overview of show operations, policies and procedures, venue details, booth and vendor information, and much more, to help you get set up for success.**

[About](#) [Attend](#) [Exhibit](#) [Hotel & Travel](#) [What's New?](#) [Press & Media](#) [2023 Exhibitors](#) [Product Directory](#) [Events & Education](#) [JCK Insider](#)

**GENERAL SHOW INFORMATION**

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**EXHIBIT BOOTH REGULATIONS AND INSURANCE**

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**GENERAL CONTRACTOR (FREEMAN) AND VENUE (THE VENETIAN EXPO) ORDERING**

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**SECURITY, SAFES AND ARMORED CAR ORDER FORMS**

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**MOVE-IN, MOVE-OUT, SHIPPING INFORMATION**

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**EXHIBITOR APPOINTED CONTRACTORS**

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**SHOWCASE ORDER FORMS**

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**I NEED TO ORDER...**  
(Click on text to access forms/info)

**CONTRACTOR**

**DISCOUNT DATE**  
(if applicable)

**PHONE**

**Display Showcases**

**American Fixture**

April 14, 2023

718-463-2176

**Safes**

**Rolland Safes**

April 21, 2023

214-845-6804

**Water Bottle Program**

**The Venetian Expo**

April 28, 2023

702-733-5676

**Audio Visual**

**Freeman AV**

May 1, 2023

702-352-1516

**Carpet (change request)**

**Freeman**

May 1, 2023

702-579-1700

**Computers & Office Equipment**

**Freeman AV**

May 1, 2023

702-352-1516

**Furniture Rental**

**Freeman**

May 1, 2023

702-579-1700

**General Contractor - Online  
Ordering**

**Freeman**

May 1, 2023

702-579-1700

**Graphics & Signage**

Freeman

May 1, 2023

702-579-1700

**Lighting Options**

Freeman

May 1, 2023

702-579-1700

**Rental Exhibits**

Freeman

May 1, 2023

702-579-1700

**Rigging**

Freeman

May 1, 2023

702-579-1700

**Booth Cleaning**

The Venetian Expo/SES

May 12, 2023

702-733-5070

**Catering**

The Venetian Expo

May 12, 2023

702-733-5070

**Electrical**

The Venetian Expo/SES

May 12, 2023

702-733-5070

**Internet & Telecommunications**

The Venetian Expo/SES

May 12, 2023

702-733-5070

**Photography & Videography**

Oscar & Associates

May 12, 2023

312-922-0056

**Plumbing**

The Venetian Expo/SES

May 12, 2023

702-733-5070

**Security Guards (in booth)**

**Allied**

N/A

702.262.7851

**Security Surveillance (CCTV)**

**Unified Command**

May 12, 2023

702-518-4401

**Armored Car - Brinks**

**Brinks**

See form

1-800-527-4657

**Customs & Freight Forwarding**

**Phoenix International**

See form

908-355-8900

**Domestic Shipping**

**Freeman**

See form

702-579-1700

**Installation & Dismantle Labor**

**Freeman**

See form

702-579-1700

**Exhibitor Insurance**

**Buttine**

N/A

800-964-4454

**Floral**

**Spring Valley**

N/A

845-268-7555

# 4. Work Flow Process

# Project Coordinator

## Day-to-Day work

- Keep work on schedule
- Organize and track deliverables
- Communicate updates to stakeholder
- Document project information
- Plan and schedule meeting

# Communicate Updates to Stakeholders

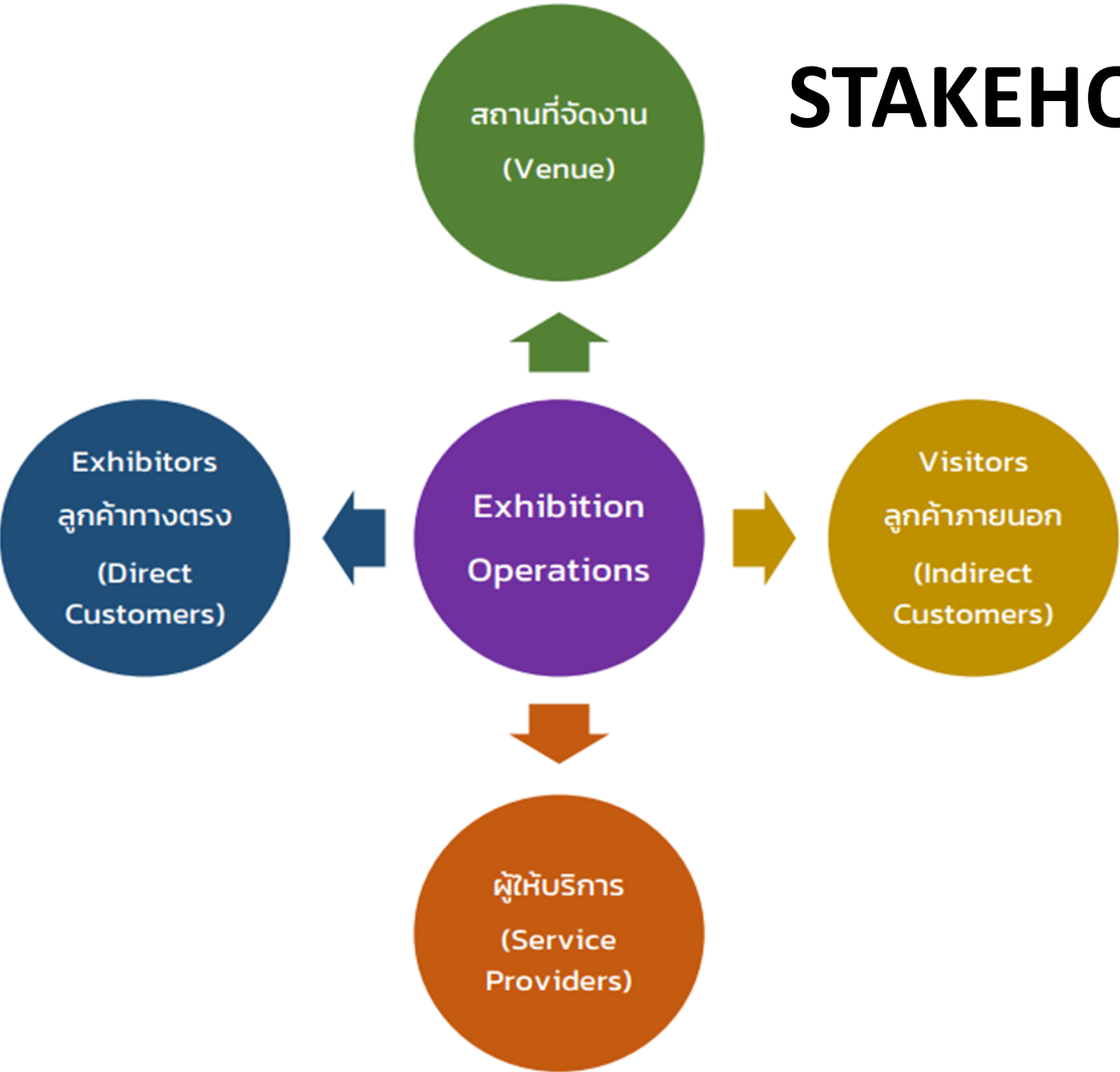
It's important to let your team know how your project is progressing and keep them informed of any unexpected changes. As such, regularly reporting on your project's status is a critical component of successful project coordination. It's the best way to ensure stakeholders are on the same page, proactively spot risks, and keep work on track and on budget.

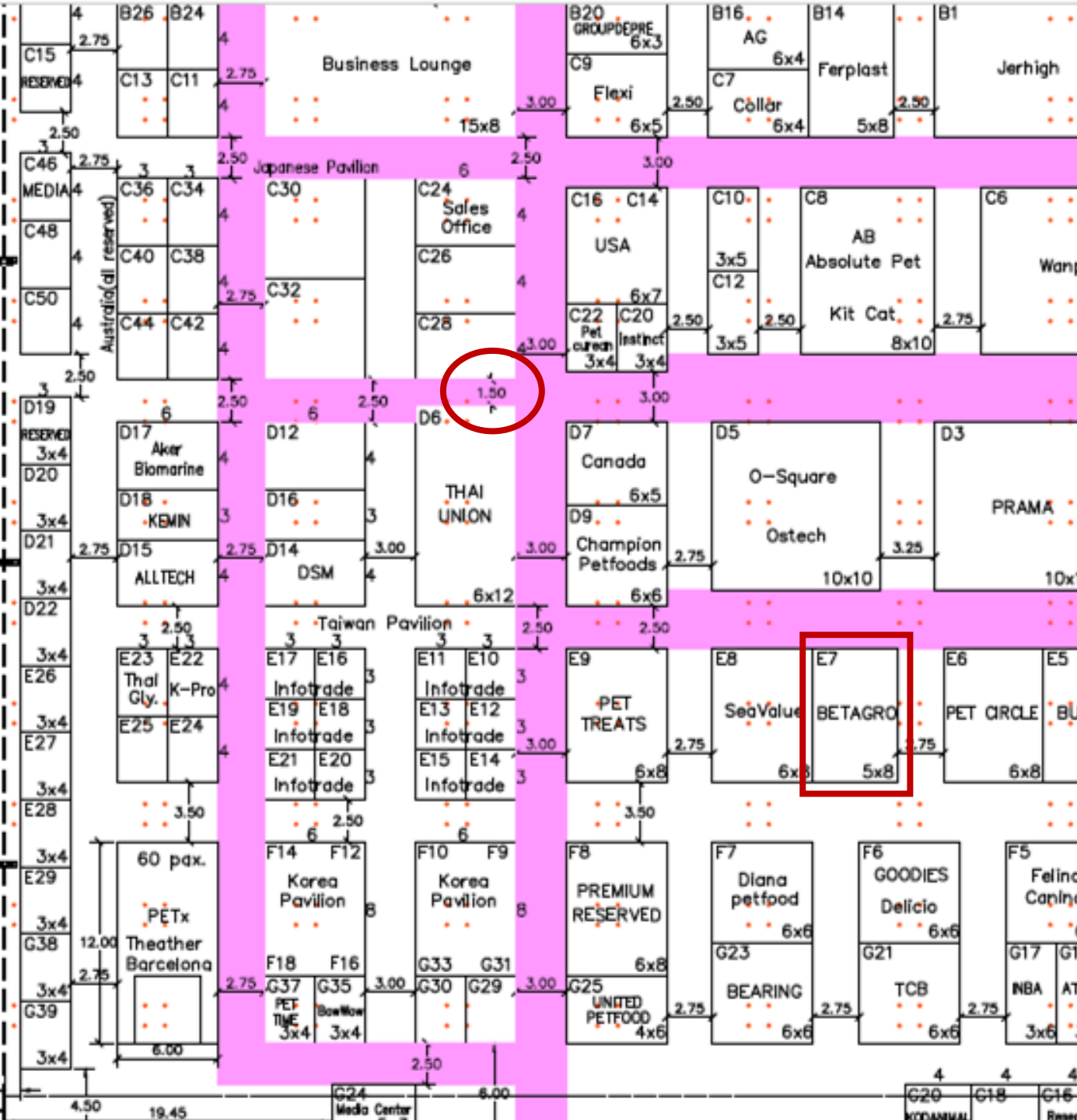
A hand is shown pointing towards the center of the image. In the center, the word "STAKEHOLDER" is written in bold, black, uppercase letters. This text is enclosed within a large, semi-transparent red circle. Surrounding this central circle are several smaller circles, each containing a different currency symbol: the US Dollar (\$), the Japanese Yen (¥), the British Pound (£), and the Euro (€). These symbols are arranged in a circular pattern around the central text. The background is a light gray with a subtle grid pattern and a faint, glowing effect around the central circle. At the bottom of the image, there is a horizontal line of binary code (0s and 1s).

**STAKEHOLDER**



# STAKEHOLDERS





# Floor plan

- First draft floor plan by Operations
- On scale
- Run Booth No.
- Utility Hatch
- Set Back Venue Rules
- Special Area
- Weekly update

# Exhibitor Briefing



- 1–2 Weeks before Early bird deadline in Exhibitor Manual.
- Project Manager update show progress e.g. Special Activity, Special Pavilion, Special seminar.
- Marketing update about local and oversea buyer, program or activity that will support exhibitor e.g. Business Matching, Factory Visit
- Operations update about move in and out process, traffic, working schedule, Rules & Regulations etc.
- Meet Official Contractors

# Lounge and Office

- VIP Lounge
- Sales Office
- Temp Staff Room
- Printed Material Room
- Hosted Buyer
- Questionnaire
- Audit



# Special Activity

- Space
- Design
- Light and Sound
- Details of Activity
- Emcee
- Troop
- Temp Staff



- 12 months out for big trade show
- 5-6 months out for smaller events



# PRE-PLANNING

# ONSITE



# POST-EVENT





# 5. Health and Safety



**HEALTH  
& SAFETY**





**WE CAN'T  
CONTROL  
THE WIND,  
BUT WE CAN  
ADJUST  
THE SAILS.**

# EXAMPLES OF COMMON RISKS ASSOCIATED WITH ANY EXHIBITION

- Multiple contractors working in a single workplace
- Fall from working at heights and working on a live edge
- Slips, trips and falls on a level surface
- Manual handling – lifting or moving of heavy/awkward loads
- Falls on stairs or escalators
- Injury from electric shock
- Objects falling from height or loads falling from vehicles
- Impact injury from moving vehicles
- Injury from use of work equipment e.g. circular saws
- Hanging wires
- Structural collapse of seating or an exhibition stand
- Outbreak of Legionnaires disease from a water feature
- Food poisoning incident from temporary catering outlet
- Fire and fire related incidents
- Major incident and civil emergency
- Excessive working hours
- Stress
- Alcohol and drug misuse related incidents

The following is a summary of the risk assessments that should be created for an event.

Type	Responsible Party	Copied to
Generic Venue Risk Assessment	Venue	Organiser
Venue Fire Risk Assessment	Venue	Organiser
Event Risk Assessment	Organiser	Venue
Event Fire Risk Assessment	Organiser	Venue  Floor managers
Organiser's key Contractors'	Contractors	Organiser (available to floor managers if needed)
Complex Structures including a Fire Risk Assessment	Exhibitors	Organiser and Venue (via the organiser)
Shell Scheme stands where there is identified significant risk or fire risk	Exhibitors	Organiser
Venue's key Contractors'	Contractors	Venue

# RISK ASSESSMENT

## 5 STEPS OF RISK ASSESSMENT

Step One – Identify the Hazard and Who Could be Harmed

Step Two – Assess the Risk

Step Three – Develop Controls

Step Four – Implement Controls

Step Five – Monitor and Review

# How to do a risk assessment form inside an exhibition stand

Hazards	Consequences	Who is at Risk
Identify Hazards	What could result from the hazard?	Who might be harmed?
Identify sources of ignition e.g. <ul style="list-style-type: none"> <li>• Smoking</li> <li>• Hot works</li> <li>• Electrical fault</li> </ul> Identify sources of fuel e.g. <ul style="list-style-type: none"> <li>• Waste</li> <li>• Flammable fumes</li> <li>• Stand dressings</li> </ul>	Consider the likely effects of fire such as explosion fire, smoke inhalation, panic, and fire damage which could lead to any of the following: Injury that is likely to stop working more than 3 days – bone fractures, muscle pain etc. Serious injury – an injury that can be fully recovered. Death or very serious Injury to one person - Life changing injury from which full recovery is unlikely. Death or very serious injury to more than one person	Organiser's staff <ul style="list-style-type: none"> <li>• Venue staff</li> <li>• Exhibitors</li> <li>• Contractors</li> <li>• Young/new inexperienced staff</li> <li>• Disabled</li> <li>• New and expectant mothers</li> <li>• Trespassers</li> <li>• Pedestrians and drivers around the venue</li> <li>• Local inhabitants</li> </ul>



Hazards	Who is at Risk	Controls
<p><u>work injuries</u></p> <p>1. Tower is being built must work at height There may be a chance of falling or there is something that can fall</p>	<ul style="list-style-type: none"> <li>• Contractors</li> <li>• Exhibitors</li> <li>• People in nearby booths</li> <li>• Property of adjacent booths</li> </ul>	<ul style="list-style-type: none"> <li>• Use standard scaffolding, good condition, no damage. Operators are skilled in working at heights.</li> <li>• The scaffolding is more than 4 meters high, so there is a railing around the top floor.</li> <li>• Lock the wheels before work. and have someone to take care of the scaffolding base</li> <li>• To move the scaffolding. The staff above will be seated and hold the scaffolding</li> </ul>
<p>2. injuries from work and moving things</p>	<ul style="list-style-type: none"> <li>• Contractors</li> <li>• Exhibitors</li> <li>• Persons and property of others in the hall</li> </ul>	<ul style="list-style-type: none"> <li>• Have protective equipment such as helmets, safety shoes</li> <li>• Do not move too many things that obstruct your vision.</li> <li>• There is a staff to take care of the route during the transport of goods.</li> </ul>
<p>3. fire inside the booth Because there are some structures, decorative fabrics are used. which are flammable materials.</p>	<ul style="list-style-type: none"> <li>• Contractors</li> <li>• Exhibitors</li> <li>• Persons and property of others in the hall</li> </ul>	<ul style="list-style-type: none"> <li>• Because those materials cannot be avoided, the light that generates a lot of heat will be installed away from the flammable materials and provide fire extinguisher in the booth in case of emergency</li> </ul>



**BQ**

GET INSPIRED NOW

BIGQUOTE.CO

**IF YOU'RE GOOD  
AT SOMETHING, NEVER  
DO IT FOR FREE.**

*by* THE JOKER

# Thank You

