

Reservation Check List

- Do you need a
 - Banner
 - Beverage station
 - Custom floor plan – upload document & discuss with Sal in advance (Important: print a copy for Sal.)
 - Keys
 - Podium
 - Risers
 - Tables
 - Truck
 - White board
 - Outdoor Spaces – Do you need the sprinklers turned off?

- Who does your reservation affect? What do you need to ensure smooth collaboration for a successful event? Ensure appropriate departments are included in your reservation and communication has been established.
 - Gary and AV team
 - Chris – for website, provide a graphic and a description of the event at least three weeks ahead of time
 - Derik – contact at least one month prior to your event to schedule your Stay Connected video
 - Kitchen team
 - Nursery – contact Kate at least one month prior to your event
 - Sal & team – *Once reports are printed, any changes made to your event have to be communicated to Sal.*
 - Send an email to Communications@lacasadecristo.com outlining your event and the advertising needs you have.
 - Front Office team - for ordering of office supplies you may need for your event (specialty paper, name badges, ink if you are printing flyers or programs, etc.), work-to-do, calendar reservations which we go by to answer callers' questions and to include in advertising and the Week-at-a-Glance (so every detail needs to be accurate).

- Now that the calendar is live (Chris or Erin can explain this if you are unfamiliar)
 - The event title must match the title placed in the 'Schedule' section, located in the Overview tab.
 - If you want your event to be public on the La Casa website, select "Published" from the "Visibility" drop down, in the "Settings" tab.
 - To help the viewer know more about your event, add the URL from your event or ministry webpage in the "Settings" tab. It will also be helpful to add a brief description of your event in the "Summary" section within the "Settings" tab.
 - The name of the person facilitating the event should be listed in the "Summary" section, not in the title of the event. Any personal contact information for the facilitator should be listed in the "Notes" section.

General Notes

- If you create a reservation and receive notification that there is a conflict, it is your responsibility to contact the other staff member and resolve the conflict ASAP. Once the issue has been resolved, contact Myla or Nancy to ensure the details are updated on the calendar. Your reservation may be denied if it conflicts with another reservation, so it is imperative to connect with your teammate to resolve the scheduling issue. A pending reservation will not show up on the live calendar until the issue is resolved.

- The standard request time for the Office Staff to assist with general projects is two weeks. The process for this is to submit a Work-To-Do form. lacasadecristo.com/worktodo

- For large events, the following is a necessary timeline for the front office team to satisfactorily assist you with your projects.
 - One month prior to the event – All supplies which need to be ordered by the office, must be requested. This includes pens, lanyards, paper, toner, etc.
 - Two weeks prior to the event – All signs should be prepared. All printing and binding of programs should be complete.
 - One week prior to the event – Nametags should be printed.
 - Communicate, communicate, communicate. The Office Staff is here to help you succeed. We can best do that when we know what you need and what your event involves.