

**Meeting Services Standard**  
**Walailak University Bangkok Coordination Unit**

Sequence	Procedure	Operation Details	Duration
1	Service confirmation	When WUBKK receives a meeting request through the e-Booking system, the provided requirements are summarized in the system, and the meeting service team coordinates to confirm the service request.	Everyday
2	Reserve a car park	Coordinate parking reservations for attendees with the SM Tower Condominium juristic person in the amount specified in the e-Booking system.	Preparations for one day early
3	Preparing/delivering documents accompanying the meeting	The meeting documents include: - An agenda must be prepared for use in the meeting room. - An agenda to be submitted to the committee. - An agenda that must prepare equipment for use through the system e-Meeting.	- Place at least 30 minutes before the meeting. - Submit at least 3 days ahead of time to the committee. - Prepare at least 30 minutes before the meeting. * Depending on the length of time the document or document file arrive at the WUBKK *

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4	Prepare the meeting's budget	Coordinate to prepare various expenses for the meeting: - Coordinate transfers of money, meeting allowances, travel charges, and transportation charges, and also make packing envelopes for distribution. - Prepare the signature for the committee to sign and receive the money and allowance for meetings, travel expenses, and transportation costs.	- Prepare at least 30 minutes before the meeting.  * Depending on the date, time, money transfer and document submission of the originating agency *
5	Make preparations for the meeting	- Meeting room preparation: disinfect the meeting room and maintain the tables, chairs, and microphones clean and ready to use. - Test audiovisual equipment and communication systems for organizing online meetings. - Arrange name tags for attendees. - Arrange meeting documents. - Arrange a public relations screen to inform people about the use of the meeting room. - Stamp the parking cards for the attendees.	Preparation must be completed 30 minutes before the meeting.  In the case of an online meeting, preparation must be coordinated with the source to test the system together.

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6	Food planning and purchasing certifies the meeting	<ul style="list-style-type: none"> <li>- Plan the preparation of the guaranteed meals according to the needs of service users, budget, and suitability for attendees.</li> <li>- Purchasing food for meetings</li> </ul>	Do this before the next meeting.
7	Welcoming the attendees	<ul style="list-style-type: none"> <li>- Welcome attendees and invite them to the meeting room when they arrive.</li> </ul>	When the attendees arrive at the WUBKK, a performance will be taken immediately.
8	Sign the meeting/Pay the meeting allowances, etc.	<ul style="list-style-type: none"> <li>- Pay for meeting allowances, travel expenses, transportation costs, accommodation and have the attendees sign the document.</li> </ul>	This is done once everyone has taken a seat in the meeting room.
9	Prepare and catering for the meeting	<ul style="list-style-type: none"> <li>- Organize snacks and main meals and prepare for the certifying meeting.</li> <li>- Serve snacks when attendees have already sat in the meeting room.</li> <li>- Serve the main meal after the meeting is finished or according to the schedule of the meeting.</li> <li>- During the meeting, take care to fill up the drinking water for the attendees as appropriate.</li> </ul>	- Prepare at least 30 minutes before the meeting.
10	Take care of tidiness and convenience in organizing a meeting	<ul style="list-style-type: none"> <li>- During the meeting, care was taken to ensure that the meeting proceeded smoothly, including the visual system, the sound system, and other needs of the attendees.</li> </ul>	Keep the meeting in order.

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11	Convenience after the meeting	Send attendees to the elevator or take them to the car in case of baggage.	When the meeting is finished.
12	Summary of meeting expenses	- Summarize expenses and document the expenses of the meeting to the meeting organizer. - Transfer the balance back to the meeting organizer.	This must be completed within 1 day after the meeting is over.
13	Service performance report meeting	Report the results of the meeting to the meeting organizer and head of department.	When the meeting is finished.
14	Submit a meeting user satisfaction questionnaire	Submit a questionnaire on satisfaction to recipient.	When the meeting is finished.