

## Service Level Agreement

### The Service

Event Durham is Durham University's Conference and Tourism team. The team are responsible for delivering a wide range of event services, including, but not limited to: residential conferences, conference and meetings, weddings, B&B accommodation and corporate events. We look after all events across Colleges, Central Areas and Durham University Business School.

The Event Durham team take pride in providing a professional and proactive approach with all enquiries, and strive to deliver consistently high standards of customer service.

### Operational Hours

<b>Core operational hours</b>	Monday to Friday 8.15am – 5.00pm Including evening and weekend, as business demands
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### Key Contacts

Name	Role	Telephone	Email
Andrea Cairns	Events and Customer Service Manager	42887	<a href="mailto:andrea.cairns@durham.ac.uk">andrea.cairns@durham.ac.uk</a>
Judith Williams	Event Durham Manager	42887	<a href="mailto:judith.williams@durham.ac.uk">judith.williams@durham.ac.uk</a>
Sarah Harrington	Assistant Event Durham Manager	42887	<a href="mailto:sarah.harrington@durham.ac.uk">sarah.harrington@durham.ac.uk</a>
Event Durham Office	Event Durham Team	42887	<a href="mailto:event@durham.ac.uk">event@durham.ac.uk</a>

### Measures of Success

Customer Satisfaction:

All clients will receive feedback emails following their events.

The level of Compliments vs Complaints received will be tracked and the percentage of feedback which is positive will be used as the measure of success.

<b>Outstanding</b>	85% or more
<b>Solid Performance</b>	80 – 84%
<b>Performing</b>	79 – 75%
<b>Unacceptable</b>	Under 75%

Quarter 1	Quarter 2	Quarter 3	Quarter 4	YE 2023 (Average)
%	%	%	%	%

## Agreed Levels of Service

*Detailed below is the level of service that Event Durham commits to deliver.*

### Event Durham Coordinator (Sales)

#### Enquiry Handling

*To ensure all enquires are handled in a professional and friendly manner ensuring we deliver excellent customer service.*

- All enquiries are acknowledged the same day they are received
- From your initial enquiry, the below options are available for holding dates for your event:
  - Provisional Bookings - can be held for 10 working days
  - On Hold Bookings - can be held for 5 working days
- Every enquiry is input into the event booking system
- Provisional bookings - a booking contract will be issued to the client, either via post or a scanned copy via email
- Enquiries exceeding £5,000 - an email proposal is sent to the client (if an - email address is available), with images of the venue being proposed and a copy of the Event Durham brochure including terms and conditions
- Clients are required to then return the signed booking contract back to Event Durham within 5 working days of receiving the contract

### Event Durham Coordinator (Customer Relations)

#### Producing Final Function Sheets and Operational Meetings

*To ensure all final details are up to date to support the delivery of exceptional customer service.*

- 2 weeks prior to the event start date, all operational details will be finalised with you via phone or email by your Customer Relations Agent
- The Customer Relations Agent will review all arrangements and upon request can arrange the delivery and set up of any equipment requested including laptops, and poster boards
- Clients will receive copies of the catering menus which are available within the booked venue
- Following confirmation of final details, the function sheets will be sent for approval from the client
- Clients should approve the function sheet within 3-4 days and return to the Customer Relations Agent
- Upon receipt of approval finalised function sheets are emailed to the relevant College operation teams

### Event Durham Coordinator (Corporate)

#### Corporate Events

*The Corporate Events Agent team is responsible for providing and coordinating a seamless event management service, primarily to senior colleagues within the University, such as the Vice-Chancellor's (VC) Annual Reception and Private Dining for our major funders; enabling the achievement of University strategies.*

- When a new booking is received a flag email is sent to the relevant catering contacts to make them aware of the new event
- As required the Corporate Event Agents will develop an action plan, which is a working document for all departments involved
- UEC members will receive briefing notes for any event where they have an involvement
  - Briefing notes are based on details outlined in the invitation and the final function sheet
  - Briefing notes will be sent 1 week prior to the event and then the final version approximately 3 working days before

### Event Management

#### Conference Administration Service

- Event Durham offers a complete Conference and Event Management service, which provides you with the essential support for all of your conference arrangements.
- You provide the conference content and the Event Management Team will provide the extensive knowledge of the facilities and accommodation. The team will ensure that all of the necessary features of your event have been arranged to your exact requirements.

### Partnership Working

By working together we can deliver exceptional customer service at Durham University.

- To report any issues where there is a risk to health and safety or security to the team as soon as possible.
- To ensure any problems, complaints, compliments or suggestions for driving standards forward are addressed directly to the Event Durham team.