

**Purpose**

To ensure consistent, professional delivery of hospitality services across all meeting rooms.

**Scope**

Applies to all meetings with catering requirements within the office environment.

**Process Summary**

1. Receive confirmed booking and review event details
2. Prepare hospitality and stage on trolley
3. Deliver to meeting room 15 minutes prior to start
4. Make sure allergen info is displayed
5. Check room setup against agreed standards
6. Provide discreet in-meeting support if required
7. Clear and reset room within 30 minutes of meeting end
8. Escalate any room or facilities issues to FM