



ASEAN MICE Venue Standards

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I. ASEAN MICE Venue Standards

Chapter 1

Foreword

MICE or Meeting, Incentive, Convention and Exhibition is one of growing sectors in ASEAN Countries. The vision statement of ASEAN Tourism Strategic Plan 2016-2025 is

By 2025, ASEAN will be a quality tourism destination offering a unique, diverse ASEAN experience, and will be committed to responsible, sustainable, inclusive and balanced tourism development, so as to contribute significantly to the socio-economic well-being of ASEAN people.

The impact of MICE is more than the number of visitors or an amount of spending by these visitors in ASEAN countries. These visitors are known to be one of high spenders as well as spending more before and/or after the MICE activities. By average, they also stay at a destination longer than many other types of visitors. MICE visitors therefore contribute to significant growth of tourism and relevant sectors as well as the revenue of the country.

By introducing ASEAN MICE Venue Standards, this will allow all member states to have guidelines to make their property competitive and are able to join hands in providing quality MICE venues to the visitors, making ASEAN a competitive MICE region.

Chapter 2

Introduction

MICE venues are undoubtedly one of the vital factors for a destination to be selected for MICE activity. The ten ASEAN Member Countries, namely: Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, the Philippines, Singapore, Thailand and Viet Nam, have considered these ASEAN MICE Venue Standards (AMVS) as a reference to develop and enhance the capacity and competitiveness of MICE entrepreneurs in serving both the organizers and visitors in a professional way.

The 3 ASEAN MICE Venue Standards (AMVS) are 1. Physical Setting (32 indicators) 2. Technology (10 indicators) and 3. Service (13 indicators). There are altogether 55 indicators and these indicators aim to focus on the standards of a meeting venue within a hotel setting.

Chapter 3

Scope

Scope of ASEAN MICE Venue Standards

ASEAN MICE Venue Standards cover 3 categories, namely (1) Meeting/Conference Venue or Room (2) Exhibition Venue, and (3) Event Venue. The standards cover the Meeting/Conference Venue within a Hotel or Resort Setting. The standards include 3 key criteria namely 1. Physical Setting 2. Technology and 3. Service.

Chapter 4

Terms & Definitions

Terms and Definitions

The terms and definitions applied in the standards are as below.

4.1 MICE

MICE refers to meeting, incentive, convention, exhibition and business events industry. This also refers to service providers and clients in MICE industry.

4.2 MICE Venue

MICE venue refers to a physical space designed and provided for events, and according to this booklet, events related to a meeting purpose in a hotel setting.

4.3 Meeting room

A meeting room refers to a dedicated space within a MICE Venue for meeting purposes in a hotel setting.

4.4 Physical setting

Physical setting of a meeting room refers to the condition of meeting room (walls, partitions, facilities, and cleanliness), the pre-functional area and the meeting room's compound. This includes, for examples, reception, registration, waiting areas, breakout rooms, media center and dining area. Public areas, safety/security/emergency facilities and organizer's access to meeting room is also included.

4.5 Technology

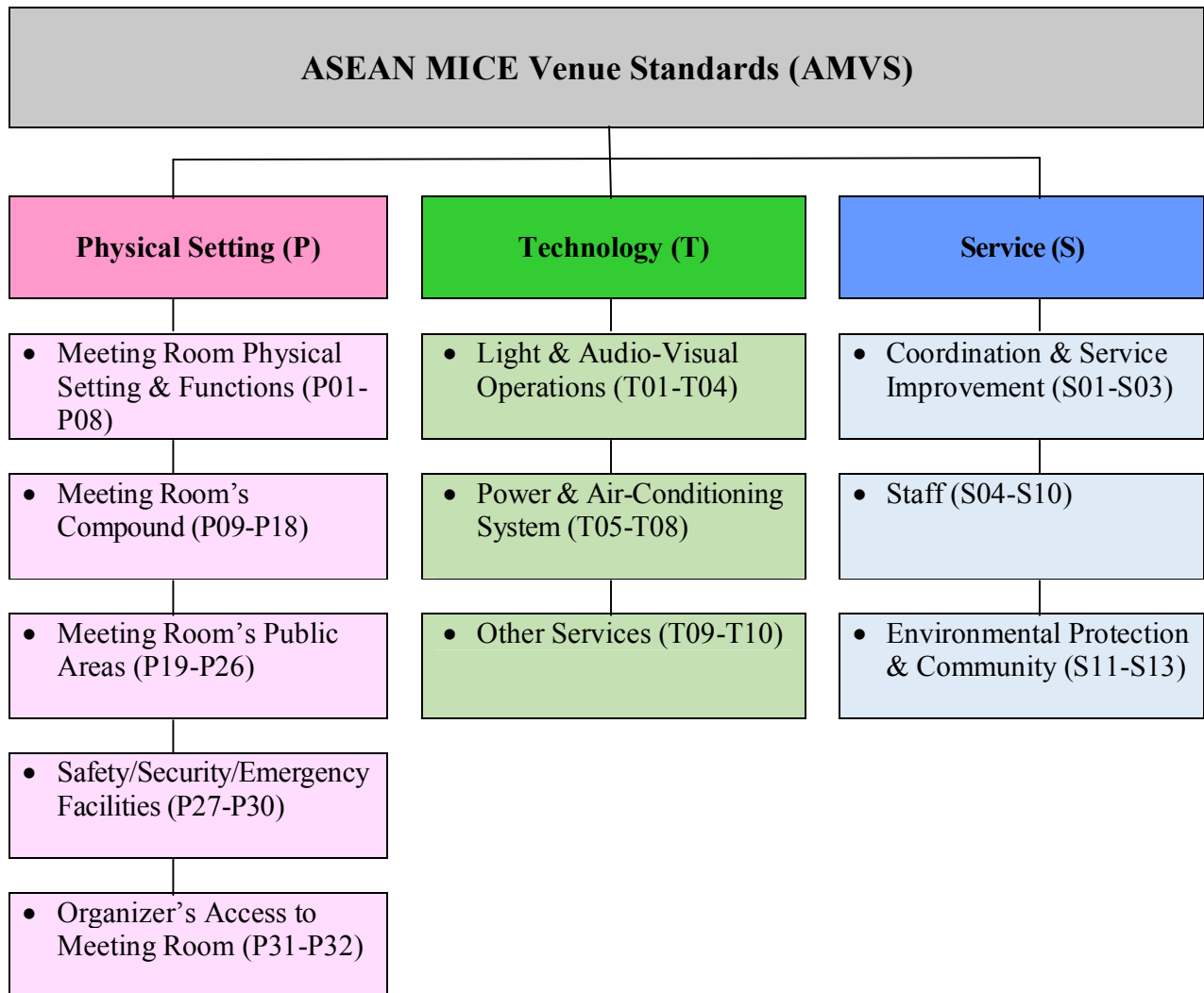
Technology refers to light, A/V, power, and air conditioning employed for a meeting purpose. This also refers to the availability internet-WiFi as well as document and interpretation services dedicated for a meeting purpose.

4.6 Service

Service refers to services provided for the meeting purpose. This includes the coordination of the staff of the venues with the organizers as well as venue's service improvement process. Quality of staff as well as environmental protection/community are also included.

Chapter 5 Criteria

There are 55 criteria as below.



5.1 Physical Setting

5.1.1: Meeting Room Physical Setting & Functions. There are 8 criteria.

- Criteria P01 The condition of meeting room and the pre-functional area
- Criteria P02 Space for exhibitions in the pre-functional area of the meeting room
- Criteria P03 Walls and/or partitions of the meeting room
- Criteria P04 Tables
- Criteria P05 Chairs
- Criteria P06 Stationery & materials available for the meeting participants
- Criteria P07 Facilities & furniture of the meeting room
- Criteria P08 Cleanliness of meeting room

5.1.2: Meeting Room's Compound. There are 10 criteria.

- Criteria P09 Reception, registration & waiting areas
- Criteria P10 Breakout rooms
- Criteria P11 Capacity to accommodate of the breakout rooms
- Criteria P12 VIP & special purpose reception room, dressing rooms, and cloakrooms
- Criteria P13 Security arrangement for VIPs
- Criteria P14 Space for conference organizers/for secretariat room
- Criteria P15 Media centers
- Criteria P16 Support for meeting participants with disability
- Criteria P17 Prayer rooms
- Criteria P18 The dining area

5.1.3: Meeting Room's Public Areas. There are 8 criteria.

- Criteria P19 Signage
- Criteria P20 Emergency exit sign
- Criteria P21 Restrooms amenities & facilities
- Criteria P22 Restrooms cleanliness
- Criteria P23 Smoking zone
- Criteria P24 Parking accessibility: Drop Off & Collection Point
- Criteria P25 Parking sufficiency
- Criteria P26 Coaches drop off & collection point

5.1.4: Safety/Security/Emergency Facilities. There are 4 criteria.

- Criteria P27 Fire protection & evacuation process
- Criteria P28 Safety & security system
- Criteria P29 First aid room and nursing staff
- Criteria P30 Water reserve system

5.1.5: Organizer's Access to Meeting Room. There are 2 major criteria.

- Criteria P31 Space for loading/unloading conference equipment
- Criteria P32 Meeting room setup period for organizer

5.2 Technology

5.2.1: Light & Audio-Visual Operations. There are 4 criteria.

- Criteria T01 Lighting system of the meeting room
- Criteria T02 Sound system
- Criteria T03 Visual system
- Criteria T04 Visual and sound system control & operation

5.2.2: Power & Air-Conditioning System. There are 4 criteria.

- Criteria T05 Electrical outlets
- Criteria T06 Emergency power system
- Criteria T07 Air-conditioning/temperature control system
- Criteria T08 Maintenance of air-conditioning and power/power emergency system

5.2.3: Other Services. There are 2 criteria.

- Criteria T09 Communication & Document Service
- Criteria T10 Interpretation services

5.3 Service

5.3.1: Coordination & Service Improvement. There are 3 criteria.

- Criteria S01 Advanced-booking service
- Criteria S02 Service to organizers
- Criteria S03 Complaints & service evaluation of the buyers and/or organizers

5.3.2: Staff. There are 7 criteria.

- Criteria S04 Staff personality
- Criteria S05 General knowledge & understanding of venue staff
- Criteria S06 F&B service
- Criteria S07 Foreign language skills of staff
- Criteria S08 Respect to the difference of races, religions, cultures, genders and ages
- Criteria S09 Staff performance on service quality
- Criteria S10 Compensation, benefits and welfare for staff

5.3.3: Environmental Protection & Community. There are 2 criteria.

- Criteria S11 Environmental protection system
- Criteria S12 Waste Handling
- Criteria S13 Consideration for the surrounding community

Chapter 6

Requirements & Scoring

6.1 Physical Setting (P)	
Criteria	Requirements & Scoring
6.1.1 Meeting Room Physical Setting & Functions	
P01 The condition of meeting room and the pre-functional area	3 Clean & well-organized and functional, and appropriately decorated 2 Clean & well-organized and functional 1 Clean 0 None of the above
P02 Space for exhibitions in the pre-functional area of the meeting room (This space should be located not more than 20 meters from the meeting room)	3 There is a space relative to the size of the meeting room for exhibitions with electrical source, and appropriate decorations. 2 There is a space for small exhibitions with electrical source and with some decorations 1 There is a space for small exhibitions with no electrical source 0 No space within the range of 20 meters from the meeting venue
P03 Walls and/or partitions of the meeting room	3 Walls and/or partitions are appropriate. This includes the structure, the soundproof features and the decoration. 2 Walls and/or partitions are fair. There is a fair condition of the structure, and the soundproof features. 1 Walls and/or partitions need improvement. There is a poor condition of the structure, and the soundproof features. 0 Walls and/or partitions need improvement. There is a poor condition of the structure, the soundproof features and the decoration.
P04 Tables	3 Clean, Sufficient, Functional and Adaptable with variety of settings 2 Clean, Sufficient, and Functional 1 Clean & Sufficient 0 None of the above
P05 Chairs	3 Clean, Sufficient, Functional and Adaptable with variety of settings 2 Clean, Sufficient, and Functional 1 Clean & Sufficient 0 None of the above
P06 Stationery & materials available for the meeting participants <ul style="list-style-type: none"> • Flip chart paper • Flip chart stand 	3 Complete all requirements 2 Complete 4-6 requirements 1 Complete 1-3 requirement 0 Unable to meet any of the requirements

6.1 Physical Setting (P)	
Criteria	Requirements & Scoring
<ul style="list-style-type: none"> • Notepad/Writing Paper • Pen/Pencil • Marker • Pointer • Clicker 	
P07 Facilities & furniture of the meeting room <ul style="list-style-type: none"> • An adjustable & firm stage • An area for a backdrop • Podium • Sofa for speakers/meeting chairperson • Speaker's table/podium flower decoration • Registration table • Registration pads 	3 Complete all requirements 2 Complete 4-6 requirements 1 Complete 1-3 requirement 0 Unable to meet any of the requirements
P08 Cleanliness of meeting room <ul style="list-style-type: none"> • Meeting room is well-kept. Free of dust and smell. • Meeting equipment and all amenities are well-kept. Free of dust or stain. • There is a concrete policy in cleaning and monitoring process. • There is an adequate number of cleaner staff during the event. 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 1-2 requirements 0 Unable to meet any of the requirements
6.1.2 Meeting Room's Compound	
P09 Reception, registration & waiting areas (This space should be located not more than 20 meters from the meeting room)	3 Clean & well-organized and functional, and appropriately decorated of reception, registration, and waiting areas. There is a consistent usage of stationery, table clothes (if any) as well as tables and chairs with the meeting room. 2 Clean & well-organized and functional of reception, registration, and waiting areas 1 Availability of reception, registration, and waiting areas but the conditions need an improvement 0 No reception, registration, and waiting areas within 20 meters from the meeting room
P10 Breakout rooms	3 Clean & well-organized and functional, and appropriately decorated 2 Clean & well-organized and functional 1 Availability of breakout rooms but the conditions need an

6.1 Physical Setting (P)	
Criteria	Requirements & Scoring
	improvement 0 No breakout rooms
P11 Capacity to accommodate of the breakout rooms	3 70% of the total capacity of a meeting room 2 60% of the total capacity of a meeting room 1 50% of the total capacity of a meeting room 0 Less than 50% of the total capacity of a meeting room
P12 VIP & special purpose reception room, dressing rooms, and cloakrooms	3 The space can be set up and separated from the meeting room, with appropriate facilities 2 The space can be set up and separated from the meeting room, with some facilities 1 The space can be set up and not separated from the meeting room, with some facilities 0 No space
P13 Security arrangement for VIPs	3 There is a possible VIP security arrangement in terms of both physical setting <i>and</i> staff. There is a concrete policy and documents for this purpose. 2 There is a possible VIP security arrangement in terms of both physical setting <i>and</i> staff 1 There is a possible VIP security arrangement in terms of physical setting <i>or</i> staff 0 There is no VIP security arrangement possible, both physical setting and staff
P14 Space for conference organizers/for secretariat room (This space should be located not more than 300 meters from the meeting venue)	3 There is a space with electrical source, furnishing and air-conditioning 2 There is a space with electrical source, and some furnishing 1 There is a space with no electrical source, no furnishing and no air-conditioning 0 No space
P15 Media centers	3 The space can be set up, dedicated for a meeting event, with sufficient and good condition of facilities. A list of suppliers to rent or lease facilities is also available upon request. 2 The space can be set up or there is a shared space, with sufficient and good condition of shared facilities 1 The space can be set up or there is a shared space, with some shared facilities 0 No space
P16 Support for meeting participants with disabilities	3 There are sufficient facilities supporting meeting participants with disabilities. There are staff who are trained to provide services to disabled meeting participants. 2 There are sufficient facilities supporting meeting participants with disabilities 1 There are minimum facilities supporting meeting participants with disabilities

6.1 Physical Setting (P)	
Criteria	Requirements & Scoring
	0 There are no facilities supporting meeting participants with disabilities
P17 Prayer rooms	3 There is a permanent space or a space that can be set up, separated for males/females with appropriate facilities 2 The space can be set up, separated for males/females with some facilities 1 The space can be set up and separated for males/females 0 The space cannot be set up for prayer rooms
P18 The dining area	3 Sufficient, Clean, Well-organized and functional of shared dining area, adaptable with variety of settings 2 Sufficient, Clean, Well-organized and functional of shared dining area 1 Clean, Well-organized and functional of shared dining area 0 Shared dining area but the conditions need an improvement
6.1.3 Meeting Room's Public Areas	
P19 Signage	3 Sufficient, visible, permanent, and well-kept signs are displaying necessary information such as separated meeting rooms, restrooms, and dining rooms in appropriate languages 2 Visible, and permanent signs are installed displaying necessary information such as separated meeting rooms, restrooms, and dining rooms. 1 Permanent signs are installed displaying necessary information such as separated meeting rooms, restrooms, and dining rooms. 0 There are no permanent signs
P20 Emergency exit sign	3 Sufficient, visible, and permanent exit signs are installed 2 Visible, and permanent signs are installed 1 Permanent exit signs are installed 0 There are no permanent exit signs
P21 Restrooms amenities & facilities ASEAN Public Restroom for Tourism Standards 3.2 Amenities & Facilities 3.2.1 Appropriate space for each unit. 3.2.2 Provision of adequate facilities for disabled and elderly. 3.2.3 Provision of adequate units/cubicles for ladies and men. 3.2.4 Sufficient amenities	3 Complete all requirements 2 Complete 3 requirements 1 Complete 1-2 requirements 0 Unable to meet any of the requirements

6.1 Physical Setting (P)	
Criteria	Requirements & Scoring
provisions such as tissue, soap, etc.	
P22 Restrooms cleanliness ASEAN Public Restroom for Tourism Standards 3.3 Cleanliness 3.3.1 Adequate air circulation and ventilation system 3.3.2 Good smell and no dirty slough 3.3.3 Clean and adequate water 3.3.4 Floor should be kept clean and dry 3.3.5 Practice sanitation and hygiene principles 3.3.6 Trained personnel on facility maintenance and cleanliness keeping 3.3.7 Customers' suggestion box 3.3.8 Regular maintenance of the toilet premises	3 Complete all requirements 2 Complete 4-6 requirements 1 Complete 2-3 requirements 0 Unable to meet any of the requirements
P23 Smoking zone	3 There is a smoking room, complies with relevant laws. The area is functional. 2 There is a smoking zone and complies with relevant laws 1 There is a smoking area but does not comply with relevant laws 0 There is no smoking areas
P24 Parking accessibility: Drop Off & Collection Point	3 There is a drop-off and collection point, with cover and/or service staff, and there is a valet parking service if needed 2 There is a drop-off and collection point, with cover and/or service staff 1 There is a drop-off and collection point 0 There is no drop-off and collection point
P25 Parking sufficiency	3 Sufficient parking space within the hotel premise 2 There is limited parking space within the hotel premise 1 There is no parking space available on the hotel premise but nearby parking space can be provided. 0 There is no parking space available
P26 Coaches drop off & collection point	3 There is a drop-off and collection point for coaches, with cover and service staff 2 There is a drop-off and collection point for coaches, with

6.1 Physical Setting (P)	
Criteria	Requirements & Scoring
	cover 1 There is a drop-off and collection point for coaches 0 There is no drop-off and collection point for coaches
6.1.4 Safety/Security/Emergency Facilities	
P27 Fire protection & evacuation process	3 There is a fire protection system, evacuation process, and staff training complying to relevant local law 2 There is some fire protection system and an evidence of an evacuation process 1 There is some fire protection system 0 There is no fire protection system and evacuation process
P28 Safety & security system <ul style="list-style-type: none"> • Sufficient amount of security guards in the public area such as parking areas, main entrance • Sufficient amount of CCTV or other security devices in public area • There is a concrete evidence of safety and security training for staff in handling natural disaster & manmade threat • There is a concrete policy on safety and security in case of the natural disaster & manmade threat • Staff are trained on safety and security issues. 	3 Complete all requirements 2 Complete 3-4 requirements 1 Complete 1-2 requirements 0 Unable to meet any of the requirements
P29 First aid room and nursing staff	3 There is a full-time or temporary nurse/qualified staff available during the event, with a first aid room 2 There is a full-time or temporary nurse/qualified staff available during the event, with some first aid kits 1 There is no full-time or temporary nurse/qualified staff available during the event. Only some first aid kits available. 0 No full-time or temporary nurses/staff during the event and/or there is no first aid kit/no first aid room
P30 Water reserve system	3 There is a water reserve system that can provide clean water for at least 48 hours in the event of water shortages. 2 There is a water reserve system that can provide clean water for at least 24 hours in the event of water shortages. 1 There is a water reserve system that can provide clean

6.1 Physical Setting (P)	
Criteria	Requirements & Scoring
	water for at least 12 hours in the event of water shortages. 0 There is no water reserve system.
6.1.5 Organizer's Access to Meeting Room	
P31 Space for loading/unloading conference equipment <ul style="list-style-type: none"> • Functionality of space • Sufficient amount of usable trolleys • Elevator • Service staff 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 1-2 requirements 0 Unable to meet any of the requirements
P32 Meeting room setup period for organizer	3 There is a meeting room set-up policy and organizers are allowed to access a meeting room for a set-up purpose of more than 8 hours before the event. Free of Charges and there are staff available to assist. 2 There is a meeting room set-up policy and organizers are allowed to access a meeting room for a set-up purpose of more than 8 hours before the event. Free of Charges. 1 There is a meeting room set-up policy and organizers are allowed to access a meeting room for a set-up of before the event. Charges apply. 0 There is no policy and organizers are not allowed to access a meeting room for a set-up before the event

6.2 Technology (T)	
Criteria	Requirements & Scoring
6.2.1 Light & Audio-Visual Operations	
T01 Lighting system of the meeting room <ul style="list-style-type: none"> • Lighting for stages and seating areas can be operated separately • Brightness of the room can be fully controlled • Spot lights button facilities are available • A majority of light bulbs are energy saving 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 1-2 requirements 0 Unable to meet any of the requirements
T02 Sound system <ul style="list-style-type: none"> • Sufficient number of wireless microphones • Variety of types of microphones (i.e. fixed lines, wireless, clipper) • Sound system is functional and appropriate for the size of the meeting room • Sound system is applicable for different needs of equipment (i.e. computer, IPAD) and events • There is a list of suppliers in case needed 	3 Complete all requirements 2 Complete 3-4 requirements 1 Complete 1-2 requirements 0 Unable to meet any of the requirements
T03 Visual system <ul style="list-style-type: none"> • Projectors (free of charge or charges apply) are in good quality • Screen size is appropriate for the number of meeting participants • Visual system is applicable for different needs of equipment (i.e. computer, IPAD) and events • There is a list of suppliers in case needed 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 1-2 requirements 0 Unable to meet any of the requirements
T04 Visual and sound system control & operation	3 Complete 3 requirements 2 Complete 2 requirements

6.2 Technology (T)	
Criteria	Requirements & Scoring
<ul style="list-style-type: none"> • A full-time or qualified temporary staff available during the event • There is a dashboard to be used to control the visual system • There is a dashboard to be used to control the sound system 	1 Complete 1 requirement 0 Unable to meet any of the requirements
6.2.2 Power & Air-Conditioning System	
T05 Electrical outlets <ul style="list-style-type: none"> • Electrical outlets are appropriate to the number of meeting participants • There is an ease for an access to the electrical outlets by the majority of the meeting participants • There are universal plugs available for rent/loan (free of charges or charges apply) 	3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements
T06 Emergency power system <ul style="list-style-type: none"> • Emergency lights • Emergency power system for the usage of at least 6-8 hours • The emergency power is comply with the government regulations 	3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements
T07 Air-conditioning/temperature control system	3 There is a functional air-conditioning/temperature control system in the meeting room and the pre-functional area. 2 There is an air-conditioning/temperature control system in the meeting room and the pre-functional area. 1 There is an air-conditioning/temperature control system in the meeting room. 0 If the venue requires air-conditioning/temperature control system, there is no device on premise.
T08 Maintenance of air-conditioning and power/power emergency system	3 There is an evidence of a maintenance and there is an emergency plan & procedures. There are certified staff on premise for all discrepancies and emergencies. 2 There is an evidence of a maintenance and there is an emergency plan & procedures 1 There is a scheduled maintenance

6.2 Technology (T)	
Criteria	Requirements & Scoring
	0 There is no scheduled maintenance
6.2.3 Other Services	
T09 Communication & Document Service <ul style="list-style-type: none"> • There is a photocopy service • There is a document scan service • There is a fax service • There are facilities provided for the internet/Wifi purposes 	3 Complete 4 requirements 2 Complete 2-3 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements
T10 Interpretation services	3 Staff has a good experience and is able to coordinate and fully support the interpretation services 2 Staff can coordinate and can fully support the interpretation services 1 Staff can coordinate and can merely support the interpretation service 0 No experiences in working with any interpretation services

6.3 Service (S)	
Criteria	Requirements & Scoring
6.3.1 Coordination & Service Improvement	
<p>S01 Advanced-booking service</p> <ul style="list-style-type: none"> • There is an on-line comprehensive information on the types and floorplan of meeting rooms • There is an on-line comprehensive information on the availability of meeting rooms • There is a salesperson in handling client's queries • The salesperson is knowledgeable and is able to provide advice on floor plan and meeting packages suitable for the client's needs • There are variety of payment methods 	<p>3 Complete 5 requirements 2 Complete 3-4 requirements 1 Complete 1-2 requirement 0 Unable to meet any of the requirements</p>
<p>S02 Service to organizers</p>	<p>3 There is a dedicated team of staff to respond to the organizers and handle all issues as a one-stop service when there incidents 2 Organizers need to contact 2-3 channels when there are incidents 1 Organizers need to contact a number of parties when there are incidents 0 Organizers do not know whom to contact when there are incidents</p>
<p>S03 Complaints & service evaluation of the buyers and/or organizers</p> <ul style="list-style-type: none"> • There are appropriate channels in receiving complaints and customer feedback • There is a system in handling customer complaints and customer feedback • There is a motivation/incentive system 	<p>3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements</p>

6.3 Service (S)	
Criteria	Requirements & Scoring
for staff to prevent complaints	
6.3.2 Staff	
S04 Staff personality <ul style="list-style-type: none"> • Uniforms are professional • Staff are neat and tidy • Staff are friendly 	3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements
S05 General knowledge & understanding of venue staff <ul style="list-style-type: none"> • Knowledge & understanding about their job description and duties • Knowledge & understanding about the meeting industry and meeting activities • Knowledge & understanding about the venues and the organization • Knowledge & understanding about different backgrounds & needs of meeting participants and organizers 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 1-2 requirement 0 Unable to meet any of the requirements
S06 F&B service <ul style="list-style-type: none"> • Staff are able to create or adapt the menu to suit with the requirements of the meeting • Staff are able to create or adapt the menu by using local ingredients • Staff is able to produce high volume of refreshments and meals within the time and requirements of the event • The tea set/coffee set/dinner set are appropriate • There is clean drinking water available for meeting participants • Food service staff are well-trained and knowledgeable 	3 Complete 5-6 requirements 2 Complete 3-4 requirements 1 Complete 1-2 requirement 0 Unable to meet any of the requirements

6.3 Service (S)	
Criteria	Requirements & Scoring
<p>S07 Foreign language skills of staff</p> <ul style="list-style-type: none"> • Most staff can communicate in English • Some of the staff can communicate in third language • There are on-going language training program for staff both full-time and temporary 	<p>3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements</p>
<p>S08 Respect to the difference of races, religions, cultures, genders and ages</p> <ul style="list-style-type: none"> • There are signs in local and English language • The preparation of foods is able to accountable for different needs of meeting participants • The staff is aware of differences in races, religions and cultures • There is a equality policy for staff in providing service to meeting participants 	<p>3 Complete all requirements 2 Complete 3 requirements 1 Complete 1-2 requirement 0 Unable to meet any of the requirements</p>
<p>S09 Staff performance on service quality</p> <ul style="list-style-type: none"> • There is a systematic recruitment procedures both for full-time and temporary staff • There is an appropriate orientation and training for full-time and temporary staff in respond to the local law • There is an monitoring system for new hires and temporary staff • There is an appropriate performance management 	<p>3 Complete all requirements 2 Complete 3 requirements 1 Complete 1-2 requirement 0 Unable to meet any of the requirements</p>

6.3 Service (S)	
Criteria	Requirements & Scoring
for full-time and temporary staff	
<p>S10 Compensation, benefits and welfare for staff</p> <ul style="list-style-type: none"> • Compensation, benefits and welfare are provided in accordance with the local labor's law • There is an annual staff health check • In compliance with the local law, there is an encouragement to hire local staff to work with the organization 	<p>3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements</p>
6.3.3. Environmental Protection & Community	
<p>S11 Environmental protection system</p> <p>ASEAN Green Hotel Standard</p> <p>1.1 Environmental policy and actions for hotel operation</p> <p>1.1.1 Promotion of environmental activities in order to encourage the involvement of hotel staff, clients and suppliers to participate in environmental management practices.</p> <p>1.1.2 Existence of plan for raising staff to be aware of environment i.e. training.</p> <p>1.1.3 Existence of environmental management plan for hotel operation.</p> <p>1.1.4 Existence of monitoring program for environmental management of hotels</p>	<p>3 Complete 4 requirements, with an adaption of guidelines to be applicable to the meeting room 2 Complete 3 requirements, with an adaption of guidelines to be applicable to the meeting room 1 Complete 1-2 requirements 0 Unable to meet any of the requirements</p>
S12 Waste handling	<p>3 There is a training for staff for waste handling and the process is complying to the local law 2 The process is complying to the local law 1 There is a process but it is not complying with the local law 0 There is no waste handling process</p>

6.3 Service (S)	
Criteria	Requirements & Scoring
S13 Consideration for the surrounding community	3 There are regular activities and organization's policy that support surrounding community 2 There are some activities or organization's policy that support surrounding community 1 There are very limited activities or organization's policy that support surrounding community 0 There is no activities or organization's policy that support surrounding community

II. ASEAN
MICE Venue Standards
Audit & Certification Manual

Chapter 7

Foreword

This document is devoted as a manual of audit and certification of ASEAN MICE Venue Standards (AMVS). It includes a discussion of the auditing principles and guidelines as well as certification procedures so that a venue can be awarded ASEAN MICE Venue Standards (AMVS).

The major criteria and requirements contained within this manual are based upon the ASEAN Member States (AMS)-approved ASEAN MICE Venue Standards (AMVS). The audit and the certification will allow MICE venues within ASEAN develop their capabilities to attract more businesses and to gain opportunities as a MICE region with venue of equivalent and competitive standards.

Chapter 8

Introduction

The formulation of the ASEAN MICE Venue Standards (AMVS) and Certification Body is essential in ensuring the successful implementation of the AMVS. This manual provides a comprehensive description of the assessment process, the parties responsible for managing and conducting such process as well as the benefits that MICE venues can expect to receive when they have been successfully certified as AMVS. Towards this end, this manual aims to equip assessors with the knowledge and skills in making accurate assessments of MICE venues as well as the systematic implementation and management of the AMVS.

Chapter 9

Scope

This manual comprises of:

- A structure and role of the certification body responsible for the implementation of the ASEAN MICE Venue Standards (AMVS)
- An assessment guide as a reference and standard operating procedure in making ASEAN MICE Venue Standards (AMVS) assessment

Chapter 10

Terms & Definitions

The terms and definitions in this manual are as follows:

10.1 ASEAN Member States (AMS)

ASEAN Member States or AMS refers to member countries of the Association of the Southeast Asia Nations. This refers to Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, the Philippines, Singapore, Thailand and Viet Nam.

10.2 ASEAN MICE Venue Standards (AMVS)

The 3 ASEAN MICE Venue Standards (AMVS) are 1. Physical Setting (32 indicators) 2. Technology (10 indicators) and 3. Service (13 indicators). There are altogether 55 indicators and these indicators aim to focus on the standards of a meeting venue within a hotel setting.

10.3 The National Assessment Committee

The National Assessment Committee refers to a certification body that executes the Assessment Guidelines in inspecting, auditing and assessing ASEAN MICE Venues. The National Assessment Committee can be referred to as an Auditor.

10.4 Government Tourism Organisation

A governmental institution that plans and manages tourism development and promotion at a national level or equivalent.

10.5 Assessment Guidelines

Assessment guidelines refer to a scorecard for members of the National Assessment Committee in inspecting, auditing and assessing ASEAN MICE Venues.

Chapter 11

Proposed Certification Body

The proposed certification body will facilitate the implementation of the ASEAN MICE Venue Standards (AMVS) in each respective AMS. Three (3) categories of organisations are proposed to form the certification body, which are

- Government Tourism Organization (National Level) or Equivalent
- Government Tourism Organization (Provincial or Local Level) or Equivalent
- Non-Government or Association connected to MICE businesses

The responsibilities of each organisation in the Certification Body are shown in Table 11.1.

Table 11.1: Responsibilities of Organisations within the Certification Body

Organisations	Responsibility
Gov. Tourism Organization (National Level) or Equivalent	<ul style="list-style-type: none"> ▪ Set up National Assessment Committee for the ASEAN MICE Venue Standards (AMVS) at a national level ▪ Act as a Chairperson to head the National Assessment Committee. This includes chairing and participating in the screening of applications, inspection, auditing, preparation of assessment report, and concluding the final result of the audit.
Government Tourism Organization (Provincial or Local Level) or Equivalent	<ul style="list-style-type: none"> ▪ Act as a member in the National Assessment Committee. This includes participating in the screening of applications, inspection, auditing and preparation of assessment report.
Non-Government or Association connected to MICE businesses	<ul style="list-style-type: none"> ▪ Act as a member in the National Assessment Committee. This includes participating in the screening of applications, inspection, auditing and preparation of assessment report.

In this regard, ASEAN Member States are responsible to approve and endorse assessment reports and issue certification and logo to successful MICE Venues.

The proposed organisation structure of the Certification Body or the National Assessment Committee for ASEAN MICE Venue Standards (AMVS) is as follows (Figure 11.1). The Certification Body, upon approving the assessment report will bring it to the ASEAN Member States Meeting for endorsement (Figure 11.2).

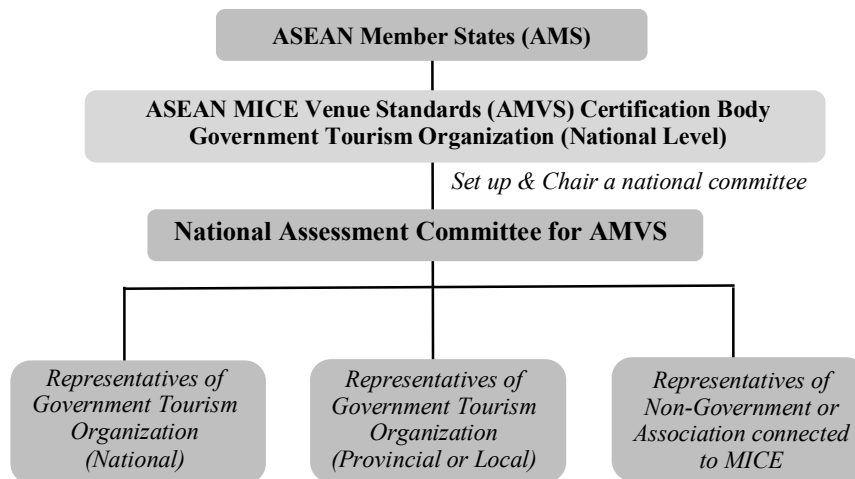


Figure 11.1: Organisation Structure of the National Assessment Committee for ASEAN MICE Venue Standards (AMVS) within the AMVS Certification Body of each AMS

Examples of agencies which could be included in National Assessment Committee for ASEAN MICE Venue Standards (AMVS) within the AMVS Certification Body of each AMS are shown in table 11.2. Due to the varying structures of government in each respective ASEAN country, the responsible agencies may differ from country to country.

However, it is important that the selection of the members in the National Assessment Committee must not lead to a conflict of interest with the applicants/MICE venue operators undergoing the audit for AMVS.

Table 11.2: Examples of agencies which could be included in the National Assessment Committee for ASEAN MICE Venue Standards (AMVS) within the AMVS Certification Body of each AMS

<i>Government Tourism Organization (National)</i>	<i>Government Tourism Organization (Provincial or Local)</i>	<i>Non-Government or Association connected to MICE businesses</i>
<ul style="list-style-type: none"> • Ministry of Tourism • Tourism Board • Tourism Promotion Board • MICE Board 	<ul style="list-style-type: none"> • Provincial or local authorities working in supporting or promoting tourism and/or MICE sector 	<ul style="list-style-type: none"> • Non-government organizations or associations connected to the MICE businesses

11.1 The Start of AMVS Assessment & Audit

The start of the AMVS assessment & audit will follow the process shown in Figure 11.2 below.

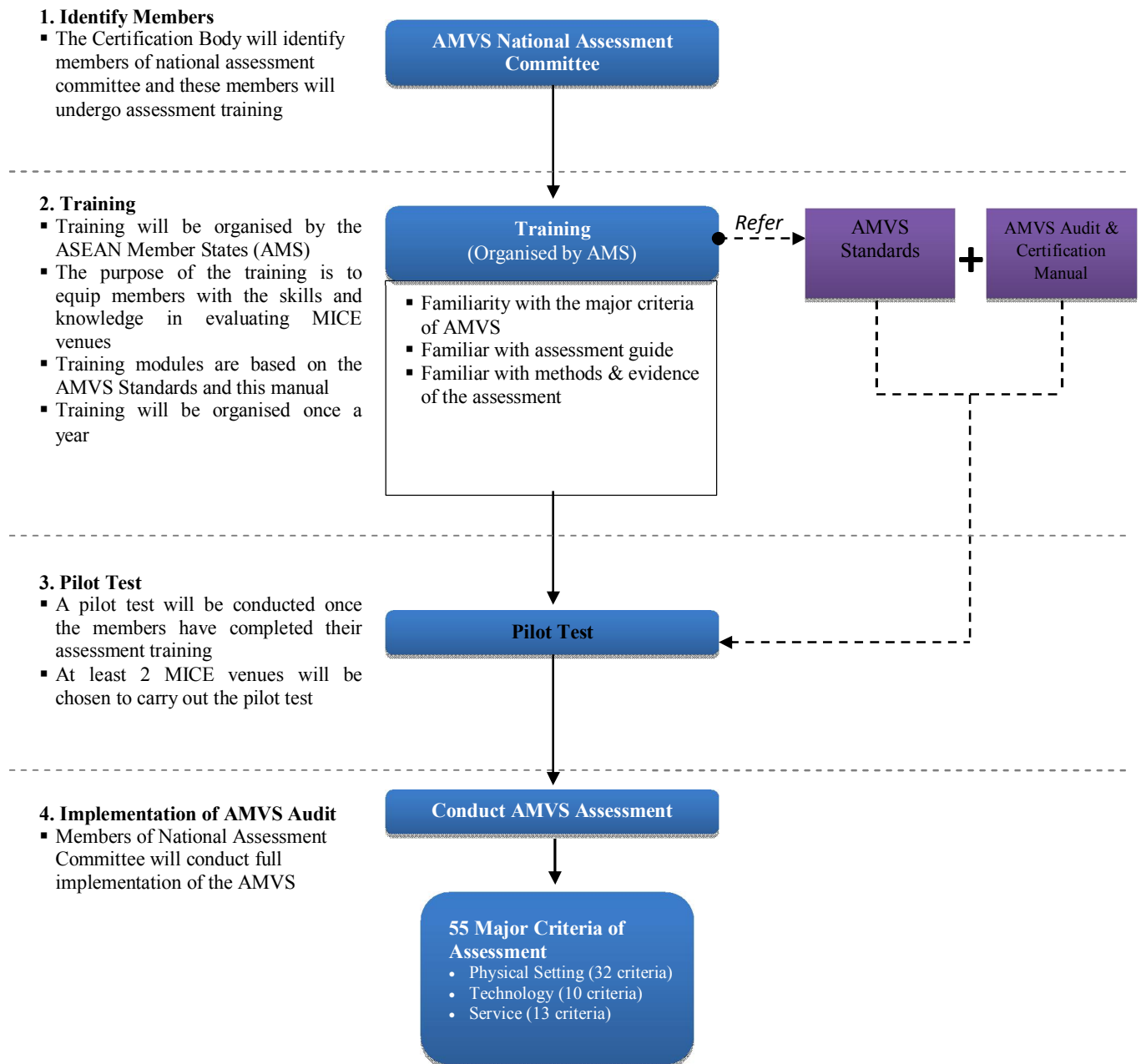


Figure 11.2: The Start of AMVS Assessment & Audit

11.2 The Implementation of Assessment & Audit

The assessment & audit can be implemented as in Figure 11.3 as below.

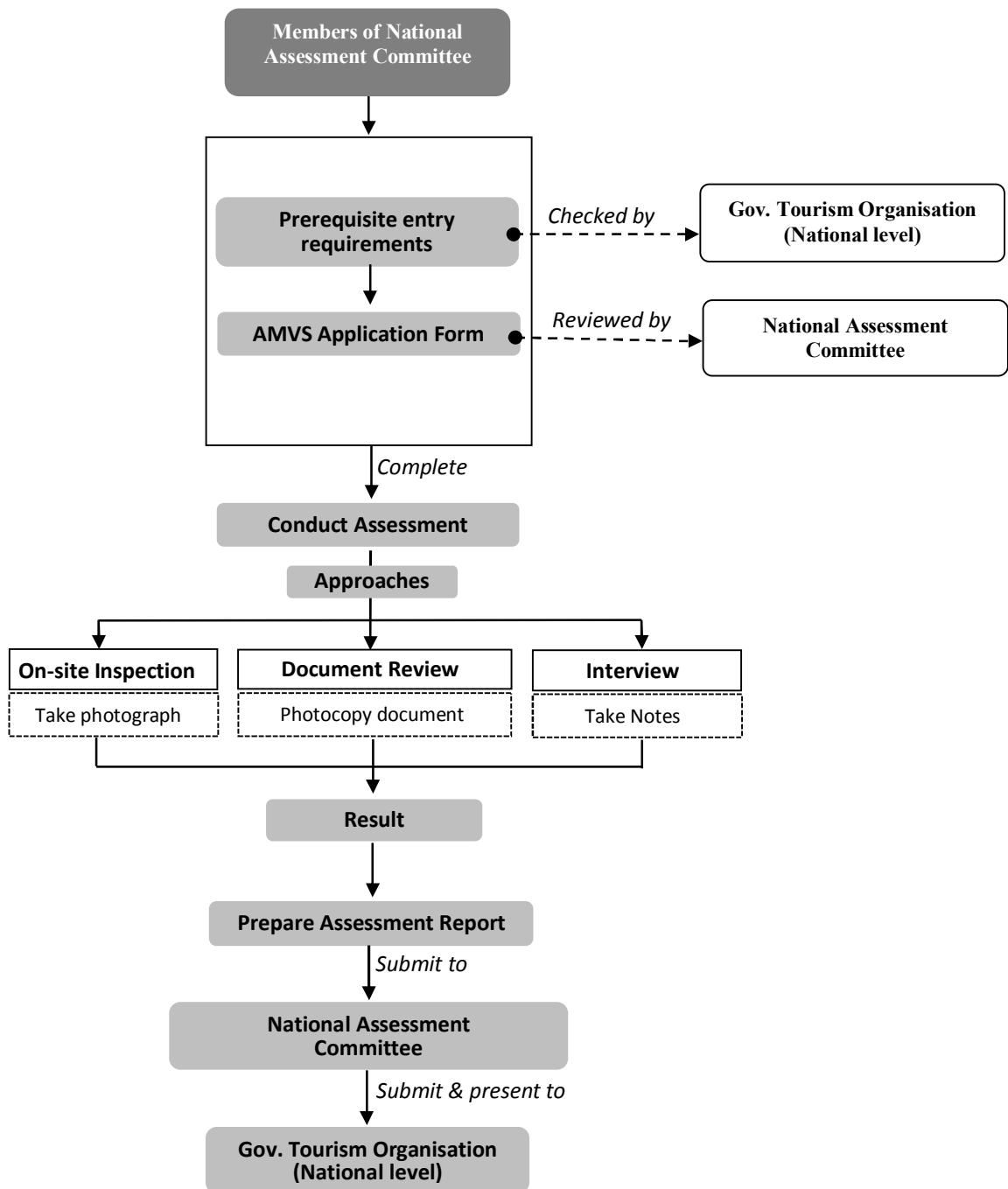


Figure 11.3: The Implementation of Assessment & Audit

11.3 Prerequisite Entry Requirement

Before an assessment is conducted, the National Assessment Committee for AMVS should ensure that all applicants meet the prerequisite entry requirements. If unable to do so, the MICE venues are immediately disqualified from applying for the AMVS.

A list of prerequisite entry requirements is shown in Table 11.3 below.

Table 11.3: Prerequisite Entry Requirements and Actions by the National Assessment Committee

Prerequisite	Action
▪ The hotel or an entity providing a compound to the MICE venues must be registered properly according to the local law.	▪ Photocopy the certificate/relevant documents and attach it with the application form
▪ The MICE venue must operate for at least 6 months.	▪ Photocopy the certificate/relevant documents and attach it with the application form

Chapter 12

Steps of AMVS Assessment & Audit

The AMVS assessment is a key component in identifying potential MICE venues that qualify for the ASEAN MICE Venue Standards. There are 3 steps.

STEP 1: Awareness Programme & Screening Process

Before implementing the certification programme, the government tourism organisation will organise seminar, forum, meeting, etc. to create awareness and inform MICE venues about AMVS.

The National Assessment Committee will then conduct a screening process to identify MICE venues that qualify for certification based on the AMVS.

STEP 2: Assessment

Assessment will be carried out by the National Assessment Committee. On-site inspections, document reviews and interviews will be conducted during the assessment. Assessments are based on the AMVS and the date of assessment will be made known to the MICE venue operators beforehand.

The National Assessment Committee shall finish an assessment report which will include a list of successful MICE venue operators for certification and submit to the Government Tourism Organisation at the national level.

The duration of step 1 and 2 should be not more than 3-4 weeks or as the case may be.

In order to receive the AMVS, MICE venues must score at least 75% of the full score. In other words, this refers to 75% of 165 marks (55 major criteria x 3 marks of full score of each major criteria).

STEP 3: Approval

The Government Tourism Organisation at the national level will present the assessment report and list of successful MICE venues at the ASEAN Member States (AMS) meeting for approval. Once endorsed, the ASEAN Member States will issue the ASEAN MICE Venue Standards certificate and plaque to the successful MICE venues.

The flowchart of the assessment process can be referred in Figure 12.1.

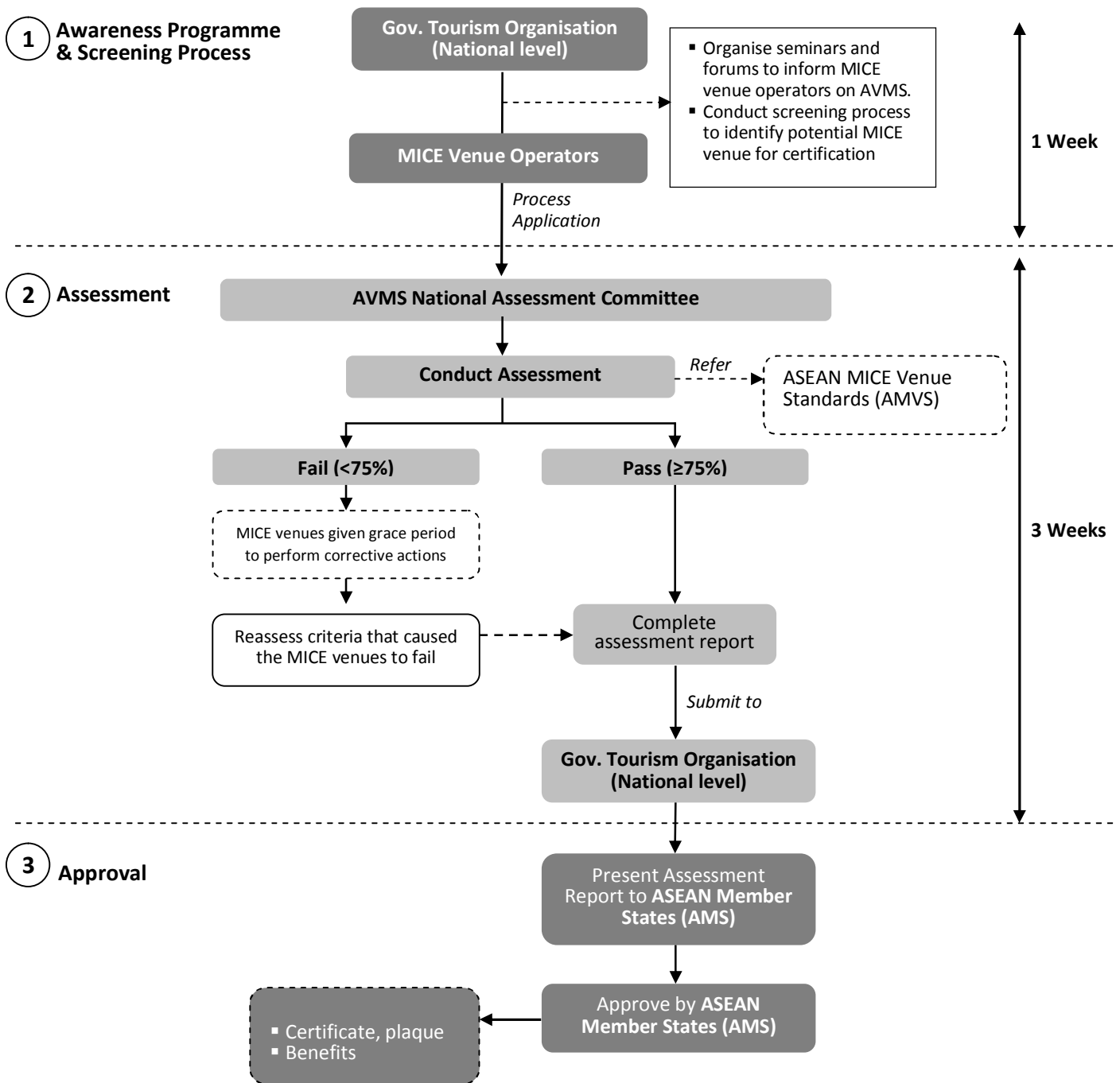


Figure 12.1: A Flowchart of the Proposed Audit Process for AMVS

12.1 Unsuccessful MICE Venues in Assessment

For MICE venues that fail the assessment, the National Assessment Committee will issue a corrective action form and comments to the affected MICE venues which specifies the corrective measures required to be carried out.

MICE venues are given 1 to 6 months depending on the time needed to perform corrective actions. Upon completion of the required corrective measures, the applicant is required to resubmit the Corrective Action Form to the AMVS National Assessment Committee to conduct reassessment. Reassessment will then be conducted ONLY on the criteria that did not meet the Standard during the initial assessment. Figure 12.2 below shows the reassessment process.

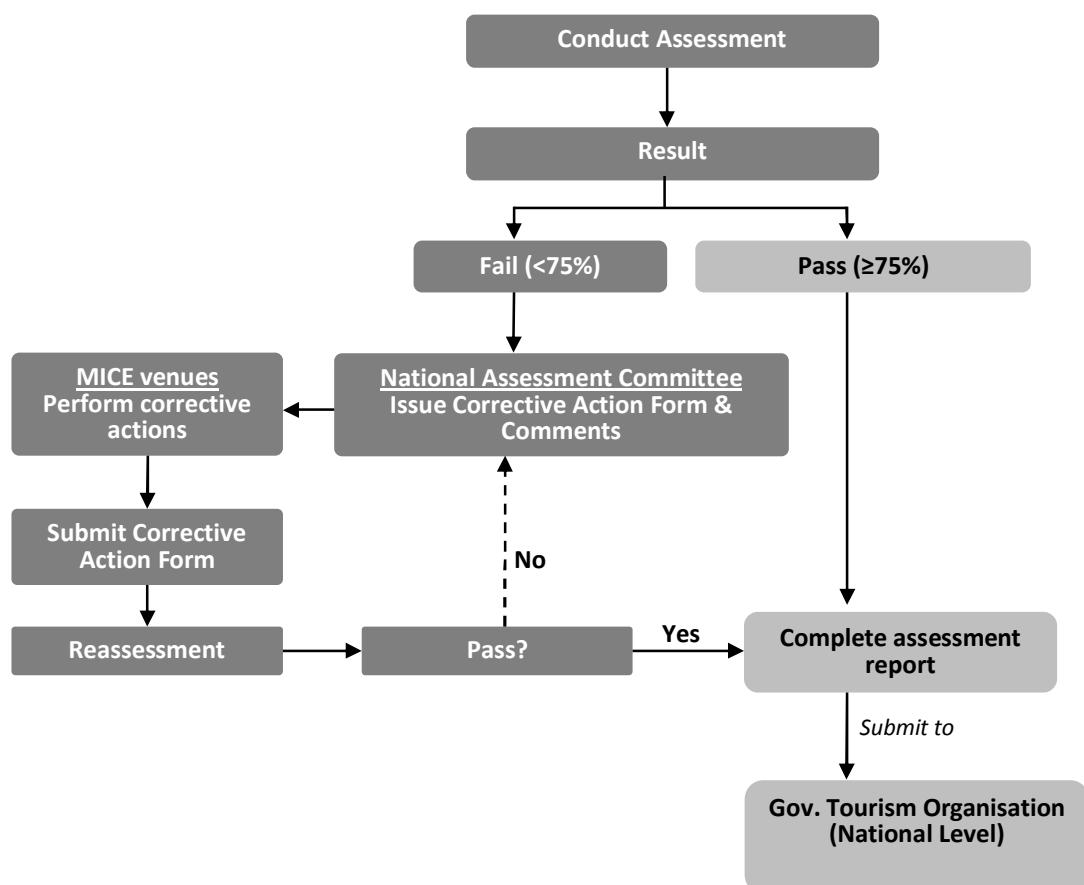


Figure 12.2: Reassessment Process for Unsuccessful MICE Venue Operators

12.2 Successful MICE Venues

For MICE venues that successfully pass the assessment will receive the ASEAN MICE Venue Standards certificate and plaque issued by the ASEAN Member States.

The ASEAN MICE Venue Standards Plaque is crafted from gold-coloured metal, attached to a piece of beige-coloured wood. The plaque measures 20.5 cm x 15.5 cm. with the border of beige-coloured wood of 2 cm.

Chapter 13

Validation Period

The proposed validity period for the AMVS is 3 years. Certified MICE venues will be reassessed every 3 years to renew their certificates. This will enable the government tourism organisation to update and monitor the performance of certified MICE venues to ensure that they maintain their quality and standard as specified in AMVS.

Chapter 14

Benefits & Privileges

The proposed benefits and privileges of being certified as an AMVS are mostly related to better access to marketing and promotional programmes carried out by the related government agencies. Essentially, certified MICE venues will benefit from the branding of AMVS which is an international recognition. The detailed benefits of certification, though they may vary between ASEAN countries, are as follows:

- Issued with an ASEAN MICE Venue Standards certificate, logo and plaque to be displayed on the premises
- Will be promoted in the ASEAN Organisation Official website (<http://www.asean.org>)
- Will be promoted at ASEAN and international tourism events, festivals and forums
- Priority listing on National Tourism Organisation's websites and brochures
- Priority given to participate in national and international tourism fairs organised by National Tourism Organisations.

Chapter 15

Certification Logo

The certification logo for the ASEAN MICE Venue Standards is as below:



Figure 15: ASEAN MICE Venue Standards
20xx – 20xx

The ASEAN MICE Venue Standards logo uses the standard ASEAN Tourism Standards logo for all certifications. The connotations of the logo are as below:

1. Flower resembling to a lotus means a legendary plant, inducing luxurious enjoyment, peace and beauty, and a recognition of award and standardization of ASEAN Tourism Services
2. Petals enfolding ASEAN logo signify resilience of Member Countries
3. Different shades of green colour mean protection of environment, fertility, growth, increase of production in tourism industry (Source: ASEAN Tourism Standards Book, 2007)

Chapter 16

ASEAN MICE Venue Assessment Guidelines

ASEAN MICE Venue Assessment Guidelines refer to the scorecard that the members of the National Assessment Committee will use in ‘assessing’ MICE venues. The Assessment Guidelines follow the 55 major criteria of the ASEAN MICE Venue Standards with an identification of methods of assessment and evidence. Table 16.1 summarizes the methods of assessment and evidence used in assessing MICE venues.

Table 16.1 Methods of Assessment & Evidence

Methods of Assessment	Evidence
Interview	Interview records
Document Review	Related documents
Inspection	Photographs and/or written comments

The AMVS Assessment Guidelines can be found in table 16.2.

Table 16.2 The AMVS Assessment Guidelines

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Meeting Room Physical Setting & Functions				
P01 The condition of meeting room and the pre-functional area	3 Clean & well-organized and functional, and appropriately decorated 2 Clean & well-organized and functional 1 Clean 0 None of the above	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P02 Space for exhibitions in the pre-functional area of the meeting room (This space should be located not more than 20 meters from the meeting room)	3 There is a space relative to the size of the meeting room for exhibitions with electrical source, and appropriate decorations. 2 There is a space for small exhibitions with electrical source and	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
	with some decorations 1 There is a space for small exhibitions with no electrical source 0 No space within the range of 20 meters from the meeting venue			
P03 Walls and/or partitions of the meeting room	3 Walls and/or partitions are appropriate. This includes the structure, the soundproof features and the decoration. 2 Walls and/or partitions are fair. There is a fair condition of the structure, and the soundproof features. 1 Walls and/or partitions need improvement. There is a poor condition of the structure, and the soundproof features. 0 Walls and/or partitions need improvement. There is a poor condition of the structure, the soundproof features and the decoration.	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P04 Tables	3 Clean, Sufficient, Functional and Adaptable with variety of settings 2 Clean, Sufficient, and Functional 1 Clean & Sufficient 0 None of the above	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P05 Chairs	3 Clean, Sufficient, Functional and Adaptable with variety of settings 2 Clean, Sufficient, and Functional 1 Clean & Sufficient 0 None of the above	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P06 Stationery & materials available for the meeting	3 Complete all requirements 2 Complete 4-6	<ul style="list-style-type: none"> • Inspection • Photograph and/or 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
participants <ul style="list-style-type: none"> • Flip chart paper • Flip chart stand • Notepad/ Writing Paper • Pen/Pencil • Marker • Pointer • Clicker 	requirements 1 Complete 1-3 requirement 0 Unable to meet any of the requirements	written comments		
P07 Facilities & furniture of the meeting room <ul style="list-style-type: none"> • An adjustable & firm stage • An area for a backdrop • Podium • Sofa for speakers/meeting chairperson • Speaker's table/podium flower decoration • Registration table • Registration pads 	3 Complete all requirements 2 Complete 4-6 requirements 1 Complete 1-3 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P08 Cleanliness of meeting room <ul style="list-style-type: none"> • Meeting room is well-kept. Free of dust and smell. • Meeting equipment and all amenities are well-kept. Free of dust or stain. • There is a concrete policy in cleaning and monitoring process. • There is an 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 1-2 requirements 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection & Document review • Photograph and/or written comments & Related documents 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
adequate number of cleaner staff during the event.				
Meeting Room's Compound				
P09 Reception, registration & waiting areas (This space should be located not more than 20 meters from the meeting room)	<p>3 Clean & well-organized and functional, and appropriately decorated of reception, registration, and waiting areas. There is a consistent usage of stationery, table clothes (if any) as well as tables and chairs with the meeting room.</p> <p>2 Clean & well-organized and functional of reception, registration, and waiting areas</p> <p>1 Availability of reception, registration, and waiting areas but the conditions need an improvement</p> <p>0 No reception, registration, and waiting areas within 20 meters from the meeting room</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P10 Breakout rooms	<p>3 Clean & well-organized and functional, and appropriately decorated</p> <p>2 Clean & well-organized and functional</p> <p>1 Availability of breakout rooms but the conditions need an improvement</p> <p>0 No breakout rooms</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P11 Capacity to accommodate of the breakout	3 70% of the total capacity of a meeting room	<ul style="list-style-type: none"> • Inspection • Photograph and/or 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
rooms	<p>2 60% of the total capacity of a meeting room</p> <p>1 50% of the total capacity of a meeting room</p> <p>0 Less than 50% of the total capacity of a meeting room</p>	written comments		
P12 VIP & special purpose reception room, dressing rooms, and cloakrooms	<p>3 The space can be set up and separated from the meeting room, with appropriate facilities</p> <p>2 The space can be set up and separated from the meeting room, with some facilities</p> <p>1 The space can be set up and not separated from the meeting room, with some facilities</p> <p>0 No space</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P13 Security arrangement for VIPs	<p>3 There is a possible VIP security arrangement in terms of both physical setting <i>and</i> staff. There is a concrete policy and documents for this purpose.</p> <p>2 There is a possible VIP security arrangement in terms of both physical setting <i>and</i> staff</p> <p>1 There is a possible VIP security arrangement in terms of physical setting <i>or</i> staff</p> <p>0 There is no VIP security arrangement possible, both physical setting and staff</p>	<ul style="list-style-type: none"> • Inspection & Interview • Photograph and/or written comments & Interview records 		
P14 Space for conference organizers/for secretariat room (This space should be located not	<p>3 There is a space with electrical source, furnishing and air-conditioning</p> <p>2 There is a space with electrical source, and</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
more than 300 meters from the meeting venue)	some furnishing 1 There is a space with no electrical source, no furnishing and no air-conditioning 0 No space			
P15 Media centers	3 The space can be set up, dedicated for a meeting event, with sufficient and good condition of facilities. A list of suppliers to rent or lease facilities is also available upon request. 2 The space can be set up or there is a shared space, with sufficient and good condition of shared facilities 1 The space can be set up or there is a shared space, with some shared facilities 0 No space	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P16 Support for meeting participants with disabilities	3 There are sufficient facilities supporting meeting participants with disabilities. There are staff who are trained to provide services to disabled meeting participants. 2 There are sufficient facilities supporting meeting participants with disabilities 1 There are minimum facilities supporting meeting participants with disabilities 0 There are no facilities supporting meeting participants with disabilities	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P17 Prayer rooms	3 There is a permanent space or a space that can be set up, separated for males/females with appropriate facilities	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
	2 The space can be set up, separated for males/females with some facilities 1 The space can be set up and separated for males/females 0 The space cannot be set up for prayer rooms			
P18 The dining area	3 Sufficient, Clean, Well-organized and functional of shared dining area, adaptable with variety of settings 2 Sufficient, Clean, Well-organized and functional of shared dining area 1 Clean, Well-organized and functional of shared dining area 0 Shared dining area but the conditions need an improvement	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
Meeting Room's Public Areas				
P19 Signage	3 Sufficient, visible, permanent, and well-kept signs are displaying necessary information such as separated meeting rooms, restrooms, and dining rooms in appropriate languages 2 Visible, and permanent signs are installed displaying necessary information such as separated meeting rooms, restrooms, and dining rooms. 1 Permanent signs are installed displaying necessary information such as separated meeting rooms, restrooms, and dining rooms. 0 There are no	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
	permanent signs			
P20 Emergency exit sign	3 Sufficient, visible, and permanent exit signs are installed 2 Visible, and permanent signs are installed 1 Permanent exit signs are installed 0 There are no permanent exit signs	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P21 Restrooms amenities & facilities ASEAN Public Restroom for Tourism Standards 3.2 Amenities & Facilities 3.2.1 Appropriate space for each unit. 3.2.2 Provision of adequate facilities for disabled and elderly. 3.2.3 Provision of adequate units/cubicles for ladies and men. 3.2.4 Sufficient amenities provisions such as tissue, soap, etc.	3 Complete all requirements 2 Complete 3 requirements 1 Complete 1-2 requirements 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P22 Restrooms cleanliness ASEAN Public Restroom for Tourism Standards 3.3 Cleanliness 3.3.1 Adequate air circulation and ventilation system 3.3.2 Good smell and no dirty slough 3.3.3 Clean and adequate water	3 Complete all requirements 2 Complete 4-6 requirements 1 Complete 2-3 requirements 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
3.3.4 Floor should be kept clean and dry 3.3.5 Practice sanitation and hygiene principles 3.3.6 Trained personnel on facility maintenance and cleanliness keeping 3.3.7 Customers' suggestion box 3.3.8 Regular maintenance of the toilet premises				
P23 Smoking zone	3 There is a smoking room, complies with relevant laws. The area is functional. 2 There is a smoking zone and complies with relevant laws 1 There is a smoking area but does not comply with relevant laws 0 There is no smoking areas	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P24 Parking accessibility: Drop Off & Collection Point	3 There is a drop-off and collection point, with cover and/or service staff, and there is a valet parking service if needed 2 There is a drop-off and collection point, with cover and/or service staff 1 There is a drop-off and collection point 0 There is no drop-off and collection point	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P25 Parking sufficiency	3 Sufficient parking space within the hotel premise 2 There is limited parking space within the hotel premise	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
	1 There is no parking space available on the hotel premise but nearby parking space can be provided. 0 There is no parking space available			
P26 Coaches drop off & collection point	3 There is a drop-off and collection point for coaches, with cover and service staff 2 There is a drop-off and collection point for coaches, with cover 1 There is a drop-off and collection point for coaches 0 There is no drop-off and collection point for coaches	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
Safety/Security/Emergency Facilities				
P27 Fire protection & evacuation process	3 There is a fire protection system, evacuation process, and staff training complying to relevant local law 2 There is some fire protection system and an evidence of an evacuation process 1 There is some fire protection system 0 There is no fire protection system and evacuation process	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P28 Safety & security system <ul style="list-style-type: none"> • Sufficient amount of security guards in the public area such as parking areas, main entrance • Sufficient amount of CCTV or other security 	3 Complete all requirements 2 Complete 3-4 requirements 1 Complete 1-2 requirements 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection & Documents review • Photograph and/or written comments & Related documents 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
<p>devices in public area</p> <ul style="list-style-type: none"> • There is a concrete evidence of safety and security training for staff in handling natural disaster & manmade threat • There is a concrete policy on safety and security in case of the natural disaster & manmade threat • Staff are trained on safety and security issues. 				
P29 First aid room and nursing staff	<p>3 There is a full-time or temporary nurse/qualified staff available during the event, with a first aid room</p> <p>2 There is a full-time or temporary nurse/qualified staff available during the event, with some first aid kits</p> <p>1 There is no full-time or temporary nurse/qualified staff available during the event. Only some first aid kits available.</p> <p>0 No full-time or temporary nurses/staff during the event and/or there is no first aid kit/no first aid room</p>	<ul style="list-style-type: none"> • Inspection & Documents review • Photograph and/or written comments & Related documents 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
P30 Water reserve system	<p>3 There is a water reserve system that can provide clean water for at least 48 hours in the event of water shortages.</p> <p>2 There is a water reserve system that can provide clean water for at least 24 hours in the event of water shortages.</p> <p>1 There is a water reserve system that can provide clean water for at least 12 hours in the event of water shortages.</p> <p>0 There is no water reserve system.</p>	<ul style="list-style-type: none"> • Inspection & Documents review • Photograph and/or written comments & Related documents 		
Organizer's Access to Meeting Room				
P31 Space for loading/unloading conference equipment <ul style="list-style-type: none"> • Functionality of space • Sufficient amount of usable trolleys • Elevator • Service staff 	<p>3 Complete all requirements</p> <p>2 Complete 3 requirements</p> <p>1 Complete 1-2 requirements</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P32 Meeting room setup period for organizer	<p>3 There is a meeting room set-up policy and organizers are allowed to access a meeting room for a set-up purpose of more than 8 hours before the event. Free of Charges and there are staff available to assist.</p> <p>2 There is a meeting room set-up policy and organizers are allowed to access a meeting room for a set-up purpose of more than 8 hours before the event. Free of Charges.</p>	<ul style="list-style-type: none"> • Inspection & Documents review • Photograph and/or written comments & Related documents 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
	1 There is a meeting room set-up policy and organizers are allowed to access a meeting room for a set-up of before the event. Charges apply. 0 There is no policy and organizers are not allowed to access a meeting room for a set-up before the event			
Total				

Technology (T)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Light & Audio-Visual Operations				
T01 Lighting system of the meeting room <ul style="list-style-type: none"> Lighting for stages and seating areas can be operated separately Brightness of the room can be fully controlled Spot lights button facilities are available A majority of light bulbs are energy saving 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 1-2 requirements 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> Inspection Photograph and/or written comments 		
T02 Sound system <ul style="list-style-type: none"> Sufficient number of wireless microphones Variety of types of microphones (i.e. fixed lines, wireless, clipper) Sound system 	3 Complete all requirements 2 Complete 3-4 requirements 1 Complete 1-2 requirements 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> Inspection Photograph and/or written comments 		

Technology (T)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
<p>is functional and appropriate for the size of the meeting room</p> <ul style="list-style-type: none"> • Sound system is applicable for different needs of equipment (i.e. computer, IPAD) and events • There is a list of suppliers in case needed 				
<p>T03 Visual system</p> <ul style="list-style-type: none"> • Projectors (free of charge or charges apply) are in good quality • Screen size is appropriate for the number of meeting participants • Visual system is applicable for different needs of equipment (i.e. computer, IPAD) and events • There is a list of suppliers in case needed 	<p>3 Complete all requirements 2 Complete 3 requirements 1 Complete 1-2 requirements 0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
<p>T04 Visual and sound system control & operation</p> <ul style="list-style-type: none"> • A full-time or qualified temporary staff available during the event • There is a dashboard to be used to 	<p>3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		

Technology (T)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
control the visual system <ul style="list-style-type: none"> There is a dashboard to be used to control the sound system 				
Power & Air-Conditioning System				
T05 Electrical outlets <ul style="list-style-type: none"> Electrical outlets are appropriate to the number of meeting participants There is an ease for an access to the electrical outlets by the majority of the meeting participants There are universal plugs available for rent/loan (free of charges or charges apply) 	3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> Inspection Photograph and/or written comments 		
T06 Emergency power system <ul style="list-style-type: none"> Emergency lights Emergency power system for the usage of at least 6-8 hours The emergency power is comply with the government regulations 	3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> Inspection/ Document Review Photograph and/or written comments & Related document 		
T07 Air-conditioning/temp erature control	3 There is a functional air-conditioning/ temperature control	<ul style="list-style-type: none"> Inspection Photograph and/or 		

Technology (T)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
system	<p>system in the meeting room and the pre-functional area.</p> <p>2 There is an air-conditioning/temperature control system in the meeting room and the pre-functional area.</p> <p>1 There is an air-conditioning/temperature control system in the meeting room.</p> <p>0 If the venue requires air-conditioning/temperature control system, there is no device on premise.</p>	written comments		
T08 Maintenance of air-conditioning and power/power emergency system	<p>3 There is an evidence of a maintenance and there is an emergency plan & procedures. There are certified staff on premise for all discrepancies and emergencies.</p> <p>2 There is an evidence of a maintenance and there is an emergency plan & procedures</p> <p>1 There is a scheduled maintenance</p> <p>0 There is no scheduled maintenance</p>	<ul style="list-style-type: none"> • Inspection & Document Review • Photograph and/or written comments & Related documents 		
Other Services				
<p>T09 Communication & Document Service</p> <ul style="list-style-type: none"> • There is a photocopy service • There is a document scan service • There is a fax service • There are facilities provided for 	<p>3 Complete 4 requirements</p> <p>2 Complete 2-3 requirements</p> <p>1 Complete 1 requirement</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		

Technology (T)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
the internet/Wifi purposes				
T10 Interpretation services	3 Staff has a good experience and is able to coordinate and fully support the interpretation services 2 Staff can coordinate and can fully support the interpretation services 1 Staff can coordinate and can merely support the interpretation service 0 No experiences in working with any interpretation services	<ul style="list-style-type: none"> • Interview • Interview records 		
Total				

Service (S)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Coordination & Service Improvement				
S01 Advanced-booking service <ul style="list-style-type: none"> • There is an on-line comprehensive information on the types and floorplan of meeting rooms • There is an on-line comprehensive information on the availability of meeting rooms • There is a salesperson in handling client's queries • The salesperson is 	3 Complete 5 requirements 2 Complete 3-4 requirements 1 Complete 1-2 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection & Interview • Photograph and/or written comments & Interview records 		

Service (S)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
<p>knowledgeable and is able to provide advice on floor plan and meeting packages suitable for the client's needs</p> <ul style="list-style-type: none"> • There are variety of payment methods 				
S02 Service to organizers	<p>3 There is a dedicated team of staff to respond to the organizers and handle all issues as a one-stop service when there incidents</p> <p>2 Organizers need to contact 2-3 channels when there are incidents</p> <p>1 Organizers need to contact a number of parties when there are incidents</p> <p>0 Organizers do not know whom to contact when there are incidents</p>	<ul style="list-style-type: none"> • Interview • Interview records 		
<p>S03 Complaints & service evaluation of the buyers and/or organizers</p> <ul style="list-style-type: none"> • There are appropriate channels in receiving complaints and customer feedback • There is a system in handling customer complaints and customer feedback • There is a motivation/inc 	<p>3 Complete 3 requirements</p> <p>2 Complete 2 requirements</p> <p>1 Complete 1 requirement</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Interview & Document Review • Interview records & Related documents 		

Service (S)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
entive system for staff to prevent complaints				
Staff				
S04 Staff personality <ul style="list-style-type: none"> • Uniforms are professional • Staff are neat and tidy • Staff are friendly 	3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection & Interview • Photograph and/or written comments & Interview records 		
S05 General knowledge & understanding of venue staff <ul style="list-style-type: none"> • Knowledge & understanding about their job description and duties • Knowledge & understanding about the meeting industry and meeting activities • Knowledge & understanding about the venues and the organization • Knowledge & understanding about different backgrounds & needs of meeting participants and organizers 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 1-2 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Interview • Interview records 		
S06 F&B service <ul style="list-style-type: none"> • Staff are able to create or adapt the menu to suit with the requirements of 	3 Complete 5-6 requirements 2 Complete 3-4 requirements 1 Complete 1-2 requirement	<ul style="list-style-type: none"> • Inspection & Interview • Photograph and/or written 		

Service (S)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
<p>the meeting</p> <ul style="list-style-type: none"> Staff are able to create or adapt the menu by using local ingredients Staff is able to produce high volume of refreshments and meals within the time and requirements of the event The tea set/coffee set/dinner set are appropriate There is clean drinking water available for meeting participants Food service staff are well-trained and knowledgeable 	0 Unable to meet any of the requirements	<ul style="list-style-type: none"> comments & Interview records 		
<p>S07 Foreign language skills of staff</p> <ul style="list-style-type: none"> Most staff can communicate in English Some of the staff can communicate in third language There are on-going language training program for staff both full-time and temporary 	<p>3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> Interview & Document Review Interview records & Related documents 		
<p>S08 Respect to the difference of races, religions, cultures,</p>	<p>3 Complete all requirements 2 Complete 3</p>	<ul style="list-style-type: none"> Interview & Document 		

Service (S)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
<p>genders and ages</p> <ul style="list-style-type: none"> There are signs in local and English language The preparation of foods is able to accountable for different needs of meeting participants The staff is aware of differences in races, religions and cultures There is a equality policy for staff in providing service to meeting participants 	<p>requirements</p> <p>1 Complete 1-2 requirement</p> <p>0 Unable to meet any of the requirements</p>	<p>Review</p> <ul style="list-style-type: none"> Interview records & Related documents 		
<p>S09 Staff performance on service quality</p> <ul style="list-style-type: none"> There is a systematic recruitment procedures both for full-time and temporary staff There is an appropriate orientation and training for full-time and temporary staff in respond to the local law There is an monitoring system for new hires and temporary 	<p>3 Complete all requirements</p> <p>2 Complete 3 requirements</p> <p>1 Complete 1-2 requirement</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> Interview & Document Review Interview records & Related documents 		

Service (S)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
staff <ul style="list-style-type: none"> There is an appropriate performance management for full-time and temporary staff 				
S10 Compensation, benefits and welfare for staff <ul style="list-style-type: none"> Compensation, benefits and welfare are provided in accordance with the local labor's law There is an annual staff health check In compliance with the local law, there is an encouragement to hire local staff to work with the organization 	3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> Interview & Document Review Interview records & Related documents 		
Environmental Protection & Community				
S11 Environmental protection system ASEAN Green Hotel Standard 1.1 Environmental policy and actions for hotel operation 1.1.1 Promotion of environmental activities in order to encourage the involvement of hotel staff, clients and suppliers to participate in environmental management	3 Complete 4 requirements, with an adaption of guidelines to be applicable to the meeting room 2 Complete 3 requirements, with an adaption of guidelines to be applicable to the meeting room 1 Complete 1-2 requirements 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> Interview & Document Review Interview records & Related documents 		

Service (S)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
<p>practices.</p> <p>1.1.2 Existence of plan for raising staff to be aware of environment i.e. training.</p> <p>1.1.3 Existence of environmental management plan for hotel operation.</p> <p>1.1.4 Existence of monitoring program for environmental management of hotels</p>				
S12 Waste handling	<p>3 There is a training for staff for waste handling and the process is complying to the local law</p> <p>2 The process is complying to the local law</p> <p>1 There is a process but it is not complying with the local law</p> <p>0 There is no waste handling process</p>	<ul style="list-style-type: none"> • Interview & Document Review • Interview records & Related documents 		
S13 Consideration for the surrounding community	<p>3 There are regular activities and organization's policy that support surrounding community</p> <p>2 There are some activities or organization's policy that support surrounding community</p> <p>1 There are very limited activities or organization's policy that support surrounding community</p> <p>0 There is no activities or organization's policy that support surrounding community</p>	<ul style="list-style-type: none"> • Interview & Document Review • Interview records & Related documents 		

Service (S)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Total				
Grand Total				

Chapter 17

Auditing Procedures

The National Assessment Committee in assessing and auditing MICE venues will require to comply with the procedures as follows.

Procedure 1: Application Check & Audit Preparation

- After receiving the application package (an application form and the self-assessment report), the committee meets to review if the application is complete and meets the pre-requisite entry requirements. The committee also agrees on the date & time for an audit
- Advise to the applicant on the date & time of audit in written format, signed by the Chairman of the National Assessment Committee
- In case this is a reassessment application, the review of the corrective action forms will be done at this stage.

Procedure 2: An Audit

- At the MICE venue, the committee starts the auditing process by reiterating the purpose of the visit and the audit procedures.
- The committee will discuss the application package with all necessary details with the applicant.
- The committee needs to sign on Members of National Assessment Committee Audit Attendance on the date and time of an audit.

Procedure 3: An Assessment

- The committee will conduct an assessment by an interview, an inspection or a document review as stipulated in the AMVS Assessment Guidelines of this manual. The committee should refer to the Audit Form in the appendix of this manual.
- The committee will need to collect an evidence which can be interview records (as well as names and positions of the interviewees), photographs or written comments and related documents.
- The committee will score 55 major criteria with the lowest score of 0 (zero) and the highest score of 3 (three).
- If this is a reassessment, the committee will reassess only issues which are required to.
- An assessment must end with a discussion of the result, particularly major criteria gaining low scores. The committee may ask and discuss with the applicant at this stage to clarify the issues. The Chairman of the National Assessment Committee must conclude the visit and inform the timeline of communicating the result to the applicant. At this stage, the Chairman, after the consensus of the committee, will issue An On-Site Audit Report & Corrective Action Form to the applicant.

Procedure 4: An Audit Report

- After the assessment is over, the committee must meet to conclude the score. If the applicant scores more than 75%, the MICE venue will be proposed for certification. If not, the corrective action form and comment will be filled and sent to the applicant. The applicant should be advised of the process of a reassessment.

- The audit report will comprise of
 - A final scorecard, with an average score of each major criteria from all members of the National Assessment Committee
 - Records reviewed/people interviewed/photographs
 - Information on what was addressed and what was found
 - Corrective statement (if any)
 - Statement of confidentiality of the report
 - Summary of any obstacles encountered during the on-site Audit.
- At this stage, the committee has to prepare the Audit Report to be submitted to the Government Tourism Organization (National Level) or equivalent for an endorsement of a qualified applicant to be awarded AMVS.
- After the venue is certified, it is suggested that the National Assessment Committee may consider to conduct at least one interim audit to ensure a compliance of the certified venue to the AMVS.

Chapter 18

Code of Conduct of the National Assessment Committee

The committee members must adhere to the following Code of Conduct Rules:

- Keep confidentiality on all the information acquired pre, during and post Audit
- Refrain from communicating opinions or results throughout the assessment
- Seek to maintain good professional relationships with stakeholders to promote free flow of information and be respectful throughout the entire Audit process
- Accept NO GIFTS in any form from Auditee Organizations or affiliates.

Chapter 19

Suspension and Withdrawal of Certification

19.1 Suspension of certification

In case the certified entity does not conduct in accordance with the procedure for assessment and certification of AMVS and does not correct the non-conformities and/or does not follow the regulations within the specified period of the validation of the AMVS, the inspection body or the National Assessment Committee shall prepare the report to propose Government Tourism Organizations for initially considering the suspension of the certification and inform the certified entity to implement corrective and preventive action.

The certified entity shall implement corrective and preventive action effectively and shall be audited for follow up by the inspection body within 180 days. If the corrective action is not undertaken within 180 days, the certification shall be withdrawn.

19.2 Withdrawal of certification

In case the certified entity falls in one or more of the following cases: 1) Not conform to the regulations that Government Tourism Organization determines and have a severe effect on the certification; 2) Not conform to the essence of AMVS that is certified; 3) Not conform to AMVS that is certified after the certification is suspended two times within 180 days; and 4) Having the complaint that the National Assessment Committee and/or the Government Tourism Organization has considered that it might damage the certification. The Government Tourism Organization will proceed in endorsing a withdrawal of the certification to the AMS for the final approval so that the MICE venue shall return the certificate and the plaque to the Government Tourism Organization immediately.

Chapter 20

Appeal and Complaint

20.1 Appeal

1) The applicant of AMVS can appeal within 30 days from the date that the Government Tourism Organization sends the letter of informing the consideration result or the implementation for notification. The appeal shall be submitted to the Government Tourism Organization in writing. If the appeal is delivered by mail, it shall be registered.

2) The Government Tourism Organization shall appoint the appeal panel on a case by case basis to consider the appeal and inform the appellant of the result of consideration within 60 days from the date that the Government Tourism Organization receives the appeal.

3) During the consideration of the appeal which has not been terminated, the former result of the consideration is still effective.

4) The appeal panel's consideration result shall be deemed terminated.

5) The appellant shall be responsible for all cost of considering the appeal, except for the case that the appeal is effective.

20.2 Complaint

For submitting the complaints, the complainant shall submit the complaint in writing, which can be verified and have enough evidences to support the complaint, to the inspection body or the National Assessment Committee. In case the complainant submits the complaint to the inspection body, the inspection body shall inform the Government Tourism Organization in writing within 10 days from the date of complaint receipt. When the Government Tourism Organization receives the complaint, the Government Tourism Organization will consider the information received and might request additional evidences for considering whether it is the complaint or not and then officially notify the complainant of the consideration result.

In case of the complaint, the Government Tourism Organization will inform the relevant persons to analyze the cause, implement the corrective and preventive actions, and inform the outcome of the implementation to the complainant in writing.

Chapter 21

Cancellation of Certification

The Government Tourism Organization shall cancel the certification of AMVS if it is one of the following cases:

- 21.1 The certified entity informs of the cancellation of certification in writing.
- 21.2 The certified entity terminates the certified business.
- 21.3 The certified entity is bankrupt.

Appendix 1

AMVS Application Form



AMVS Application Form

1. Name of applicant (Name of organization)

2. Address of the MICE Venue / Hotel

.....
.....
.....

Province Postal code Tel..... Fax.....

Email address Website

3. Details of the meeting room venue undergoing the AMVS audit

Name of the Meeting Room

Building Floor Number of Years in Operation Years

Size of the meeting room (Width x Length x Height) Meters

4. Capacity of the meeting room in persons:

..... persons in a classroom setting persons in a theatre setting

5. No. of meeting venue employees Working day & time

6. In this certification, we would like to audit in the language

English Others please specify

7. Contact person

1) Name Position

Tel..... Fax.....

Mobile phone E-mail address

2) Name Position

Tel.....Fax.....

Mobile phone E-mail address

8. We certify that this application including the Self-Assessment attached are true and up-to-date.

9. We will comply with the procedures and content of the AMVS Audit & Certification Manual.

Authorized Signature

(.....)

...../...../.....

Authorized Signature

(.....)

...../...../.....

Remarks

- 1. Authorized Signature is the person who has the name appeared in the commercial registered document of business.
- 2. If signed by authorized representative, please attach letter of Power of Attorney.

Please attach these specified documents for consideration:

- 1. Head office and other locations maps
- 2. A copy of affidavit of partnership and company registry office not exceeding 6 months

For Government Tourism Organization or National Assessment Committee's officer only

Document required for application:

- Complete
- Require additional documents.....
-

Date of Application Review

Self-Assessment Report of MICE Venue Application for ASEAN MICE Venue Standards

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
Meeting Room Physical Setting & Functions				
P01 The condition of meeting room and the pre-functional area	3 Clean & well-organized and functional, and appropriately decorated 2 Clean & well-organized and functional 1 Clean 0 None of the above	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P02 Space for exhibitions in the pre-functional area of the meeting room (This space should be located not more than 20 meters from the meeting room)	3 There is a space relative to the size of the meeting room for exhibitions with electrical source, and appropriate decorations. 2 There is a space for small exhibitions with electrical source and with some decorations 1 There is a space for small exhibitions with no electrical source 0 No space within the range of 20 meters from the meeting venue	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P03 Walls and/or partitions of the meeting room	3 Walls and/or partitions are appropriate. This includes the structure, the soundproof features and the decoration. 2 Walls and/or partitions are fair. There is a fair condition of the structure, and the soundproof features. 1 Walls and/or partitions need improvement. There is a poor condition of the structure, and the soundproof features. 0 Walls and/or partitions need	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
	improvement. There is a poor condition of the structure, the soundproof features and the decoration.			
P04 Tables	3 Clean, Sufficient, Functional and Adaptable with variety of settings 2 Clean, Sufficient, and Functional 1 Clean & Sufficient 0 None of the above	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P05 Chairs	3 Clean, Sufficient, Functional and Adaptable with variety of settings 2 Clean, Sufficient, and Functional 1 Clean & Sufficient 0 None of the above	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P06 Stationery & materials available for the meeting participants <ul style="list-style-type: none"> • Flip chart paper • Flip chart stand • Notepad/ Writing Paper • Pen/Pencil • Marker • Pointer • Clicker 	3 Complete all requirements 2 Complete 4-6 requirements 1 Complete 1-3 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P07 Facilities & furniture of the meeting room <ul style="list-style-type: none"> • An adjustable & firm stage • An area for a backdrop • Podium • Sofa for speakers/meeting chairperson • Speaker's table/podium flower decoration 	3 Complete all requirements 2 Complete 4-6 requirements 1 Complete 1-3 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
<ul style="list-style-type: none"> Registration table Registration pads 				
P08 Cleanliness of meeting room <ul style="list-style-type: none"> Meeting room is well-kept. Free of dust and smell. Meeting equipment and all amenities are well-kept. Free of dust or stain. There is a concrete policy in cleaning and monitoring process. There is an adequate number of cleaner staff during the event. 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 1-2 requirements 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> Inspection & Document review Photograph and/or written comments & Related documents 		
Meeting Room's Compound				
P09 Reception, registration & waiting areas (This space should be located not more than 20 meters from the meeting room)	3 Clean & well-organized and functional, and appropriately decorated of reception, registration, and waiting areas. There is a consistent usage of stationery, table clothes (if any) as well as tables and chairs with the meeting room. 2 Clean & well-organized and functional of reception, registration, and waiting areas 1 Availability of reception, registration,	<ul style="list-style-type: none"> Inspection Photograph and/or written comments 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
	and waiting areas but the conditions need an improvement 0 No reception, registration, and waiting areas within 20 meters from the meeting room			
P10 Breakout rooms	3 Clean & well-organized and functional, and appropriately decorated 2 Clean & well-organized and functional 1 Availability of breakout rooms but the conditions need an improvement 0 No breakout rooms	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P11 Capacity to accommodate of the breakout rooms	3 70% of the total capacity of a meeting room 2 60% of the total capacity of a meeting room 1 50% of the total capacity of a meeting room 0 Less than 50% of the total capacity of a meeting room	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P12 VIP & special purpose reception room, dressing rooms, and cloakrooms	3 The space can be set up and separated from the meeting room, with appropriate facilities 2 The space can be set up and separated from the meeting room, with some facilities 1 The space can be set up and not separated from the meeting room, with some facilities 0 No space	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P13 Security arrangement for VIPs	3 There is a possible VIP security arrangement in terms of both physical setting	<ul style="list-style-type: none"> • Inspection & Interview • Photograph 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
	<p><i>and</i> staff. There is a concrete policy and documents for this purpose.</p> <p>2 There is a possible VIP security arrangement in terms of both physical setting <i>and</i> staff</p> <p>1 There is a possible VIP security arrangement in terms of physical setting <i>or</i> staff</p> <p>0 There is no VIP security arrangement possible, both physical setting and staff</p>	<p>and/or written comments & Interview records</p>		
P14 Space for conference organizers/for secretariat room (This space should be located not more than 300 meters from the meeting venue)	<p>3 There is a space with electrical source, furnishing and air-conditioning</p> <p>2 There is a space with electrical source, and some furnishing</p> <p>1 There is a space with no electrical source, no furnishing and no air-conditioning</p> <p>0 No space</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P15 Media centers	<p>3 The space can be set up, dedicated for a meeting event, with sufficient and good condition of facilities. A list of suppliers to rent or lease facilities is also available upon request.</p> <p>2 The space can be set up or there is a shared space, with sufficient and good condition of shared facilities</p> <p>1 The space can be set up or there is a shared space, with some shared facilities</p> <p>0 No space</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P16 Support for meeting	<p>3 There are sufficient facilities supporting</p>	<ul style="list-style-type: none"> • Inspection • Photograph 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
participants with disabilities	meeting participants with disabilities. There are staff who are trained to provide services to disabled meeting participants. 2 There are sufficient facilities supporting meeting participants with disabilities 1 There are minimum facilities supporting meeting participants with disabilities 0 There are no facilities supporting meeting participants with disabilities	and/or written comments		
P17 Prayer rooms	3 There is a permanent space or a space that can be set up, separated for males/females with appropriate facilities 2 The space can be set up, separated for males/females with some facilities 1 The space can be set up and separated for males/females 0 The space cannot be set up for prayer rooms	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P18 The dining area	3 Sufficient, Clean, Well-organized and functional of shared dining area, adaptable with variety of settings 2 Sufficient, Clean, Well-organized and functional of shared dining area 1 Clean, Well-organized and functional of shared dining area 0 Shared dining area but the conditions need an improvement	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
Meeting Room's Public Areas				
P19 Signage	3 Sufficient, visible, permanent, and well-	<ul style="list-style-type: none"> • Inspection • Photograph 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
	<p>kept signs are displaying necessary information such as separated meeting rooms, restrooms, and dining rooms in appropriate languages</p> <p>2 Visible, and permanent signs are installed displaying necessary information such as separated meeting rooms, restrooms, and dining rooms.</p> <p>1 Permanent signs are installed displaying necessary information such as separated meeting rooms, restrooms, and dining rooms.</p> <p>0 There are no permanent signs</p>	and/or written comments		
P20 Emergency exit sign	<p>3 Sufficient, visible, and permanent exit signs are installed</p> <p>2 Visible, and permanent signs are installed</p> <p>1 Permanent exit signs are installed</p> <p>0 There are no permanent exit signs</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
<p>P21 Restrooms amenities & facilities</p> <p>ASEAN Public Restroom for Tourism Standards</p> <p>3.2 Amenities & Facilities</p> <p>3.2.1 Appropriate space for each unit.</p> <p>3.2.2 Provision of adequate facilities for disabled and elderly.</p> <p>3.2.3 Provision of</p>	<p>3 Complete all requirements</p> <p>2 Complete 3 requirements</p> <p>1 Complete 1-2 requirements</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
adequate units/cubicles for ladies and men. 3.2.4 Sufficient amenities provisions such as tissue, soap, etc.				
P22 Restrooms cleanliness ASEAN Public Restroom for Tourism Standards 3.3 Cleanliness 3.3.1 Adequate air circulation and ventilation system 3.3.2 Good smell and no dirty slough 3.3.3 Clean and adequate water 3.3.4 Floor should be kept clean and dry 3.3.5 Practice sanitation and hygiene principles 3.3.6 Trained personnel on facility maintenance and cleanliness keeping 3.3.7 Customers' suggestion box 3.3.8 Regular maintenance of the toilet premises	3 Complete all requirements 2 Complete 4-6 requirements 1 Complete 2-3 requirements 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P23 Smoking zone	3 There is a smoking room, complies with relevant laws. The area is functional. 2 There is a smoking zone and complies with relevant laws 1 There is a smoking area but does not comply	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
	with relevant laws 0 There is no smoking areas			
P24 Parking accessibility: Drop Off & Collection Point	3 There is a drop-off and collection point, with cover and/or service staff, and there is a valet parking service if needed 2 There is a drop-off and collection point, with cover and/or service staff 1 There is a drop-off and collection point 0 There is no drop-off and collection point	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P25 Parking sufficiency	3 Sufficient parking space within the hotel premise 2 There is limited parking space within the hotel premise 1 There is no parking space available on the hotel premise but nearby parking space can be provided. 0 There is no parking space available	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P26 Coaches drop off & collection point	3 There is a drop-off and collection point for coaches, with cover and service staff 2 There is a drop-off and collection point for coaches, with cover 1 There is a drop-off and collection point for coaches 0 There is no drop-off and collection point for coaches	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
Safety/Security/Emergency Facilities				
P27 Fire protection & evacuation process	3 There is a fire protection system, evacuation process, and staff training complying to relevant local law	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
	2 There is some fire protection system and an evidence of an evacuation process 1 There is some fire protection system 0 There is no fire protection system and evacuation process			
P28 Safety & security system <ul style="list-style-type: none"> • Sufficient amount of security guards in the public area such as parking areas, main entrance • Sufficient amount of CCTV or other security devices in public area • There is a concrete evidence of safety and security training for staff in handling natural disaster & manmade threat • There is a concrete policy on safety and security in case of the natural disaster & manmade threat • Staff are trained on safety and 	3 Complete all requirements 2 Complete 3-4 requirements 1 Complete 1-2 requirements 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection & Documents review • Photograph and/or written comments & Related documents 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
security issues.				
P29 First aid room and nursing staff	<p>3 There is a full-time or temporary nurse/qualified staff available during the event, with a first aid room</p> <p>2 There is a full-time or temporary nurse/qualified staff available during the event, with some first aid kits</p> <p>1 There is no full-time or temporary nurse/qualified staff available during the event. Only some first aid kits available.</p> <p>0 No full-time or temporary nurses/staff during the event and/or there is no first aid kit/no first aid room</p>	<ul style="list-style-type: none"> • Inspection & Documents review • Photograph and/or written comments & Related documents 		
P30 Water reserve system	<p>3 There is a water reserve system that can provide clean water for at least 48 hours in the event of water shortages.</p> <p>2 There is a water reserve system that can provide clean water for at least 24 hours in the event of water shortages.</p> <p>1 There is a water reserve system that can provide clean water for at least 12 hours in the event of water shortages.</p> <p>0 There is no water reserve system.</p>	<ul style="list-style-type: none"> • Inspection & Documents review • Photograph and/or written comments & Related documents 		
Organizer's Access to Meeting Room				
P31 Space for loading/unloading conference equipment <ul style="list-style-type: none"> • Functionality of space 	<p>3 Complete all requirements</p> <p>2 Complete 3 requirements</p> <p>1 Complete 1-2 requirements</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
<ul style="list-style-type: none"> Sufficient amount of usable trolleys Elevator Service staff 	0 Unable to meet any of the requirements			
P32 Meeting room setup period for organizer	<p>3 There is a meeting room set-up policy and organizers are allowed to access a meeting room for a set-up purpose of more than 8 hours before the event. Free of Charges and there are staff available to assist.</p> <p>2 There is a meeting room set-up policy and organizers are allowed to access a meeting room for a set-up purpose of more than 8 hours before the event. Free of Charges.</p> <p>1 There is a meeting room set-up policy and organizers are allowed to access a meeting room for a set-up of before the event. Charges apply.</p> <p>0 There is no policy and organizers are not allowed to access a meeting room for a set-up before the event</p>	<ul style="list-style-type: none"> Inspection & Documents review Photograph and/or written comments & Related documents 		
Total				

Technology (T)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
Light & Audio-Visual Operations				
T01 Lighting system of the meeting room <ul style="list-style-type: none"> Lighting for stages and seating areas can be operated 	<p>3 Complete all requirements</p> <p>2 Complete 3 requirements</p> <p>1 Complete 1-2 requirements</p> <p>0 Unable to meet any of</p>	<ul style="list-style-type: none"> Inspection Photograph and/or written comments 		

Technology (T)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
separately <ul style="list-style-type: none"> Brightness of the room can be fully controlled Spot lights button facilities are available A majority of light bulbs are energy saving 	the requirements			
T02 Sound system <ul style="list-style-type: none"> Sufficient number of wireless microphones Variety of types of microphones (i.e. fixed lines, wireless, clipper) Sound system is functional and appropriate for the size of the meeting room Sound system is applicable for different needs of equipment (i.e. computer, IPAD) and events There is a list of suppliers in case needed 	3 Complete all requirements 2 Complete 3-4 requirements 1 Complete 1-2 requirements 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> Inspection Photograph and/or written comments 		
T03 Visual system <ul style="list-style-type: none"> Projectors (free of charge or charges apply) are in good quality Screen size is appropriate for the number of meeting participants 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 1-2 requirements 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> Inspection Photograph and/or written comments 		

Technology (T)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
<ul style="list-style-type: none"> Visual system is applicable for different needs of equipment (i.e. computer, IPAD) and events There is a list of suppliers in case needed 				
<p>T04 Visual and sound system control & operation</p> <ul style="list-style-type: none"> A full-time or qualified temporary staff available during the event There is a dashboard to be used to control the visual system There is a dashboard to be used to control the sound system 	<p>3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> Inspection Photograph and/or written comments 		
Power & Air-Conditioning System				
<p>T05 Electrical outlets</p> <ul style="list-style-type: none"> Electrical outlets are appropriate to the number of meeting participants There is an ease for an access to the electrical outlets by the majority of the meeting participants There are universal plugs available 	<p>3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> Inspection Photograph and/or written comments 		

Technology (T)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
for rent/loan (free of charges or charges apply)				
T06 Emergency power system <ul style="list-style-type: none"> Emergency lights Emergency power system for the usage of at least 6-8 hours The emergency power is comply with the government regulations 	3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> Inspection/ Document Review Photograph and/or written comments & Related document 		
T07 Air-conditioning/temperature control system	3 There is a functional air-conditioning/temperature control system in the meeting room and the pre-functional area. 2 There is an air-conditioning/temperature control system in the meeting room and the pre-functional area. 1 There is an air-conditioning/temperature control system in the meeting room. 0 If the venue requires air-conditioning/temperature control system, there is no device on premise.	<ul style="list-style-type: none"> Inspection Photograph and/or written comments 		
T08 Maintenance of air-conditioning and power/power emergency system	3 There is an evidence of a maintenance and there is an emergency plan & procedures. There are certified staff on premise for all discrepancies and emergencies.	<ul style="list-style-type: none"> Inspection & Document Review Photograph and/or written comments 		

Technology (T)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
	2 There is an evidence of a maintenance and there is an emergency plan & procedures 1 There is a scheduled maintenance 0 There is no scheduled maintenance	& Related documents		
Other Services				
T09 Communication & Document Service <ul style="list-style-type: none"> • There is a photocopy service • There is a document scan service • There is a fax service • There are facilities provided for the internet/Wifi purposes 	3 Complete 4 requirements 2 Complete 2-3 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
T10 Interpretation services	3 Staff has a good experience and is able to coordinate and fully support the interpretation services 2 Staff can coordinate and can fully support the interpretation services 1 Staff can coordinate and can merely support the interpretation service 0 No experiences in working with any interpretation services	<ul style="list-style-type: none"> • Interview • Interview records 		
Total				

Service (S)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
Coordination & Service Improvement				
S01 Advanced-booking service <ul style="list-style-type: none"> • There is an on-line comprehensive information on the types and floorplan of meeting rooms • There is an on-line comprehensive information on the availability of meeting rooms • There is a salesperson in handling client's queries • The salesperson is knowledgeable and is able to provide advice on floor plan and meeting packages suitable for the client's needs • There are variety of payment methods 	3 Complete 5 requirements 2 Complete 3-4 requirements 1 Complete 1-2 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection & Interview • Photograph and/or written comments & Interview records 		
S02 Service to organizers	3 There is a dedicated team of staff to respond to the organizers and handle all issues as a one-stop service when there incidents 2 Organizers need to contact 2-3 channels when there are incidents 1 Organizers need to contact a number of parties when there are incidents	<ul style="list-style-type: none"> • Interview • Interview records 		

Service (S)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
	0 Organizers do not know whom to contact when there are incidents			
S03 Complaints & service evaluation of the buyers and/or organizers <ul style="list-style-type: none"> • There are appropriate channels in receiving complaints and customer feedback • There is a system in handling customer complaints and customer feedback • There is a motivation/incentive system for staff to prevent complaints 	3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Interview & Document Review • Interview records & Related documents 		
Staff				
S04 Staff personality <ul style="list-style-type: none"> • Uniforms are professional • Staff are neat and tidy • Staff are friendly 	3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection & Interview • Photograph and/or written comments & Interview records 		
S05 General knowledge & understanding of venue staff <ul style="list-style-type: none"> • Knowledge & understanding about their job description and duties • Knowledge & understanding 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 1-2 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Interview • Interview records 		

Service (S)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
<p>about the meeting industry and meeting activities</p> <ul style="list-style-type: none"> • Knowledge & understanding about the venues and the organization • Knowledge & understanding about different backgrounds & needs of meeting participants and organizers 				
<p>S06 F&B service</p> <ul style="list-style-type: none"> • Staff are able to create or adapt the menu to suit with the requirements of the meeting • Staff are able to create or adapt the menu by using local ingredients • Staff is able to produce high volume of refreshments and meals within the time and requirements of the event • The tea set/coffee set/dinner set are appropriate • There is clean drinking water available for meeting participants • Food service staff are well- 	<p>3 Complete 5-6 requirements 2 Complete 3-4 requirements 1 Complete 1-2 requirement 0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Inspection & Interview • Photograph and/or written comments & Interview records 		

Service (S)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
trained and knowledgeable				
S07 Foreign language skills of staff <ul style="list-style-type: none"> • Most staff can communicate in English • Some of the staff can communicate in third language • There are on-going language training program for staff both full-time and temporary 	3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Interview & Document Review • Interview records & Related documents 		
S08 Respect to the difference of races, religions, cultures, genders and ages <ul style="list-style-type: none"> • There are signs in local and English language • The preparation of foods is able to accountable for different needs of meeting participants • The staff is aware of differences in races, religions and cultures • There is a equality policy for staff in providing service to meeting participants 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 1-2 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Interview & Document Review • Interview records & Related documents 		
S09 Staff	3 Complete all	<ul style="list-style-type: none"> • Interview 		

Service (S)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
<p>performance on service quality</p> <ul style="list-style-type: none"> • There is a systematic recruitment procedures both for full-time and temporary staff • There is an appropriate orientation and training for full-time and temporary staff in respond to the local law • There is an monitoring system for new hires and temporary staff • There is an appropriate performance management for full-time and temporary staff 	<p>requirements</p> <p>2 Complete 3 requirements</p> <p>1 Complete 1-2 requirement</p> <p>0 Unable to meet any of the requirements</p>	<p>& Document Review</p> <ul style="list-style-type: none"> • Interview records & Related documents 		
<p>S10 Compensation, benefits and welfare for staff</p> <ul style="list-style-type: none"> • Compensation, benefits and welfare are provided in accordance with the local labor's law • There is an annual staff health check • In compliance with the local law, there is an encouragemen 	<p>3 Complete 3 requirements</p> <p>2 Complete 2 requirements</p> <p>1 Complete 1 requirement</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Interview & Document Review • Interview records & Related documents 		

Service (S)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
t to hire local staff to work with the organization				
Environmental Protection & Community				
S11 Environmental protection system ASEAN Green Hotel Standard 1.1 Environmental policy and actions for hotel operation 1.1.1 Promotion of environmental activities in order to encourage the involvement of hotel staff, clients and suppliers to participate in environmental management practices. 1.1.2 Existence of plan for raising staff to be aware of environment i.e. training. 1.1.3 Existence of environmental management plan for hotel operation. 1.1.4 Existence of monitoring program for environmental management of hotels	3 Complete 4 requirements, with an adaption of guidelines to be applicable to the meeting room 2 Complete 3 requirements, with an adaption of guidelines to be applicable to the meeting room 1 Complete 1-2 requirements 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Interview & Document Review • Interview records & Related documents 		
S12 Waste handling	3 There is a training for staff for waste handling and the process is complying to the local law 2 The process is complying to the local law	<ul style="list-style-type: none"> • Interview & Document Review • Interview records & Related documents 		

Service (S)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Estimated	Comments
	1 There is a process but it is not complying with the local law 0 There is no waste handling process			
S13 Consideration for the surrounding community	3 There are regular activities and organization's policy that support surrounding community 2 There are some activities or organization's policy that support surrounding community 1 There are very limited activities or organization's policy that support surrounding community 0 There is no activities or organization's policy that support surrounding community	<ul style="list-style-type: none"> • Interview & Document Review • Interview records & Related documents 		
Total				
Grand Total				

Authorized Signature

(.....)

...../...../.....

Appendix 2
Members of
National Assessment Committee
AMVS Audit Attendance



Members of National Assessment Committee AMVS Audit Attendance

Name of the Meeting Venue				
Date				
No.	Name-Surname	Position	Signature	
			Opening meeting	Closing meeting
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

Appendix 3

AMVS Audit Form

AMVS Audit Form



Members of the National Assessment Committee

Name: _____ Position: _____

Date of Auditing: _____

Applicant: Name.....
Address.....

Meeting Venue: Name.....
Location.....

Marking Procedure

Members of the National Assessment Committee are to follow this marking scale in auditing a MICE venue. There are 55 major criteria and the total score is 165 marks.

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Meeting Room Physical Setting & Functions				
P01 The condition of meeting room and the pre-functional area	3 Clean & well-organized and functional, and appropriately decorated 2 Clean & well-organized and functional 1 Clean 0 None of the above	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P02 Space for exhibitions in the pre-functional area of the meeting room (This space should be located	3 There is a space relative to the size of the meeting room for exhibitions with electrical source, and appropriate	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
not more than 20 meters from the meeting room)	decorations. 2 There is a space for small exhibitions with electrical source and with some decorations 1 There is a space for small exhibitions with no electrical source 0 No space within the range of 20 meters from the meeting venue			
P03 Walls and/or partitions of the meeting room	3 Walls and/or partitions are appropriate. This includes the structure, the soundproof features and the decoration. 2 Walls and/or partitions are fair. There is a fair condition of the structure, and the soundproof features. 1 Walls and/or partitions need improvement. There is a poor condition of the structure, and the soundproof features. 0 Walls and/or partitions need improvement. There is a poor condition of the structure, the soundproof features and the decoration.	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P04 Tables	3 Clean, Sufficient, Functional and Adaptable with variety of settings 2 Clean, Sufficient, and Functional 1 Clean & Sufficient 0 None of the above	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P05 Chairs	3 Clean, Sufficient, Functional and Adaptable with variety of settings 2 Clean, Sufficient, and	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
	Functional 1 Clean & Sufficient 0 None of the above			
P06 Stationery & materials available for the meeting participants <ul style="list-style-type: none"> • Flip chart paper • Flip chart stand • Notepad/ Writing Paper • Pen/Pencil • Marker • Pointer • Clicker 	3 Complete all requirements 2 Complete 4-6 requirements 1 Complete 1-3 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P07 Facilities & furniture of the meeting room <ul style="list-style-type: none"> • An adjustable & firm stage • An area for a backdrop • Podium • Sofa for speakers/meeting chairperson • Speaker's table/podium flower decoration • Registration table • Registration pads 	3 Complete all requirements 2 Complete 4-6 requirements 1 Complete 1-3 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P08 Cleanliness of meeting room <ul style="list-style-type: none"> • Meeting room is well-kept. Free of dust and smell. • Meeting equipment and all amenities are well-kept. Free of dust or stain. • There is a 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 1-2 requirements 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection & Document review • Photograph and/or written comments & Related documents 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
<p>concrete policy in cleaning and monitoring process.</p> <ul style="list-style-type: none"> There is an adequate number of cleaner staff during the event. 				
Meeting Room's Compound				
P09 Reception, registration & waiting areas (This space should be located not more than 20 meters from the meeting room)	<p>3 Clean & well-organized and functional, and appropriately decorated of reception, registration, and waiting areas. There is a consistent usage of stationery, table clothes (if any) as well as tables and chairs with the meeting room.</p> <p>2 Clean & well-organized and functional of reception, registration, and waiting areas</p> <p>1 Availability of reception, registration, and waiting areas but the conditions need an improvement</p> <p>0 No reception, registration, and waiting areas within 20 meters from the meeting room</p>	<ul style="list-style-type: none"> Inspection Photograph and/or written comments 		
P10 Breakout rooms	<p>3 Clean & well-organized and functional, and appropriately decorated</p> <p>2 Clean & well-organized and functional</p> <p>1 Availability of breakout rooms but the conditions need an improvement</p>	<ul style="list-style-type: none"> Inspection Photograph and/or written comments 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
	0 No breakout rooms			
P11 Capacity to accommodate of the breakout rooms	3 70% of the total capacity of a meeting room 2 60% of the total capacity of a meeting room 1 50% of the total capacity of a meeting room 0 Less than 50% of the total capacity of a meeting room	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P12 VIP & special purpose reception room, dressing rooms, and cloakrooms	3 The space can be set up and separated from the meeting room, with appropriate facilities 2 The space can be set up and separated from the meeting room, with some facilities 1 The space can be set up and not separated from the meeting room, with some facilities 0 No space	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P13 Security arrangement for VIPs	3 There is a possible VIP security arrangement in terms of both physical setting <i>and</i> staff. There is a concrete policy and documents for this purpose. 2 There is a possible VIP security arrangement in terms of both physical setting <i>and</i> staff 1 There is a possible VIP security arrangement in terms of physical setting <i>or</i> staff 0 There is no VIP security arrangement possible, both physical setting and staff	<ul style="list-style-type: none"> • Inspection & Interview • Photograph and/or written comments & Interview records 		
P14 Space for conference organizers/for	3 There is a space with electrical source, furnishing and air-	<ul style="list-style-type: none"> • Inspection • Photograph and/or 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
secretariat room (This space should be located not more than 300 meters from the meeting venue)	conditioning 2 There is a space with electrical source, and some furnishing 1 There is a space with no electrical source, no furnishing and no air-conditioning 0 No space	written comments		
P15 Media centers	3 The space can be set up, dedicated for a meeting event, with sufficient and good condition of facilities. A list of suppliers to rent or lease facilities is also available upon request. 2 The space can be set up or there is a shared space, with sufficient and good condition of shared facilities 1 The space can be set up or there is a shared space, with some shared facilities 0 No space	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P16 Support for meeting participants with disabilities	3 There are sufficient facilities supporting meeting participants with disabilities. There are staff who are trained to provide services to disabled meeting participants. 2 There are sufficient facilities supporting meeting participants with disabilities 1 There are minimum facilities supporting meeting participants with disabilities 0 There are no facilities supporting meeting participants with disabilities	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P17 Prayer rooms	3 There is a permanent space or a space that can be set up, separated	<ul style="list-style-type: none"> • Inspection • Photograph and/or 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
	for males/females with appropriate facilities 2 The space can be set up, separated for males/females with some facilities 1 The space can be set up and separated for males/females 0 The space cannot be set up for prayer rooms	written comments		
P18 The dining area	3 Sufficient, Clean, Well-organized and functional of shared dining area, adaptable with variety of settings 2 Sufficient, Clean, Well-organized and functional of shared dining area 1 Clean, Well-organized and functional of shared dining area 0 Shared dining area but the conditions need an improvement	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
Meeting Room's Public Areas				
P19 Signage	3 Sufficient, visible, permanent, and well-kept signs are displaying necessary information such as separated meeting rooms, restrooms, and dining rooms in appropriate languages 2 Visible, and permanent signs are installed displaying necessary information such as separated meeting rooms, restrooms, and dining rooms. 1 Permanent signs are installed displaying necessary information such as separated meeting rooms, restrooms, and dining	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
	rooms. 0 There are no permanent signs			
P20 Emergency exit sign	3 Sufficient, visible, and permanent exit signs are installed 2 Visible, and permanent signs are installed 1 Permanent exit signs are installed 0 There are no permanent exit signs	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P21 Restrooms amenities & facilities ASEAN Public Restroom for Tourism Standards 3.2 Amenities & Facilities 3.2.1 Appropriate space for each unit. 3.2.2 Provision of adequate facilities for disabled and elderly. 3.2.3 Provision of adequate units/cubicles for ladies and men. 3.2.4 Sufficient amenities provisions such as tissue, soap, etc.	3 Complete all requirements 2 Complete 3 requirements 1 Complete 1-2 requirements 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P22 Restrooms cleanliness ASEAN Public Restroom for Tourism Standards 3.3 Cleanliness 3.3.1 Adequate air circulation and ventilation system 3.3.2 Good smell and no dirty slough	3 Complete all requirements 2 Complete 4-6 requirements 1 Complete 2-3 requirements 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
3.3.3 Clean and adequate water 3.3.4 Floor should be kept clean and dry 3.3.5 Practice sanitation and hygiene principles 3.3.6 Trained personnel on facility maintenance and cleanliness keeping 3.3.7 Customers' suggestion box 3.3.8 Regular maintenance of the toilet premises				
P23 Smoking zone	3 There is a smoking room, complies with relevant laws. The area is functional. 2 There is a smoking zone and complies with relevant laws 1 There is a smoking area but does not comply with relevant laws 0 There is no smoking areas	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P24 Parking accessibility: Drop Off & Collection Point	3 There is a drop-off and collection point, with cover and/or service staff, and there is a valet parking service if needed 2 There is a drop-off and collection point, with cover and/or service staff 1 There is a drop-off and collection point 0 There is no drop-off and collection point	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P25 Parking sufficiency	3 Sufficient parking space within the hotel premise 2 There is limited parking space within	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
	<p>the hotel premise</p> <p>1 There is no parking space available on the hotel premise but nearby parking space can be provided.</p> <p>0 There is no parking space available</p>			
P26 Coaches drop off & collection point	<p>3 There is a drop-off and collection point for coaches, with cover and service staff</p> <p>2 There is a drop-off and collection point for coaches, with cover</p> <p>1 There is a drop-off and collection point for coaches</p> <p>0 There is no drop-off and collection point for coaches</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
Safety/Security/Emergency Facilities				
P27 Fire protection & evacuation process	<p>3 There is a fire protection system, evacuation process, and staff training complying to relevant local law</p> <p>2 There is some fire protection system and an evidence of an evacuation process</p> <p>1 There is some fire protection system</p> <p>0 There is no fire protection system and evacuation process</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P28 Safety & security system <ul style="list-style-type: none"> • Sufficient amount of security guards in the public area such as parking areas, main entrance • Sufficient amount of CCTV or 	<p>3 Complete all requirements</p> <p>2 Complete 3-4 requirements</p> <p>1 Complete 1-2 requirements</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Inspection & Documents review • Photograph and/or written comments & Related documents 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
<p>other security devices in public area</p> <ul style="list-style-type: none"> • There is a concrete evidence of safety and security training for staff in handling natural disaster & manmade threat • There is a concrete policy on safety and security in case of the natural disaster & manmade threat • Staff are trained on safety and security issues. 				
P29 First aid room and nursing staff	<p>3 There is a full-time or temporary nurse/qualified staff available during the event, with a first aid room</p> <p>2 There is a full-time or temporary nurse/qualified staff available during the event, with some first aid kits</p> <p>1 There is no full-time or temporary nurse/qualified staff available during the event. Only some first aid kits available.</p> <p>0 No full-time or temporary nurses/staff during the event and/or there is no first aid</p>	<ul style="list-style-type: none"> • Inspection & Documents review • Photograph and/or written comments & Related documents 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
	kit/no first aid room			
P30 Water reserve system	<p>3 There is a water reserve system that can provide clean water for at least 48 hours in the event of water shortages.</p> <p>2 There is a water reserve system that can provide clean water for at least 24 hours in the event of water shortages.</p> <p>1 There is a water reserve system that can provide clean water for at least 12 hours in the event of water shortages.</p> <p>0 There is no water reserve system.</p>	<ul style="list-style-type: none"> • Inspection & Documents review • Photograph and/or written comments & Related documents 		
Organizer's Access to Meeting Room				
P31 Space for loading/unloading conference equipment <ul style="list-style-type: none"> • Functionality of space • Sufficient amount of usable trolleys • Elevator • Service staff 	<p>3 Complete all requirements</p> <p>2 Complete 3 requirements</p> <p>1 Complete 1-2 requirements</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
P32 Meeting room setup period for organizer	<p>3 There is a meeting room set-up policy and organizers are allowed to access a meeting room for a set-up purpose of more than 8 hours before the event. Free of Charges and there are staff available to assist.</p> <p>2 There is a meeting room set-up policy and organizers are allowed to access a meeting room for a set-up purpose of more than 8 hours before the event.</p>	<ul style="list-style-type: none"> • Inspection & Documents review • Photograph and/or written comments & Related documents 		

Physical Setting (P)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
	Free of Charges. 1 There is a meeting room set-up policy and organizers are allowed to access a meeting room for a set-up of before the event. Charges apply. 0 There is no policy and organizers are not allowed to access a meeting room for a set-up before the event			
Total				

Technology (T)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Light & Audio-Visual Operations				
T01 Lighting system of the meeting room <ul style="list-style-type: none"> Lighting for stages and seating areas can be operated separately Brightness of the room can be fully controlled Spot lights button facilities are available A majority of light bulbs are energy saving 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 1-2 requirements 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> Inspection Photograph and/or written comments 		
T02 Sound system <ul style="list-style-type: none"> Sufficient number of wireless microphones Variety of types of microphones (i.e. fixed lines, wireless, clipper) 	3 Complete all requirements 2 Complete 3-4 requirements 1 Complete 1-2 requirements 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> Inspection Photograph and/or written comments 		

Technology (T)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
<ul style="list-style-type: none"> • Sound system is functional and appropriate for the size of the meeting room • Sound system is applicable for different needs of equipment (i.e. computer, IPAD) and events • There is a list of suppliers in case needed 				
T03 Visual system <ul style="list-style-type: none"> • Projectors (free of charge or charges apply) are in good quality • Screen size is appropriate for the number of meeting participants • Visual system is applicable for different needs of equipment (i.e. computer, IPAD) and events • There is a list of suppliers in case needed 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 1-2 requirements 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
T04 Visual and sound system control & operation <ul style="list-style-type: none"> • A full-time or qualified temporary staff available during the event • There is a dashboard to 	3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		

Technology (T)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
be used to control the visual system <ul style="list-style-type: none"> • There is a dashboard to be used to control the sound system 				
Power & Air-Conditioning System				
T05 Electrical outlets <ul style="list-style-type: none"> • Electrical outlets are appropriate to the number of meeting participants • There is an ease for an access to the electrical outlets by the majority of the meeting participants • There are universal plugs available for rent/loan (free of charges or charges apply) 	3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		
T06 Emergency power system <ul style="list-style-type: none"> • Emergency lights • Emergency power system for the usage of at least 6-8 hours • The emergency power is comply with the government regulations 	3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection/ Document Review • Photograph and/or written comments & Related document 		
T07 Air-conditioning/temp	3 There is a functional air-conditioning/	<ul style="list-style-type: none"> • Inspection • Photograph 		

Technology (T)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
erature control system	<p>temperature control system in the meeting room and the pre-functional area.</p> <p>2 There is an air-conditioning/temperature control system in the meeting room and the pre-functional area.</p> <p>1 There is an air-conditioning/temperature control system in the meeting room.</p> <p>0 If the venue requires air-conditioning/temperature control system, there is no device on premise.</p>	and/or written comments		
T08 Maintenance of air-conditioning and power/power emergency system	<p>3 There is an evidence of a maintenance and there is an emergency plan & procedures. There are certified staff on premise for all discrepancies and emergencies.</p> <p>2 There is an evidence of a maintenance and there is an emergency plan & procedures</p> <p>1 There is a scheduled maintenance</p> <p>0 There is no scheduled maintenance</p>	<ul style="list-style-type: none"> • Inspection & Document Review • Photograph and/or written comments & Related documents 		
Other Services				
<p>T09 Communication & Document Service</p> <ul style="list-style-type: none"> • There is a photocopy service • There is a document scan service • There is a fax service • There are facilities 	<p>3 Complete 4 requirements</p> <p>2 Complete 2-3 requirements</p> <p>1 Complete 1 requirement</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 		

Technology (T)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
provided for the internet/Wifi purposes				
T10 Interpretation services	3 Staff has a good experience and is able to coordinate and fully support the interpretation services 2 Staff can coordinate and can fully support the interpretation services 1 Staff can coordinate and can merely support the interpretation service 0 No experiences in working with any interpretation services	<ul style="list-style-type: none"> • Interview • Interview records 		
Total				

Service (S)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Coordination & Service Improvement				
S01 Advanced-booking service <ul style="list-style-type: none"> • There is an on-line comprehensive information on the types and floorplan of meeting rooms • There is an on-line comprehensive information on the availability of meeting rooms • There is a salesperson in handling client's queries • The 	3 Complete 5 requirements 2 Complete 3-4 requirements 1 Complete 1-2 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection & Interview • Photograph and/or written comments & Interview records 		

Service (S)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
<p>salesperson is knowledgeable and is able to provide advice on floor plan and meeting packages suitable for the client's needs</p> <ul style="list-style-type: none"> • There are variety of payment methods 				
S02 Service to organizers	<p>3 There is a dedicated team of staff to respond to the organizers and handle all issues as a one-stop service when there incidents</p> <p>2 Organizers need to contact 2-3 channels when there are incidents</p> <p>1 Organizers need to contact a number of parties when there are incidents</p> <p>0 Organizers do not know whom to contact when there are incidents</p>	<ul style="list-style-type: none"> • Interview • Interview records 		
<p>S03 Complaints & service evaluation of the buyers and/or organizers</p> <ul style="list-style-type: none"> • There are appropriate channels in receiving complaints and customer feedback • There is a system in handling customer complaints and customer feedback • There is a 	<p>3 Complete 3 requirements</p> <p>2 Complete 2 requirements</p> <p>1 Complete 1 requirement</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Interview & Document Review • Interview records & Related documents 		

Service (S)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
motivation/incentive system for staff to prevent complaints				
Staff				
S04 Staff personality <ul style="list-style-type: none"> • Uniforms are professional • Staff are neat and tidy • Staff are friendly 	3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection & Interview • Photograph and/or written comments & Interview records 		
S05 General knowledge & understanding of venue staff <ul style="list-style-type: none"> • Knowledge & understanding about their job description and duties • Knowledge & understanding about the meeting industry and meeting activities • Knowledge & understanding about the venues and the organization • Knowledge & understanding about different backgrounds & needs of meeting participants and organizers 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 1-2 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Interview • Interview records 		
S06 F&B service <ul style="list-style-type: none"> • Staff are able to create or adapt the menu to suit with the 	3 Complete 5-6 requirements 2 Complete 3-4 requirements 1 Complete 1-2	<ul style="list-style-type: none"> • Inspection & Interview • Photograph and/or 		

Service (S)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
requirements of the meeting <ul style="list-style-type: none"> • Staff are able to create or adapt the menu by using local ingredients • Staff is able to produce high volume of refreshments and meals within the time and requirements of the event • The tea set/coffee set/dinner set are appropriate • There is clean drinking water available for meeting participants • Food service staff are well-trained and knowledgeable 	requirement 0 Unable to meet any of the requirements	written comments & Interview records		
S07 Foreign language skills of staff <ul style="list-style-type: none"> • Most staff can communicate in English • Some of the staff can communicate in third language • There are on-going language training program for staff both full-time and temporary 	3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Interview & Document Review • Interview records & Related documents 		
S08 Respect to the difference of races,	3 Complete all requirements	<ul style="list-style-type: none"> • Interview & 		

Service (S)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
religions, cultures, genders and ages <ul style="list-style-type: none"> • There are signs in local and English language • The preparation of foods is able to accountable for different needs of meeting participants • The staff is aware of differences in races, religions and cultures • There is a equality policy for staff in providing service to meeting participants 	2 Complete 3 requirements 1 Complete 1-2 requirement 0 Unable to meet any of the requirements	Document Review <ul style="list-style-type: none"> • Interview records & Related documents 		
S09 Staff performance on service quality <ul style="list-style-type: none"> • There is a systematic recruitment procedures both for full-time and temporary staff • There is an appropriate orientation and training for full-time and temporary staff in respond to the local law • There is an monitoring system for new hires and 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 1-2 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Interview & Document Review • Interview records & Related documents 		

Service (S)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
temporary staff <ul style="list-style-type: none"> There is an appropriate performance management for full-time and temporary staff 				
S10 Compensation, benefits and welfare for staff <ul style="list-style-type: none"> Compensation, benefits and welfare are provided in accordance with the local labor's law There is an annual staff health check In compliance with the local law, there is an encouragement to hire local staff to work with the organization 	3 Complete 3 requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> Interview & Document Review Interview records & Related documents 		
Environmental Protection & Community				
S11 Environmental protection system ASEAN Green Hotel Standard 1.1 Environmental policy and actions for hotel operation 1.1.1 Promotion of environmental activities in order to encourage the involvement of hotel staff, clients and suppliers to participate in	3 Complete 4 requirements, with an adaption of guidelines to be applicable to the meeting room 2 Complete 3 requirements, with an adaption of guidelines to be applicable to the meeting room 1 Complete 1-2 requirements 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> Interview & Document Review Interview records & Related documents 		

Service (S)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
<p>environmental management practices.</p> <p>1.1.2 Existence of plan for raising staff to be aware of environment i.e. training.</p> <p>1.1.3 Existence of environmental management plan for hotel operation.</p> <p>1.1.4 Existence of monitoring program for environmental management of hotels</p>				
S12 Waste handling	<p>3 There is a training for staff for waste handling and the process is complying to the local law</p> <p>2 The process is complying to the local law</p> <p>1 There is a process but it is not complying with the local law</p> <p>0 There is no waste handling process</p>	<ul style="list-style-type: none"> • Interview & Document Review • Interview records & Related documents 		
S13 Consideration for the surrounding community	<p>3 There are regular activities and organization's policy that support surrounding community</p> <p>2 There are some activities or organization's policy that support surrounding community</p> <p>1 There are very limited activities or organization's policy that support surrounding community</p> <p>0 There is no activities or organization's policy</p>	<ul style="list-style-type: none"> • Interview & Document Review • Interview records & Related documents 		

Service (S)				
Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
	that support surrounding community			
Total				
Grand Total				

Other comments: _____

Signature

(.....)

Appendix 4
AMVS On-Site Audit Report
& Corrective/ Preventive
Action Form



AMVS On-Site Audit Report & Corrective/Preventive Action Form

Applicant: Name.....
Address.....

Meeting Venue: Name.....
Location.....

AMVS Initial Audit Result by the National Assessment Committee

The National Assessment Committee found that your MICE venue

- Has a strong potential for AMVS
- Has a moderate potential for AMVS
- Has a low potential for AMVS

This is not the final audit result and this information is not considered a final result of a MICE venue to be entitled for AMVS.

National Assessment Committee's Chairman Signature
(.....)
Position
Date.....

Applicant Acknowledgement of the AMVS Initial Audit Result

I, on behalf of the representative of the MICE venue, acknowledge and agree to the above audit report. Additional comments from the audit report (if any)

.....
.....

Applicant's Signature
(.....)
Position
Date.....

Corrective and Preventive Action Plan*

Major Criteria No.	Nonconformity/ Noncompliance with the requirements	Cause	Corrective action	Completion date	Preventive action	Completion date	Responsible person

National Assessment Committee’s Chairman Signature

(.....)

Position

Date.....

I, on behalf of the representative of the MICE venue, acknowledge the corrective and preventive action plan.

Applicant’s Signature

(.....)

Position

Date.....

***Remarks: The National Assessment Committee and the applicant may agree upon the submission of this form within 2 weeks after the audit date.**

Appendix 5

AMVS Audit Report



AMVS Audit report

Applicant: Name.....
 Address.....

Meeting Venue: Name.....
 Location.....

Date of Auditing: ____ / ____ / ____

Attached to this report, please find:

- Application form & self-assessment report
- Members of National Assessment Committee Attendance form
- A final scorecard (an average score of the committee) as well as individual member’s scorecard and comments
- An On-Site Audit Report & Corrective/Preventive Action form

The applicant obtains the score of each category as below.

Category	Full Score	Score Obtained
Physical Setting (32 Major Criteria)	96	
Technology (10 Major Criteria)	30	
Service (13 Major Criteria)	39	
Total (55 Major Criteria)	165	
Percentage to the full score		%

The committee, therefore, recommends this MICE venue to be:

- Certified**
The total score is 75% and above of the full score.
- Not certified**
The total score is less than 75% of the full score

National Assessment Committee’s Chairman Signature

(.....)

Position

Date.....