

## Conference Services Fact Sheet

Wake Forest University Conference Services office is comprised of two full time conference professionals committed to assisting internal and external clients with hosting conferences, institutes and camps. Director, Matt Pack and Conference Manager, Sharon Melnik work with student staff members to coordinate and provide customer service to commuter and residential institute and conference guests.

Conference Services is a one-stop-shop, and with one phone call, we can coordinate and assist all your needs for housing, food service, meeting facilities, audio visual support, and recreation activities.

Conference Services can assist clients in the following categories:

### **Residence Hall Rooms, Meeting Facilities, Recreational Space Reservations**

- Academic classrooms, meeting space, and University grounds reservations may be acquired through Conference Services.
- We can assist in researching availability and confirming reservations for the Benson Center, Scales Fine Arts Center, Wait Chapel, academic classroom space, outdoor recreational space, athletic fields and gyms.

### **Campus Dining and Catering**

- Conference Services will act as the liaison between the client and ARAMARK Dining and/or The Posh Plate catering.
- We will assist with scheduling facilities and meal times for your event.

### **Participant Check-In and Check-Out**

- Conference Services will conduct your Residence Hall room check-in and check-out for your participants.

### **Campus Signage**

- All welcome and directional signage will be provided by Conference Services.

### **Furniture Set-up / Removal / Rental**

- Conference Services provides meeting and classroom set-up and tear down for your conference/event when applicable.
- In the event additional furniture is required, groups will need to rent such items and arrange for placement and removal. Vendor information can be provided by Conference Services.



Conference Services

## **Equipment and Technician Services**

- Conference Services will assist with your audio visual needs and will schedule, when necessary, an on-site technician.

## **Security**

- Conference Services will act as a liaison with University Police for programs in need of extra security.
- For your safety building access cards are provided to conference participants residing within the residence halls.

## **Parking and Transportation**

- Conference Services will identify, reserve and communicate conference participants parking needs and requests with University Police.
- All participants will receive free parking, and access to campus after hours.
- Conference Services can reserve vans, golf carts and tour busses for your transportation needs.

## **Excursions**

- Our office can assist in planning off site excursions in the community.
- We can assist in contract negotiation, reservations, transportation, and local restaurant guides.

## **Hotel & Campus Accommodations**

- Conference Services can assist in scheduling your hotel accommodations and Graylyn Conference Center needs.
- During June/July your conference can be housed within our residence halls on the Reynolda campus. As an additional amenity, we can provide linens during your stay with us.

## **Invoicing**

- At the end of your stay we provide clients with an itemized invoice.

Wake Forest University Conference Services is a member of the Association of Collegiate Conference and Events Directors International (ACCED-I), Winston-Salem Convention and Visitors Bureau (WSCVB), and the Forsyth County Tourism Development Authority (FCTDA).