



CELTIC MANOR RESORT

CASE STUDY

CLIENT NAME : THE CHARTERED INSTITUTE OF PAYROLL PROFESSIONALS

Type of Event :

Two-day conference with Gala Dinner. Event has been coming to Celtic Manor since 2012.

Number of delegates :

430

Number of bedrooms /nights for delegates :

136 bedrooms on 8th October, 328 bedrooms on 9th October

Number of staff working on event :

130 staff

MEETINGS HELD AND ROOMS USED

17 meetings in total – main conference sessions in the Caernarfon Suite, plus breakout meetings in syndicate rooms.

GALA DINNER DETAILS

539 people for three-course Gala Awards Dinner. DJ and disco entertainment.

OTHER FOOD & BEVERAGE REQUIREMENTS

Hotel breakfasts and lunch in Olive Tree Restaurant. 3715 meals served in total.

EVENT PLANNING

Original file handed over to event manager in January 2014. Regular email and telephone correspondence – becoming daily as the event approached. Menu Tasting conducted on 8th May and a pre-conference meeting with operations team held once client was on site on 8th October.

THE VERDICT

“The Chartered Institute of Payroll Professionals moved its Annual Payroll and Pensions Conference to the Celtic Manor Resort in 2012 and happily signed a 5 year contract, and now an additional year, creating a ‘home’ for the event. The professionalism of the staff at all stages of the event gives the CIPP Events team confidence in producing an excellent and successful event.

“Prior to the event, the Client Relationship Manager, Rebecca Green, ensures that the contract and the relationship with the CMR Events Manager, Sophie Pring is in place. Sophie is in constant contact with the CIPP events team ensuring that all details are correct for the event, and is involved in the menu tasting, final details bedroom allocation and assisting with any issues on the day. Rebecca is always on hand with her friendly and positive manner.

“Jonathan Watkins and his team provide invaluable support and assistance during the event, nothing is too much trouble and he is always one step ahead sorting out potential issues before they have happened. It is a pleasure to work alongside Jonathan and his team during a very stressful couple of days.”

- Events Project Manager, CIPP

COMMENTS FROM DELEGATES

“The venue was excellent and very easy for delegates to navigate around and catering was excellent. It is great the location is same for next year.”

“The CIPP annual conference has been excellent for the last three years, the venue is excellent and the workshop standard is the best it has ever been.”

“The conference was well organised from beginning to end with an excellent venue.”

“There had been a few changes to the Celtic Manor team in the run-up to the event and it was my first time as Event Manager on this conference but our teams were all well-versed in what was required. Conference and Banqueting teams worked well to accommodate an evening buffet in Merlins Bar on the opening night. Everyone in the CIPP team was a pleasure to deal with.”

- Event Manager, Celtic Manor



The conference will return to Celtic Manor in 2015, 2016 and 2017