



CELTIC MANOR
RESORT

CASE STUDY

CLIENT NAME : EGG AND POULTRY INDUSTRY CONFERENCE

TYPE OF EVENT

One-Day Industry Conference with Gala Awards Dinner.

NUMBER OF DELEGATES

272

NUMBER OF BEDROOMS /NIGHTS FOR DELEGATES

250 bedrooms / 2 nights

NUMBER OF STAFF WORKING ON EVENT

Approx 100 staff

MEETINGS HELD AND ROOMS USED

All-day Conference in the Caernarfon Suite with complementary Exhibition within the foyer area of the Caernarfon Suite

GALA DINNER DETAILS

Gala Awards Dinner following Conference in the Caernarfon Suite on Monday 3rd November. Pre-dinner President's Drinks Reception in the Beaumaris Lounge. Dinner entertainment from comedienne ventriloquist Nina Conti.

OTHER FOOD & BEVERAGE REQUIREMENTS

Separate dinners on eve of conference divided into an egg dinner and a white meat dinner. Hotel breakfasts in the Olive Tree restaurant and lunch catering at Caernarfon Suite.

EVENT PLANNING

Event manager took over file in 2014 and in regular contact with client until the event in November. Menu tasting meeting in August. Pre-conference appointment with Celtic Manor's operations teams on 2nd November.

THE VERDICT

"Thank you very much indeed for looking after everyone involved in the conference so diligently and so professionally. I don't think we have ever had such good and such consistently outstanding levels of service at any of our previous conferences, certainly not in my time and that is more than 35 years. As you know this was our first Egg and Poultry Industry Conference at the Celtic Manor and because of this we wanted to go the extra mile to ensure our delegates and sponsors were happy and would want to return next year. The organising team were delighted with the feedback and sponsors too approved of the move, providing the conference with significant support which we, in turn, were able to reinvest. This has vindicated our decision to move the conference."

- Egg and Poultry Industry Conference Organising Committee Chairman

"Overall the event ran very smoothly which was particularly satisfying as this was the first time the conference had been staged here at Celtic Manor. It was a pleasure to deal with the organisers throughout the planning process and the event. We were thrown our biggest challenge when menu changes were requested at the last minute but thankfully we were able to turn these around. Our conference and banqueting teams worked hard to deliver a successful event and the feedback from the client and the delegates I spoke to was overwhelmingly positive during the conference."

- Event Manager, Celtic Manor

