

# Portfolio Document

This portfolio document provides evidence that Silje Marie Aas Gronn (P140210) have successfully accomplished her duties as Event Coordinator, Workshop Co-Creator and Catering Liaison for the Student Conference “The World Is Our Lecture Theatre” that commenced on March 19<sup>th</sup> 2018. The portfolio provides photographs and documentation that tasks were completed within the time frame October 2017 and March 2018. Any additional tasks is also highlighted in this portfolio. The student have also provided both a group evaluation and a personal evaluation at the end of this document. A group evaluation form have also been made as this made it easier for the student to do the overall group appraisal.

21.10.2017 – Final amendments to Senedd application written by myself, Hannah, Bethan and Jacqui after the Senedd replied to first application.

## The World Is Our Lecture Theatre

Further to the concerns you raised in your recent email that our planned event is not linked strongly enough to the aims of the Assembly and its Business we have met as a group of students to address this issue. We hope the detailed aims and objectives of our student led event explained below which we strongly believe are closely linked to the aims and business of the Welsh Government will assist with the process of approval. The main purpose and objectives of our event is to provide FE students studying Tourism, Events and Hospitality in Wales with an interactive experience which will focus directly on Wales Government and Visit Wales Strategy for Growth 2013-2020 and Taking Wales Forward 2016-2021. This we believe will assist in achieving the Assembly's purpose and objectives with regard to the Future Generations Act and the development of Tourism and promoting the Tourism Industry as a future career pathway for students.

We are in the process of planning the event and already have commitment from a number of Colleges to attend and bring their students as well as potential guest speakers. The aim of our event is to create an interactive experience for potential future Tourism and Hospitality advocates and for them to consider the importance of The Strategy for Growth 2013-2020 in terms of the 5 key principles;

- Promoting the Brand
- Product Development
- People Development
- Profitable Performance
- Place Building

The agenda for the day will focus strongly on The Welsh Brand, product development and people development as well as The Future Generations Act. This will include a strong emphasis on Epic and the Visit Wales "Year of the Sea", as well as the importance of Cardiff Airport's new partnerships, developments for niche Tourism, Events and the importance of international brands as well as Cymreictod. Our planned itinerary is to include a number of keynote lectures from leading industry figures, and a student alumni who is now an industry leader as well as videos of our own development journeys. This will focus directly upon people development within Tourism, Events and Hospitality in Wales with a strong emphasis on talent and skills development which has been highlighted by the Wales Government as an area of development. The event is planned to be interactive and therefore this will be supported by an interactive learning experience for the students which we are currently designing with a number of Welsh industry partners. This will include involving the students in activities relating to Welsh branding and product development within Tourism, Events and Hospitality.

We will therefore argue that our event is closely linked to Wales Government aims, objectives and business, and have linked this below to the Taking Wales Forward 2016-2021:

- Ambitious and Learning  
The event will focus on potential career opportunities within the Tourism Sector, working towards the provision of sustainable employment which includes; skills and talent development. This ties into the strategy of the Partnership of Growth 2013-2020 as the need for skills progression and talent are identified as an area of need and to develop and promote Tourism throughout Wales.

The event aims to demonstrate to the students of the future skills we have gained through personal development, tourism education and our own shared experiences from working in the global tourism industry and bringing these skills and knowledge back into Wales. This will also include showcasing our alumni success stories in order to promote learning and encourage ambition within the sector.

The conference is being organised by a group of Masters Students for a number of colleges from across Wales and links for this have already been developed with Coleg Sir Gar, Cardiff and Vale College, Afan College and Cross Keys College. The event will therefore promote potential tourism employment opportunities for the younger generation as well as skills development directly relating to the Future Generations Act 2015 to help create the managers of the future.

- United and Connected

Our event aims to connect Wales with the wider world to encourage and support home grown talent with global potential. As stated, this will be achieved by running interactive workshops where the students will work on a project developing Tourism packages and marketing strategies for potential groups visiting Wales. To achieve this, we are liaising with a number of organisations in Wales and globally to be involved in the event and in an advisory capacity these include; Cruise & Maritime and Cardiff Airport along with their suppliers. Our Welsh connections will also include Ewan Rees, programme alumni who has recently launched a new tourism enterprise, V.I.P Wales and appeared on Prynhawn Da on S4C, as well as students from the ground-breaking Marriott Hotel Training Partnership at UWTSO.

- Healthy and Active

We will ensure that the programme also relates to young people's key development milestones by embracing the following objectives, that are set in the National Strategy Well-Being Statement 2017:

1) Support people and businesses to drive prosperity

- We aim to create engagement with our audience by involving them in interactive workshops and creating networking opportunities with iconic tourism representatives and leaders

- Healthy and Active

We will ensure that the programme also relates to young people's key development milestones by embracing the following objectives, that are set in the National Strategy Well-Being Statement 2017:

1) Support people and businesses to drive prosperity

- We aim to create engagement with our audience by involving them in interactive workshops and creating networking opportunities with iconic tourism representatives and leaders

2) Tackle regional inequality and promote fair work

- By inviting colleges across Wales with various student backgrounds, we aim to create equal opportunity for all. The event will embrace the Welsh culture and language, and where possible the event will include a bilingual approach. Our group includes ethnic representation and with two mature students within the group, the event will consider diversity and promote fair work.

3) Support young people to make the most of their potential

- We aim to build ambition and skills through workshops, as well as focusing on vocational routes to help students develop their career and personal development. Our careful selection of speakers will focus on developing potential talents within the industry

4) Build ambition and encourage learning for life

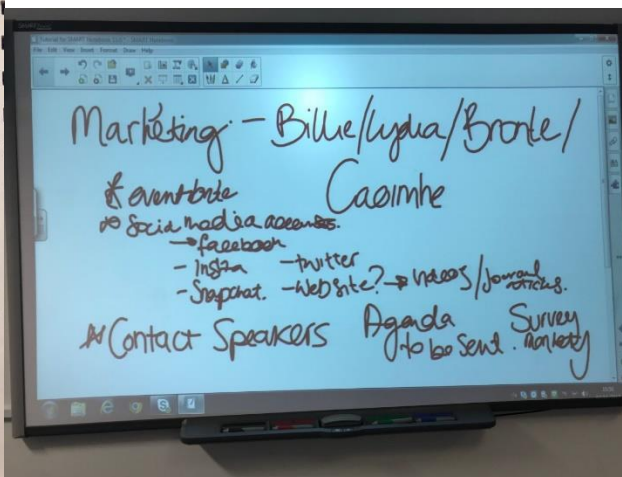
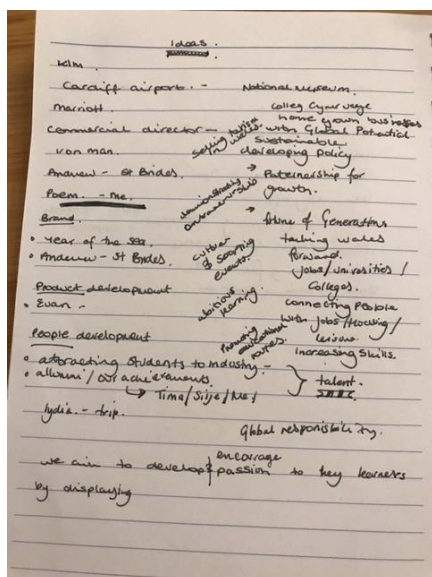
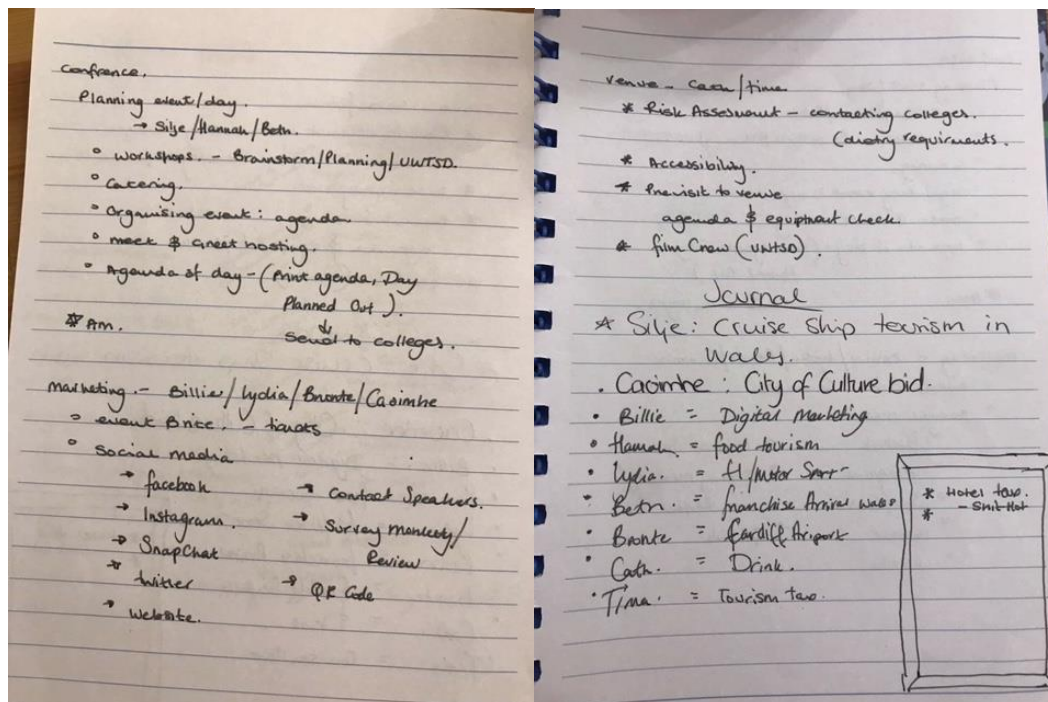
- We aim to use videos of our own development journey within the Tourism industry in order to inspire the young audience

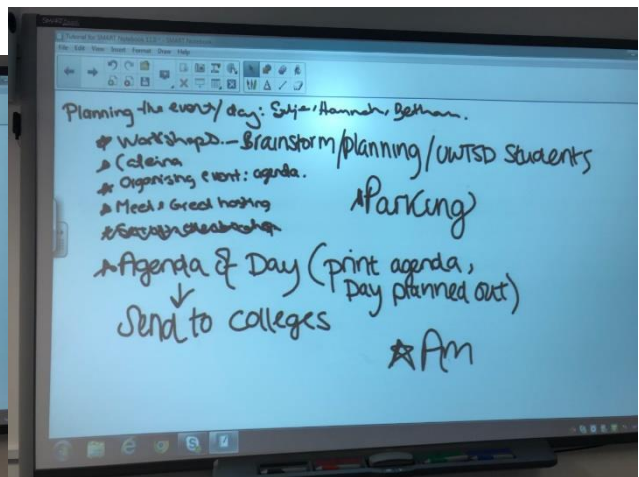
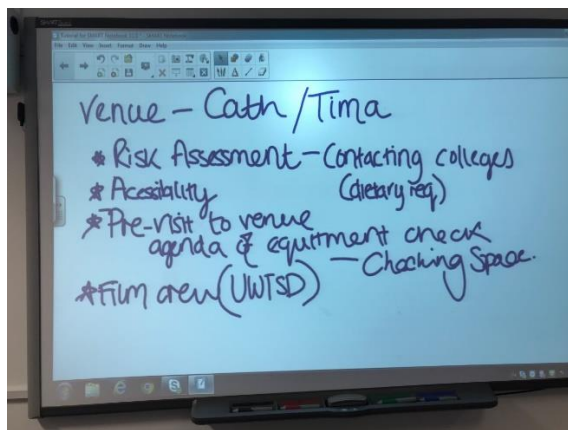
5) Equip everyone with the right skills for a changing world

- As our industry thrives with diversity and international growth the events will showcase to individuals the skills, talent and drive they require to succeed within the Tourism Industry which is fast developing.

We hope you will see the benefit of our event and how it relates to the aims of the Assembly and its business and enable us to utilise the excellent facilities at The Senedd.

02.11.2017 – Allocation of job roles in 1<sup>st</sup> meeting regarding the conference. Only myself, Hannah and Beth showed up so we wrote down a draft of job roles. It was also then decided that the three of us would be in charge of the workshop.





01.02.2018 – Started working on workshop and feedback forms for 1<sup>st</sup> pilot. Hannah, Silje and Beth had an initial idea, however, this was not feasible to Bethan came up with a new idea on 12<sup>th</sup> February which is the one in the 1<sup>st</sup> draft of workshop sheet.

#### WORKSHOP

20 students from University of Malaya-Wales will be visiting from 22<sup>nd</sup> June to 30<sup>th</sup> June. Your task is to find the best transport, accommodation and excursion deals for these students. Choose the best option suitable for them, but be aware of pricing as well.

#### OUTBOUND TRANSPORT

- Research flights from Kuala Lumpur to the following airports:
  - London
  - Bristol
  - Birmingham
  - Cardiff
- Please provide departure times to/from and what airline you have chosen, choose the one that would be deemed more suitable
- Flight class? – First class, business class or economy?
- What are the amenities and inflight services?
- Please provide prices for the flights, both total price and individual flight prices
- How are they going to get from the airport in UK to their destination?
  - Bus (Nat express, megabus)
  - Train (Arriva trains, gwr)
  - Hired bus company

#### ACCOMMODATION

- Location -> Cardiff
- Choose one of the following and research price for 20 students:
  - Airbnb – check in/check out times?
  - Hotel - check in/check out times?
  - Hostel - check in/check out times?
  - Bed and Breakfast - check in/check out times?
- Total accommodation price and breakdown for single accommodation pricing
- Why have you chosen this accommodation?
- Please outline facilities and services available in your chosen accommodation. These need to be suitable for college students from Malaysia

#### EXCURSIONS AND INBOUND TRANSPORT

In this section you will have to plan excursions for 20 students visiting from University of Malaya-Wales. You will need to plan excursions for 7 days, which means approximately 1-2 excursions a day depending on what they are doing. At least 1 day will be given to an event, and you will need to find an event that is suitable for these students.

- Location -> South Wales
- Choose different excursions, and the following criteria needs to be met:
  - Adventure
  - Culture and heritage
  - Educational

- 
- Find a suitable event for the students to partake in
  - Students will need to get around South Wales to partake in these excursions, please research the following options and decide which would be beneficial for these students:
    - Train
    - Bus (Nat Express, Mega Bus, Local Buses)
    - Walking (Distance to excursions close to accommodation)
    - Hired bus company (need to see whether there is any parking available in excursions and the price for this)

## Conference Workshop Feedback Form

Thank you for spending today helping us with our pilot run. We appreciate your attendance as this will help us achieve our aims and objectives for our The World is Our Lecture Theatre Conference.

Please take a moment to fill out the following form as truthful and constructive as you can. Your honest answers will help us improve the workshop as we plan on running this workshop on 19<sup>th</sup> March at the ~~Senedd~~ for college students.

### HOW WAS YOUR EXPERIENCE?

Was anything unclear about the check list guidance given?

☐ No ☐ Yes Explain:

Did you struggle with any of the research you had to undertake during this workshop?

☐ No ☐ Yes Explain:

How well did you find working as a team during the workshop?

Explain:

Do you have any suggestions for extension questions or other concepts related to the workshop?

☐ No ☐ Yes Explain:

### WORKSHOP LEADERS

Do you feel you received sufficient support from workshop leaders throughout the workshop?

☐ No ☐ Yes Explain:

Was there enough workshop leaders to assist with workshop support?

☐ No ☐ Yes Explain:

Is there anything that we could have done ahead of time to have made your experience more rewarding?

☐ No ☐ Yes Explain:

### OTHER COMMENTS OR SUGGESTIONS

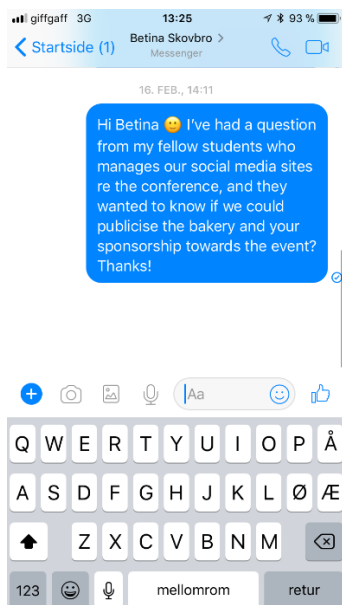
Is there anything we may not have considered and you would like us to implement in the workshop?

Suggestions:

If changes are implemented, would you be interested in partaking in this workshop again?

☐ No ☐ Yes

04.02.2018 – Confirmation from Brod – The Danish Bakery they would provide 100 mini Danish pastries for the event (Was later declined by the catering company due to health and safety reasons)



\*conference - The Danish Bakery

JJ Jacqui Jones

Fantastic, well done!

...

SG Silje Grønn (P140210)

Sun 04/02, 16:55

Jacqui Jones R

Hi JJ

A little **update** re sponsorship from The Danish Bakery. Betina, the owner, is more than happy to sponsor us with 100 pastries ->

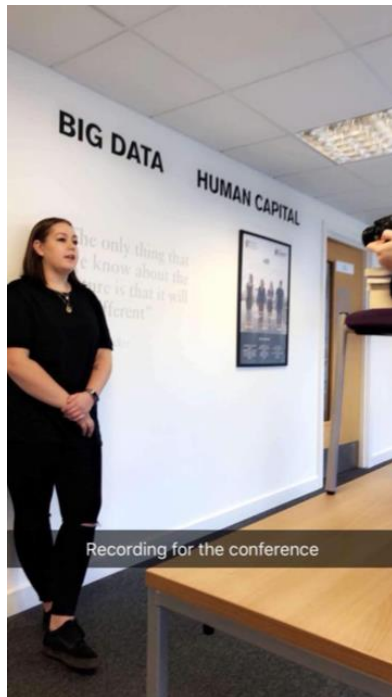
Silje

Sendt fra min iPhone

13.02.2018 – First meeting at the Senedd to see the layout of the venue and talk to Events Officer Clint where we gave a brief number of attendee's, number of chairs needed, layout of the stalls and technical re PowerPoints, TV's and stage.



20.02.2018 –1<sup>st</sup> filming of personal videos for the conference. Second part of the filming was done at UWTSD on personal phone.



22.02.2018 – Contacting the Senedd’s catering company. This lasted until final confirmation on 14.03.2018. All emails were written and replied by myself. Booking form was amended with Jacqui on several occasions.

The World is Our Lecture Theatre Conference 19th March [inbox](#) [x](#)

 **UWTSD MTOUR** <mtour2017@gmail.com> Feb 22 ☆ ↶ ↷

to catering card. [x](#)

Hello,

We are arranging The World is Our Lecture Theatre Conference at the Senedd on March 19th 10.30 am to 3 pm. We are looking to provide your services for this event. We have 150 attendees confirmed therefore we would like you to cater at our event at 1 pm with the following list provided:

150 x £3.00 Basic Sandwich Platters  
50 x £2.30 Hakei Mon Spiced Chicken Goujon  
50 x £1.80 Crunchy Vegetable Stick with Hummous and Dips  
20 x £2.20 Vegetable Sushi Rolls  
20 x £1.95 Welsh Sausages with Mustard Dipping Sauce

75 x £1.95 Freshly Brewed Fairtrade Coffee and Mini Welsh Cakes  
75 x £0.95 Freshly Brewed Fairtrade Tea  
15 Litres x £2.50 Orange or Apple Juice

Also, due to limited amount of funding for catering for this event, we would kindly ask you if it is okay for us to bring along sponsored Danish Pastries from Brod - The Danish Bakery? These will only be used for the welcome and will not be mixed with the catered lunch. We may also have possible sponsorship from Brecon Carreg to provide us with bottled water.

As this is a major catering package, could your establishment provide any sort of discount? This would be much appreciated as we have, as mentioned, limited funding and budget for this event.

Yours Sincerely,

Silje Marie Aas Grønn  
Level 7 - MTour Tourism and Events Management  
University of Wales Trinity Saint David, Swansea Business School

| <b>Charlton House Catering Order Form</b>                                                           |                                                               |                                             |        |                     |                   |
|-----------------------------------------------------------------------------------------------------|---------------------------------------------------------------|---------------------------------------------|--------|---------------------|-------------------|
| Please complete all details and return to catering.cardiff@assembly.wales Enquires - 0300 200(6138) |                                                               |                                             |        |                     |                   |
| <b>Event Name</b>                                                                                   |                                                               | The World is Our Lecture Theatre Conference |        | <b>Account Code</b> |                   |
| <b>Date</b>                                                                                         | 19th March 2018                                               | <b>Location</b>                             | Senedd | <b>Start Time</b>   | 1pm               |
| <b>Number of Attendees</b>                                                                          | 150                                                           | <b>Building</b>                             |        | <b>End Time</b>     | 3pm               |
| <b>Name</b>                                                                                         | Silje Marie Aas Gronn                                         | <b>Telephone</b>                            |        | <b>Cost Centre</b>  |                   |
| <b>E-Mail</b>                                                                                       |                                                               |                                             |        | <b>PO No</b>        |                   |
| <b>Invoice To</b>                                                                                   |                                                               |                                             |        |                     |                   |
| <b>Quantity</b>                                                                                     | <b>Beverages</b>                                              |                                             |        | <b>Unit Price</b>   | <b>Total Cost</b> |
| 75                                                                                                  | Fairtrade Coffee & Mini Welshcakes                            |                                             |        | £ 1.95              | £ 146.25          |
| 75                                                                                                  | Fairtrade Tea                                                 |                                             |        | £ 0.95              | £ 71.25           |
| 15                                                                                                  | Fruit Juice (Litre = 5 Glasses)                               |                                             |        | £ 2.50              | £ 37.50           |
|                                                                                                     | Bottled Water Still (Litre = 5 Glasses)                       |                                             |        | £ 1.30              | £ -               |
|                                                                                                     | Bottled Water Sparkling (Litre = 5 Glasses)                   |                                             |        | £ 1.30              | £ -               |
|                                                                                                     | Bottled Carbonated Drinks                                     |                                             |        | £ 1.45              | £ -               |
|                                                                                                     | Canned Carbonated Drink                                       |                                             |        | £ 1.45              | £ -               |
| <b>Quantity</b>                                                                                     | <b>Extras</b>                                                 |                                             |        | <b>Unit Price</b>   | <b>Total Cost</b> |
|                                                                                                     | Premium Biscuit 2 Pack                                        |                                             |        | £ 0.65              | £ -               |
|                                                                                                     | Freshly Baked Cookie                                          |                                             |        | £ 0.75              | £ -               |
|                                                                                                     | Welsh Cake                                                    |                                             |        | £ 0.55              | £ -               |
|                                                                                                     | Homemade Shortbread                                           |                                             |        | £ 1.15              | £ -               |
|                                                                                                     | Your Requirements                                             |                                             |        | £ -                 | £ -               |
| <b>Quantity</b>                                                                                     | <b>Build Your Own Buffet</b>                                  |                                             |        | <b>Unit Price</b>   | <b>Total Cost</b> |
| 150                                                                                                 | Basic Sandwich Platter                                        |                                             |        | £ 3.00              | £ 450.00          |
| 50                                                                                                  | Halon Mon Spiced Chicken Goujon                               |                                             |        | £ 2.30              | £ 115.00          |
| 50                                                                                                  | Crunchy Vegetable Sticks with Hummous & Dips                  |                                             |        | £ 1.80              | £ 90.00           |
| 20                                                                                                  | Vegetable Sushi Rolls                                         |                                             |        | £ 2.20              | £ 44.00           |
| 20                                                                                                  | Welsh Sausages with Mustard Dipping Sauce                     |                                             |        | £ 1.95              | £ 39.00           |
|                                                                                                     |                                                               |                                             |        | £ -                 | £ -               |
|                                                                                                     |                                                               |                                             |        | £ -                 | £ -               |
| <b>Quantity</b>                                                                                     | <b>Breakfast</b>                                              |                                             |        | <b>Unit Price</b>   | <b>Total Cost</b> |
|                                                                                                     | Pastry Platter (per person)                                   |                                             |        | £ 2.65              | £ -               |
|                                                                                                     | Wellbeing Wake Up (per person)                                |                                             |        | £ 5.50              | £ -               |
|                                                                                                     |                                                               |                                             |        | £ 1.95              | £ -               |
|                                                                                                     | Your Add Ons                                                  |                                             |        | £ -                 | £ -               |
|                                                                                                     | Your Add Ons                                                  |                                             |        | £ -                 | £ -               |
| <b>Quantity</b>                                                                                     | <b>Canapes</b>                                                |                                             |        | <b>Unit Price</b>   | <b>Total Cost</b> |
|                                                                                                     | Canape Selection - 4 Per Guest List Choices on Covering Email |                                             |        | £ 7.25              | £ -               |
|                                                                                                     | Canape Selection - 6 Per Guest List Choices on Covering Email |                                             |        | £ 10.95             | £ -               |
|                                                                                                     | Canape Selection - 8 Per Guest List Choices on Covering Email |                                             |        | £ 14.50             | £ -               |
| <b>Quantity</b>                                                                                     | <b>Wine</b>                                                   |                                             |        | <b>Unit Price</b>   | <b>Total Cost</b> |
|                                                                                                     | House: Mas de la Source Reserve Blanc Pays d'Oc France 2012   |                                             |        | £ 12.95             | £ -               |
|                                                                                                     | House: Mas de la Source Reserve Rouge Pays d'Oc France 2012   |                                             |        | £ 12.95             | £ -               |
|                                                                                                     | Your Wine Choice                                              |                                             |        | £ -                 | £ -               |
|                                                                                                     | Your Wine Choice                                              |                                             |        | £ -                 | £ -               |
| <b>Quantity</b>                                                                                     | <b>Miscellaneous</b>                                          |                                             |        | <b>Unit Price</b>   | <b>Total Cost</b> |
| 4                                                                                                   | Table Cloths @ £4.75 (A Requirement in the Pierhead & Senedd) |                                             |        | £ 4.75              | £ 19.00           |
|                                                                                                     | Hosts @ £13.63 per hour                                       |                                             |        | £ 13.63             | £ -               |
|                                                                                                     | Chefs @£17.39 per hour                                        |                                             |        | £ 17.39             | £ -               |
|                                                                                                     | Missing Water Bottles - Charged at £3.00 per Bottle           |                                             |        | £ 3.00              | £ -               |

Please detail any dietary or requirements not listed on covering e-mail

Catering - Cardiff Bay

Feb 23

Hello Silje,

Thank you for your email below. I have taken the items you have requested & put them into our booking form. I have had to add 4 tablecloths as this is a requirement in the Senedd for any catering tables. I have attached the form for you to check the details, please can you complete the top sections with contact details, invoicing address & also a Purchase Order number as you are part of Swansea University. Once you are happy & the form is completed please email it back to us & then we can confirm the booking.

Sorry you will not be able to bring your own Danish Pastries or Water to the event. We are the sole caterers on the Assembly Estate & due to Health & Safety, Food Safety, no other food or drink is allowed to be brought in. We can supply Danish Pastries & water if you require it, this can be added to the booking form.

Unfortunately we cannot offer a discount on the cost of the event, as a business contracted to the Assembly we have to meet certain parameters & GR. We are asked regularly for discounts but as with yourselves we cannot offer this.

If you require any further information please don't hesitate to contact us.

*Cofion/Regards, Anne Robbins*

Gweinnydd Lletygarwch  
Hospitality Administrator

Charlton House Catering  
Cynulliad Cenedlaethol Cymru  
Stryd y Pierhead  
Bae Caerdydd  
Caerdydd  
CF99 1NA

National Assembly for Wales  
Pierhead Street  
Cardiff Bay  
Cardiff  
CF99 1NA

Ffôn/Telephone: 0300 200 6138  
E-bost/ E-mail: [anne.robbins@assembly.wales](mailto:anne.robbins@assembly.wales)



Charlton House is a trading name of CH&Co Catering Ltd. Registered Office: 500 Thames Valley Park, Reading RG6 1PT Registered in England: 2813320 VAT No: 813088943

|  <b>Charlton House Catering Order Form</b> |                                                                 |                                             |                  |                     |                              |
|-----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|---------------------------------------------|------------------|---------------------|------------------------------|
| Please complete all details and return to catering.charlton@assembly.wales Enquiries - 0360 2006138                         |                                                                 |                                             |                  |                     |                              |
| <b>Event Name</b>                                                                                                           |                                                                 | The World is Our Lecture Theatre Conference |                  | <b>Account Code</b> |                              |
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| <b>Name</b>                                                                                                                 | Silje Marie Aas Gromm                                           |                                             | <b>Telephone</b> | <b>Cost Centre</b>  |                              |
| <b>E-Mail</b>                                                                                                               |                                                                 |                                             |                  | <b>PO No</b>        |                              |
| <b>Invoice To</b>                                                                                                           |                                                                 |                                             |                  |                     |                              |
| <b>Quantity</b>                                                                                                             | <b>Beverages</b>                                                |                                             |                  | <b>Unit Price</b>   | <b>Total Cost</b>            |
|                                                                                                                             | Fairtrade Coffee & Mini Welsheke                                |                                             |                  | £ 1.95              | £ -                          |
|                                                                                                                             | Fairtrade Tea                                                   |                                             |                  | £ 0.95              | £ -                          |
| 15                                                                                                                          | Fruit Juice (Litre = 5 Glasses)                                 |                                             |                  | £ 2.50              | £ 37.50                      |
| 30                                                                                                                          | Bottled Water Still (Litre = 5 Glasses)                         |                                             |                  | £ 1.30              | £ 39.00                      |
|                                                                                                                             | Bottled Water Sparkling (Litre = 5 Glasses)                     |                                             |                  | £ 1.30              | £ -                          |
|                                                                                                                             | Bottled Carbonated Drinks                                       |                                             |                  | £ 1.45              | £ -                          |
|                                                                                                                             | Canard Carbonated Drinks                                        |                                             |                  | £ 1.45              | £ -                          |
| <b>Quantity</b>                                                                                                             | <b>Extras</b>                                                   |                                             |                  | <b>Unit Price</b>   | <b>Total Cost</b>            |
|                                                                                                                             | Premium Biscuit 2 Pak.                                          |                                             |                  | £ 0.65              | £ -                          |
|                                                                                                                             | Fushly Baked Cookies                                            |                                             |                  | £ 0.75              | £ -                          |
|                                                                                                                             | Welsh Cake                                                      |                                             |                  | £ 0.55              | £ -                          |
|                                                                                                                             | Homemade Shortbread                                             |                                             |                  | £ 1.15              | £ -                          |
|                                                                                                                             | Your Requirements                                               |                                             |                  | £ -                 | £ -                          |
| <b>Quantity</b>                                                                                                             | <b>Build Your Own Buffet</b>                                    |                                             |                  | <b>Unit Price</b>   | <b>Total Cost</b>            |
| 150                                                                                                                         | Basic Sandwich Platter                                          |                                             |                  | £ 3.00              | £ 450.00                     |
| 50                                                                                                                          | Halep Men Spiced Chicken Goussan                                |                                             |                  | £ 2.30              | £ 115.00                     |
| 50                                                                                                                          | Crispy Vegetable Sticks with Hummus & Dips                      |                                             |                  | £ 1.80              | £ 90.00                      |
| 20                                                                                                                          | Vegetable Sushi Rolls                                           |                                             |                  | £ 2.20              | £ 44.00                      |
| 20                                                                                                                          | Welsh Sausages with Mustard Dipping Sauce                       |                                             |                  | £ 1.95              | £ 39.00                      |
|                                                                                                                             |                                                                 |                                             |                  | £ -                 | £ -                          |
|                                                                                                                             |                                                                 |                                             |                  | £ -                 | £ -                          |
| <b>Quantity</b>                                                                                                             | <b>Breakfast</b>                                                |                                             |                  | <b>Unit Price</b>   | <b>Total Cost</b>            |
|                                                                                                                             | Pasty Platter (per person)                                      |                                             |                  | £ 2.65              | £ -                          |
|                                                                                                                             | Wellbeing Wake Up (per person)                                  |                                             |                  | £ 5.50              | £ -                          |
|                                                                                                                             |                                                                 |                                             |                  | £ 1.95              | £ -                          |
|                                                                                                                             | Your Add Ons                                                    |                                             |                  | £ -                 | £ -                          |
|                                                                                                                             | Your Add Ons                                                    |                                             |                  | £ -                 | £ -                          |
| <b>Quantity</b>                                                                                                             | <b>Canapés</b>                                                  |                                             |                  | <b>Unit Price</b>   | <b>Total Cost</b>            |
|                                                                                                                             | Canape Selection - 4 Per Guest - List Choices on Covering Email |                                             |                  | £ 7.25              | £ -                          |
|                                                                                                                             | Canape Selection - 6 Per Guest - List Choices on Covering Email |                                             |                  | £ 16.95             | £ -                          |
|                                                                                                                             | Canape Selection - 8 Per Guest - List Choices on Covering Email |                                             |                  | £ 14.90             | £ -                          |
| <b>Quantity</b>                                                                                                             | <b>Wine</b>                                                     |                                             |                  | <b>Unit Price</b>   | <b>Total Cost</b>            |
|                                                                                                                             | House: Mas de la Source Reserve Blanc Pays d'Oc France 2012     |                                             |                  | £ 12.95             | £ -                          |
|                                                                                                                             | House: Mas de la Source Reserve Rouge Pays d'Oc France 2012     |                                             |                  | £ 12.95             | £ -                          |
|                                                                                                                             | Your Wine Choice                                                |                                             |                  | £ -                 | £ -                          |
|                                                                                                                             | Your Wine Choice                                                |                                             |                  | £ -                 | £ -                          |
| <b>Quantity</b>                                                                                                             | <b>Miscellaneous</b>                                            |                                             |                  | <b>Unit Price</b>   | <b>Total Cost</b>            |
| 4                                                                                                                           | Table Cloths @ £4.75 (A Requirement in the Prehead & Senedd)    |                                             |                  | £ 4.75              | £ 19.00                      |
|                                                                                                                             | Flora @ £13.65 per hour                                         |                                             |                  | £ 13.65             | £ -                          |
|                                                                                                                             | Chef's @ £17.39 per hour                                        |                                             |                  | £ 17.39             | £ -                          |
|                                                                                                                             | Missing Water Bottles - Charged at £3.00 per Bottle             |                                             |                  | £ 3.00              | £ -                          |
| Please detail any dietary or requirements not listed on covering e-mail                                                     |                                                                 |                                             |                  |                     |                              |
| <b>Cost Analysis</b>                                                                                                        | <b>Total Cost ex VAT</b>                                        | £ 833.50                                    | <b>VAT @ 20%</b> | £ 166.70            | <b>Total Cost</b> £ 1,000.20 |
| <b>Office Use Only</b>                                                                                                      |                                                                 |                                             |                  |                     |                              |
| <b>Customer No:</b>                                                                                                         | <b>Order No:</b>                                                | <b>Total Invoice:</b>                       |                  | <b>Invoice No:</b>  |                              |

UWTSO MTOUR <mtour2017@gmail.com>  
to Catering

Mar 1 (13 days ago) ☆ ↶

Hi Anne,

Thank you for your reply.  
I understand that you can't provide any discounts nor let us take sponsored pastries with us.

We have revised the invoice, however, we will need to make some changes to it to reduce cost. Could you please take out the 75 coffees and 75 teas and add 150 bottles of water instead? The rest looks good. I will return the form to you as soon as I have reviewed it again with my university lecturer.

Thank you,  
Silje

\*\*\*

| Charlton House                                                                                     |                                                               | Charlton House Catering Order Form          |             |              |            |
|----------------------------------------------------------------------------------------------------|---------------------------------------------------------------|---------------------------------------------|-------------|--------------|------------|
| Please complete all details and return to catering.cardiff@assembly.wales Enquiries - 0300 2000138 |                                                               |                                             |             |              |            |
| Event Name                                                                                         |                                                               | The World is Our Lecture Theatre Conference |             | Account Code |            |
| Date                                                                                               | 19th March 2018                                               | Location                                    | Senedd      | Start Time   | 1pm        |
| Number of Attendees                                                                                | 150                                                           | Building                                    |             | End Time     | 3pm        |
| Name                                                                                               | Silje Marie Aas Gromm                                         | Telephone                                   |             | Cost Centre  |            |
| E-Mail                                                                                             |                                                               | PO No                                       |             |              |            |
| Invoice To                                                                                         |                                                               |                                             |             |              |            |
| Quantity                                                                                           | Beverages                                                     |                                             |             | Unit Price   | Total Cost |
|                                                                                                    | Fairtrade Coffee & Mini Welsheke                              |                                             |             | £ 1.95       | £ -        |
|                                                                                                    | Fairtrade Tea                                                 |                                             |             | £ 0.95       | £ -        |
|                                                                                                    | Fruit Juice (Liter = 5 Glasses)                               |                                             |             | £ 2.50       | £ -        |
|                                                                                                    | JUGS OF TAP WATER AND GLASSES                                 |                                             |             | £ 1.30       | £ -        |
|                                                                                                    | Bottled Water Sparkling (Liter = 5 Glasses)                   |                                             |             | £ 1.30       | £ -        |
|                                                                                                    | Bottled Carbonated Drinks                                     |                                             |             | £ 1.45       | £ -        |
| 20                                                                                                 | Jugs of Squash (Liter = 5 Glasses)                            |                                             |             | £ 1.95       | £ 39.00    |
| Quantity                                                                                           | Extras                                                        |                                             |             | Unit Price   | Total Cost |
|                                                                                                    | Premium Biscuit 2 Pack                                        |                                             |             | £ 0.65       | £ -        |
|                                                                                                    | Freshly Baked Cookies                                         |                                             |             | £ 0.75       | £ -        |
| 148                                                                                                | Welsh Cake                                                    |                                             |             | £ 0.55       | £ 81.40    |
| 2                                                                                                  | Gluten Free Welsh Cakes                                       |                                             |             | £ 0.55       | £ 1.10     |
|                                                                                                    | Your Requirements                                             |                                             |             | £ -          | £ -        |
| Quantity                                                                                           | Build Your Own Buffet                                         |                                             |             | Unit Price   | Total Cost |
| 150                                                                                                | Basic Sandwich Platter                                        |                                             |             | £ 3.00       | £ 450.00   |
| 100                                                                                                | Halon Mon Spiced Chicken Goujon                               |                                             |             | £ 2.30       | £ 230.00   |
| 50                                                                                                 | Vegetable Sushi Rolls                                         |                                             |             | £ 2.20       | £ 110.00   |
|                                                                                                    |                                                               |                                             |             | £ 2.20       | £ -        |
|                                                                                                    |                                                               |                                             |             | £ 1.95       | £ -        |
|                                                                                                    |                                                               |                                             |             | £ -          | £ -        |
|                                                                                                    |                                                               |                                             |             | £ -          | £ -        |
| Quantity                                                                                           | Breakfast                                                     |                                             |             | Unit Price   | Total Cost |
|                                                                                                    | Pantry Platter (per person)                                   |                                             |             | £ 2.65       | £ -        |
|                                                                                                    | Wellbeing Wake Up (per person)                                |                                             |             | £ 5.50       | £ -        |
|                                                                                                    |                                                               |                                             |             | £ 1.95       | £ -        |
|                                                                                                    | Your Add Ons                                                  |                                             |             | £ -          | £ -        |
|                                                                                                    | Your Add Ons                                                  |                                             |             | £ -          | £ -        |
| Quantity                                                                                           | Canapés                                                       |                                             |             | Unit Price   | Total Cost |
|                                                                                                    | Canapé Selection - 4 Per Guest List Choices on Covering Email |                                             |             | £ 7.25       | £ -        |
|                                                                                                    | Canapé Selection - 6 Per Guest List Choices on Covering Email |                                             |             | £ 10.95      | £ -        |
|                                                                                                    | Canapé Selection - 8 Per Guest List Choices on Covering Email |                                             |             | £ 14.50      | £ -        |
| Quantity                                                                                           | Wine                                                          |                                             |             | Unit Price   | Total Cost |
|                                                                                                    | House: Mas de la Source Reserve Blanc Pays d'Oc France 2012   |                                             |             | £ 12.95      | £ -        |
|                                                                                                    | House: Mas de la Source Reserve Rouge Pays d'Oc France 2012   |                                             |             | £ 12.95      | £ -        |
|                                                                                                    | Your Wine Choice                                              |                                             |             | £ -          | £ -        |
|                                                                                                    | Your Wine Choice                                              |                                             |             | £ -          | £ -        |
| Quantity                                                                                           | Miscellaneous                                                 |                                             |             | Unit Price   | Total Cost |
| 4                                                                                                  | Table Cloths @ £4.75 (A Requirement in the Pierhead & Senedd) |                                             |             | £ 4.75       | £ 19.00    |
|                                                                                                    | Hosts @ £13.65 per hour                                       |                                             |             | £ 13.65      | £ -        |
|                                                                                                    | Chef's @ £17.39 per hour                                      |                                             |             | £ 17.39      | £ -        |
|                                                                                                    | Mining Water Bottles - Charged at £3.00 per Bottle            |                                             |             | £ 3.00       | £ -        |
| Please detail any dietary or requirements not listed on covering e-mail                            |                                                               |                                             |             |              |            |
| Cost Analysis                                                                                      |                                                               | Total Cost ex VAT                           | £ 938.50    | VAT @ 20%    | £ 186.10   |
|                                                                                                    |                                                               | Total Cost                                  | £ 1,116.60  |              |            |
| Office Use Only                                                                                    |                                                               |                                             |             |              |            |
| Customer No:                                                                                       | Order No:                                                     | Total Invoice:                              | Invoice No: |              |            |

Catering - Cardiff Bay

to me

Mar 5 (9 days ago)

Hi Silje,

Please see attached updated booking form.

I have only added on 30 bottles of water, as each bottle will yield 5 glasses. If you wanted to keep the hot drinks, I can provide jugs of tap water.

Thanks

*Cofion/Regards, Anne Robbins*

Gweinyddydd Lletygarwch  
Hospitality Administrator

Charlton House Catering  
Cynulliad Cenedlaethol Cymru  
Stryd y Pierhead  
Bae Caerdydd  
Caerdydd  
CF99 1NA

National Assembly for Wales  
Pierhead Street  
Cardiff Bay  
Cardiff  
CF99 1NA

Ffôn/Telephone: 0300 200 6138  
F-host/ F-mail: anne.robbins@assembly.wales

 **UWTSD MTOUR** <mtour2017@gmail.com> Mar 7 (7 days ago)  
to Catering ▾  
Hi again,  
  
I've been liasing with our programme director/module tutor as our university will be funding it and they have the following amendments:  
  
\*Take out the juice and replace with 20 litres of squash.  
\*Can we please have jugs of tap water for 150 people instead of bottles of water?  
\*Add 150 welsh cakes  
\*Increase Halon Mon Spiced Chicken Goujon to 100  
\*50 Vegetable Sushi Rolls  
\*Take out vegetable sticks with hummus and welsh sausages.  
  
We have 1 Halal, 2 gluten free and 7 vegetarians confirmed. Can these be accommodated?  
  
We also wish to move the lunch from 1pm to 12.45 if possible. Also, the squash and welsh cakes will be given in the morning when the Colleges arrive so could these please be ready by 10.30 am?  
  
I'm sorry for all the back and forth but this will hopefully be the final amendment made.  
  
All the best,  
Silje  


 **Catering - Cardiff Bay** Mar 8 (6 days ago) ☆  
to me ▾  
Hi,  
  
Please see attached updated booking form.  
  
The Vegetarians will be able to help themselves from the sandwiches and Sushi Rolls. We will provide 2 portions of plated Gluten Free Sandwiches and 2 Gluten Free Welsh cakes. The chicken in the sandwiches and goujons will be halal.  
  
Once I receive the booking back with the highlighted areas filled in, I will be able to confirm the booking.  
  
If you require any further information please do not hesitate to contact me.  
  
*Cofion/Regards, Anne Robbins*  
  
**Gweinnydddydd Lletygarwch  
Hospitality Administrator**  
  

|                                                                                                                             |                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| <b>Charlton House Catering</b><br>Cynulliad Cenedlaethol Cymru<br>Stryd y Pierhead<br>Baie Caerdydd<br>Caerdydd<br>CF99 1NA | <b>National Assembly for Wales</b><br>Pierhead Street<br>Cardiff Bay<br>Cardiff<br>CF99 1NA |
|-----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|

  
Ffôn/Telephone: 0300 200 6138  
E-bost/ E-mail: [anne.robbins@assembly.wales](mailto:anne.robbins@assembly.wales)

 **UWTSD MTOUR** <mtour2017@gmail.com> Mar 8 (6 days ago) ☆  
to Jacqui Jones ▾  
Hi Jacqui,  
  
Here's the updated and final booking form from the catering company. Can we please meet later today, if you're available, to finalise it and send it off to them?  
  
Silje  
  
Sendt fra min iPhone  
  
Videresendt melding:

 **Jacqui Jones** Mar 8 (6 days ago) ☆  
to me ▾  
  
Hi all,  
  
Thanks for this I will get it sent off to Maggie for authorisation – I am lecturing and have tutorials now until 4pm but can meet with you all after that? Let me know what time suits you best  
  
All best Jacqui

 **UWTSD MTOUR** <mtour2017@gmail.com> 7:00 AM (7 hours ago) ☆  
to Catering ▾  
Hi,  
  
I am terribly sorry for the delay in getting the booking form back to you, however, we are awaiting an order number from the finance department at the university. Once they have done this I will send the booking form to you.  
  
All the best,  
Silje Gronn  
  
Sendt fra min iPhone

Catering - Cardiff Bay  
to me

9:39 AM (4 hours ago) ☆ ↗

Hi,

I will need your order by tomorrow, if the PO hasn't come through then, you can forward it on by Friday.

Thank you

*Cofion/Regards, Anne Robbins*

Gweinydddd Lletygarwch  
Hospitality Administrator

Charlton House Catering  
Cynulliad Cenedlaethol Cymru  
Stryd y Pierhead  
Bae Caerdydd  
Caerdydd  
CF99 1NA

National Assembly for Wales  
Pierhead Street  
Cardiff Bay  
Cardiff  
CF99 1NA

UWTSO MTOUT <mtour2017@gmail.com>  
to Catering

1:15 PM (48 minutes ago) ☆ ↗

Hi again,

I have now received all necessary information to complete the booking form. Please find it attached.  
If you have any queries, please don't hesitate to contact me.

Thank you for your help. We are very excited for Monday's upcoming event as the catering is now sorted!

XXX



| Charlton House Catering Order Form                                                                 |                                                                   |                 |              |                     |
|----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|-----------------|--------------|---------------------|
| Please complete all details and return to catering.cardiff@assembly.wales Enquiries - 0300 2006138 |                                                                   |                 |              |                     |
| Event Name                                                                                         | The World is Our Lecture Theatre Conference                       |                 | Account Code |                     |
| Date                                                                                               | 19th March 2018                                                   | Location        | Senedd       | Start Time 12:45 pm |
| Number of Attendees                                                                                | 150                                                               | Building        |              | End Time 3pm        |
| Name                                                                                               | Silje Marie Aas Grom                                              | Telephone       | 0300 2006138 | Cost Centre         |
| E-Mail                                                                                             | silje.grom@parliament.wales / j.griffiths@assembly.wales          |                 | PO No        | PO74963             |
| Invoice To                                                                                         | Rebecca Speakman / Justin Griffiths - Finance Department at UWTSO |                 |              |                     |
| Quantity                                                                                           | Beverages                                                         |                 | Unit Price   | Total Cost          |
|                                                                                                    | Fairtrade Coffee & Mini Welshcakes                                |                 | £ 1.95       | £ -                 |
|                                                                                                    | Fairtrade Tea                                                     |                 | £ 0.95       | £ -                 |
|                                                                                                    | Fruit Juice (Litre = 5 Glasses)                                   |                 | £ 2.50       | £ -                 |
|                                                                                                    | JUGS OF TAP WATER AND GLASSES                                     |                 | £ 1.30       | £ -                 |
|                                                                                                    | Bottled Water Sparkling (Litre = 5 Glasses)                       |                 | £ 1.30       | £ -                 |
|                                                                                                    | Bottled Carbonated Drinks                                         |                 | £ 1.45       | £ -                 |
| 20                                                                                                 | Jugs of Squash (Litre = 5 Glasses)                                |                 | £ 1.95       | £ 39.00             |
| Quantity                                                                                           | Extras                                                            |                 | Unit Price   | Total Cost          |
|                                                                                                    | Premium Biscuit 2 Pads                                            |                 | £ 0.65       | £ -                 |
|                                                                                                    | Freshly Baked Cookies                                             |                 | £ 0.75       | £ -                 |
| 148                                                                                                | Welsh Cakes                                                       |                 | £ 0.55       | £ 81.40             |
| 2                                                                                                  | Gluten Free Welsh Cakes                                           |                 | £ 0.55       | £ 1.10              |
|                                                                                                    | Your Requirements                                                 |                 | £ -          | £ -                 |
| Quantity                                                                                           | Build Your Own Buffet                                             |                 | Unit Price   | Total Cost          |
| 150                                                                                                | Basic Sandwich Platter                                            |                 | £ 3.00       | £ 450.00            |
| 100                                                                                                | Halon Min Spiced Chicken Goujon                                   |                 | £ 2.30       | £ 230.00            |
| 50                                                                                                 | Vegetable Sushi Rolls                                             |                 | £ 2.20       | £ 110.00            |
|                                                                                                    |                                                                   |                 | £ 2.20       | £ -                 |
|                                                                                                    |                                                                   |                 | £ 1.95       | £ -                 |
|                                                                                                    |                                                                   |                 | £ -          | £ -                 |
|                                                                                                    |                                                                   |                 | £ -          | £ -                 |
| Quantity                                                                                           | Breakfast                                                         |                 | Unit Price   | Total Cost          |
|                                                                                                    | Pantry Platter (per person)                                       |                 | £ 2.65       | £ -                 |
|                                                                                                    | Wellbeing Wake Up (per person)                                    |                 | £ 5.50       | £ -                 |
|                                                                                                    |                                                                   |                 | £ 1.95       | £ -                 |
|                                                                                                    | Your Add Ons                                                      |                 | £ -          | £ -                 |
|                                                                                                    | Your Add Ons                                                      |                 | £ -          | £ -                 |
| Quantity                                                                                           | Canapés                                                           |                 | Unit Price   | Total Cost          |
|                                                                                                    | Canapé Selection - 4 Per Guest - List Chosen on Covering Email    |                 | £ 7.25       | £ -                 |
|                                                                                                    | Canapé Selection - 6 Per Guest - List Chosen on Covering Email    |                 | £ 16.95      | £ -                 |
|                                                                                                    | Canapé Selection - 8 Per Guest - List Chosen on Covering Email    |                 | £ 14.50      | £ -                 |
| Quantity                                                                                           | Wine                                                              |                 | Unit Price   | Total Cost          |
|                                                                                                    | House: Mas de la Source Reserve Blanc Pays d'Oc France 2012       |                 | £ 12.95      | £ -                 |
|                                                                                                    | House: Mas de la Source Reserve Rouge Pays d'Oc France 2012       |                 | £ 12.95      | £ -                 |
|                                                                                                    | Your Wine Choice                                                  |                 | £ -          | £ -                 |
|                                                                                                    | Your Wine Choice                                                  |                 | £ -          | £ -                 |
| Quantity                                                                                           | Miscellaneous                                                     |                 | Unit Price   | Total Cost          |
| 4                                                                                                  | Table Cloths @ £4.75 (A Requirement in the Pierhead & Senedd)     |                 | £ 4.75       | £ 19.00             |
|                                                                                                    | Hosts @ £13.65 per hour                                           |                 | £ 13.65      | £ -                 |
|                                                                                                    | Chefs @£17.39 per hour                                            |                 | £ 17.39      | £ -                 |
|                                                                                                    | Missing Water Bottles - Charged at £3.00 per Bottle               |                 | £ 3.00       | £ -                 |
| Please detail any dietary or requirements not listed on covering e-mail                            |                                                                   |                 |              |                     |
| Cost Analysis                                                                                      | Total Cost ex VAT                                                 | £ 930.50        | VAT @ 20%    | £ 186.10            |
|                                                                                                    | Total Cost                                                        | £ 1,116.60      |              |                     |
| Offline Use Only                                                                                   |                                                                   |                 |              |                     |
| Customer No:                                                                                       | Order No:                                                         | Total Invoiced: | Invoice No:  |                     |

Catering - Cardiff Bay

to me

1:42 PM (23 minutes ago)

Hi,  
  
Your order has been received with thanks.  
  
*Cofion/Regards, Anne Robbins*  
  
Gweinyddydd Lletygarwch  
Hospitality Administrator  
  
Charlton House Catering  
Cynulliad Cenedlaethol Cymru  
Stryd y Pierhead  
Bae Caerdydd  
Caerdydd  
CF99 1NA  
  
Ffôn/Telephone: 0300 200 6138  
E-bost/ E-mail: [anne.robbins@assembly.wales](mailto:anne.robbins@assembly.wales)  
  
National Assembly for Wales  
Pierhead Street  
Cardiff Bay  
Cardiff  
CF99 1NA

Catering - Cardiff Bay

to me

3:27 PM (1 minute ago)

Hi,  
  
You have ordered 2 GF Welsh Cakes, did you require 2 portions of the sandwiches to be GF?  
  
*Cofion/Regards, Anne Robbins*  
  
Gweinyddydd Lletygarwch  
Hospitality Administrator  
  
Charlton House Catering  
Cynulliad Cenedlaethol Cymru  
Stryd y Pierhead  
Bae Caerdydd  
Caerdydd  
CF99 1NA  
  
National Assembly for Wales  
Pierhead Street  
Cardiff Bay  
Cardiff  
CF99 1NA

UWTSO MTOUR <mtour2017@gmail.com>

to Catering

3:30 PM (0 minutes ago)

Hi,  
  
Yes, 2 portions of the sandwiches need to be GF aswell.  
  
All the best,  
Silje

## Catering



Jacqui Jones  
Today, 06:21  
Silje Gronn (P140210)

👍 ⚙️ Reply all

You replied on 14/03/2018 06:46.

Hi Silje,  
Just wanted to double check that the catering order has now gone in and been confirmed as I know we were waiting for the order number which the office and finance were sorting.  
Best wishes Jacqui



Jacqui Jones  
Today, 06:53  
Silje Gronn (P140210)

👍 ⚙️ Reply all

I've chased the office about the order number again this morning but can you make sure catering know it's coming and send the order in explaining we are just waiting for the order number and I'll ask them to send it direct to you as I'm lecturing all morning.  
All best Jacqui

From: Silje Gronn (P140210)  
Sent: 14 March 2018 06:46:40  
To: Jacqui Jones  
Subject: Re: Catering

Hi Jacqui,

I can't send the booking form back until I've received it therefore it has not been confirmed by the catering company.

Silje

Sent from iPhone

> 14. mar. 2018 kl. 06:21 skrev Jacqui Jones <jacqui.jones@uwtsd.ac.uk>:  
>  
> Hi Silje,  
> Just wanted to double check that the catering order has now gone in and been confirmed as I know we were waiting for the order number which the office and finance were sorting.  
> Best wishes Jacqui

## Urgent Senedd Catering



Jacqui Jones

Today, 07:01

Justin Griffiths; Rebecca Speakman; Silje Gronn (P140210) ↗

👤 ⚙️ Reply all | ▼

Hi both,  
Silje needs to send of the catering order to the Senedd urgently so please could you email her the order number direct as I am teaching this morning.  
I have cc'd her into this so you can reply to her direct and she can then email it to them straight away, or otherwise please can you return the order direct to the catering company with the booking form and cc Silje and me.  
Thanks for your help  
Jacqui

## RE: Urgent Senedd Catering



Rebecca Speakman

Today, 09:28

Jacqui Jones; Justin Griffiths; Silje Gronn (P140210) ↗

👤 ⚙️ Reply all | ▼

You replied on 14/03/2018 13:07.

Order number: PO74963

Rebecca

-----Original Message-----

From: Jacqui Jones

Sent: 14 March 2018 07:01

To: Justin Griffiths <justin.griffiths@uwtsd.ac.uk>; Rebecca Speakman <rebecca.speakman@uwtsd.ac.uk>

Cc: Silje Gronn (P140210) <sgronn.140210@student.uwtsd.ac.uk>

Subject: Urgent Senedd Catering

Hi both,  
Silje needs to send of the catering order to the Senedd urgently so please could you email her the order number direct as I am teaching this morning.  
I have cc'd her into this so you can reply to her direct and she can then email it to them straight away, or otherwise please can you return the order direct to the catering company with the booking form and cc Silje and me.  
Thanks for your help  
Jacqui

## RE: Urgent Senedd Catering



Justin Griffiths

Today, 13:10

Silje Gronn (P140210); Rebecca Speakman; Jacqui Jones ↗

👤 ⚙️ Reply

Good afternoon Silje,

The only number we have for them is: 0300 200(6138). This contact number was quoted on the order form.

Kind regards

Justin

Justin Griffiths  
Administrative Officer / Swyddog Gweinyddol  
Faculty of Business and Management / Cyfadran Busnes a Rheolaeth  
Swansea Business Campus / Campws Busnes Abertawe  
Powell Street / Powell Street  
Swansea / Abertawe  
SA1 1NE  
01792 481000 Ext / Est:4306  
justin.griffiths@uwtsd.ac.uk

Trawsnewid Addysg . . . Trawsnewid Bywydau  
Transforming Education . . . Transforming Lives

-----Original Message-----

From: Silje Gronn (P140210)

Sent: 14 March 2018 13:07

To: Rebecca Speakman <rebecca.speakman@uwtsd.ac.uk>

Cc: Jacqui Jones <jacqui.jones@uwtsd.ac.uk>; Justin Griffiths <justin.griffiths@uwtsd.ac.uk>

Subject: Re: Urgent Senedd Catering

Hi,

To be able to complete the booking form I will need a phone number in case the catering company has any queries. Can you please provide a telephone number they can reach you on?

Thank you!

Silje

## 22.02.2018 – Daily update to Jacqui on planning of conference



Silje Gronn (P140210)

Thu 22/02, 15:21

Jacqui Jones; Bethan Watkins (P140639); Billie-Jade Morgan (P144065); Hannah Thomas-Peters (P141415); Bronte Murdoch (P151218); Tima Omari (P150709); Catherine Trapnell (P150721); Lydia Smith (P141878); +1 more

👤 ⚙️ Reply all | ▼

Hi Jacqui,

A little **update** on today's conference meeting:

I have now sent an email to the catering company, asking for permission to bring in the Danish pastries and bottled water provided by Brecon Carreg (if they sponsor us). I also kindly asked for a discount as this is a big catering package and our budget is limited. It was decided that Billie will be doing the initial creation of the website, but will hand over authority to Caoimhe and Bronte, however, Billie will have full access to the website so she can monitor it. We have been aware that it was said during the meeting with Rebecca that she said she would get in contact with the AM's for us, but we are double checking that with her. If this is not the case, Hannah will be contacting them asap. The roles on the day will be as follows;

Silje, Hannah and Beth are doing the overall running of the workshop, however, the different parts of the workshop will be split in to the following groups, but these may be altered;

- Transport – Bethan
- Accommodation – Tima and Hannah
- Excursions – Silje

Catherine will be monitoring the stewards and will allocate tasks where appropriate.

Billie and Caoimhe will be the head of social media on the day, providing live streams to Facebook and our Website

Lydia will be monitoring the marketing aspect on the day, checking that all leaflets and prospectuses are available for college students

Bronte will be monitoring guest speakers and making sure time management is under control, as well as being a sort of hostess if they need anything.

If any of the roles are unclear, please drop me an email.

All the best,  
Silje

## 27.02.2018 – Meeting at UWTSD. Created a meeting minutes as the action tasks needed status update

### The World is Our Lecture Theatre - Conference meeting minutes

Location: University of Wales Trinity Saint David, Swansea Business School

Date: 27/02/2018

Time: 11-19:00

Attendees: Bethan Watkins, Hannah Eve Thomas Peters, Silje Marie Aas Gronn, Billie Morgan

Not present: Lydia Smith, Tima Omari, Bronte Murdoch, Catherine Trapnell and Caoimhe McNulty

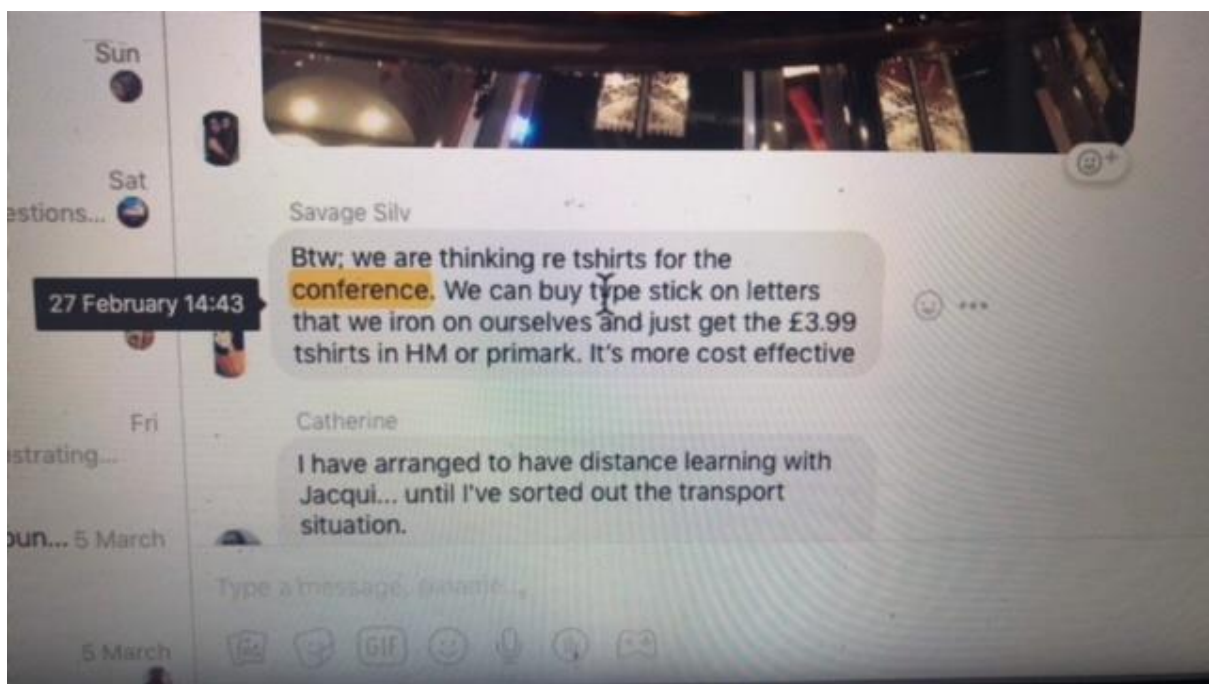
#### Agenda items

1. Workshop - Silje, Hannah and Beth created and refined workshop guideline sheet, created feedback forms and outlined how the pilot on 28/2/18 would be run.
2. Website and Social Media updates - Billie created the website on weebly, sorting out the front page, team members page and social media links
3. It was discussed by Silje, Billie, Hannah and Bethan the attire of the day of the workshop and it was decided that we will go for black tshirts, black jeans and black flats. Print-on labels to be bought online with the following to be ironed on tshirts: The World is our lecture theatre + names
4. Silje and Jacqui had a telephone meeting discussing catering and guest speaker opportunities. It was decided to review the catering invoice together to adhere with the budget given by Maggie. Several guest speakers have been confirmed, including Andrew Campbell, Michael, Sam etc.
5. [Agenda item]
6. [Agenda item]

| Action items                                                                    | Owner(s) | Deadline                 | Status        |
|---------------------------------------------------------------------------------|----------|--------------------------|---------------|
| [Find information on print-on labels for <del>tshirts</del> <del>shirts</del> ] | [Silje]  | [13 <sup>th</sup> march] | [In progress] |

| Action items                     | Owner(s)                     | Deadline                 | Status        |
|----------------------------------|------------------------------|--------------------------|---------------|
| [Finalize website]               | [Billie, Caoimhe and Bronte] | [4 <sup>th</sup> march]  | [In Progress] |
| [Finalize catering arrangements] | [Silje]                      | [3 <sup>rd</sup> March]  | [In Progress] |
| [Drafting workshop]              | [Hannah, Beth and Silje]     | [12 <sup>th</sup> March] | [In Progress] |
| [Action item 5]                  | [Name(s) 5]                  | [Date 5]                 | [Status 5]    |
| [Action item 6]                  | [Name(s) 6]                  | [Date 6]                 | [Status 6]    |

27.02.2018 – Hannah, Bethan, Silje and Billie discussed attire on the day and sent information to the girls regarding this.



## 27.02.2018 – Daily update to Jacqui about planning of Conference

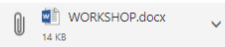
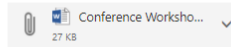


Silje Gronn (P140210)

Tue 27/02, 15:17

Jacqui Jones; Billie-Jade Morgan (P144065); Bethan Watkins (P140639); Hannah Thomas-Peters (P141415); Caoimhe McNulty (P148891); Lydia Smith (P141878); Catherine Trapnell (P150721); Bronte Murdoch (P151218); +1 more

Reply all



2 attachments (41 KB) Download all Save all to OneDrive - University of Wales Trinity Saint David

Hello Jacqui,

Here is another update on the **Conference**.

Silje, Hannah and Beth have created a spreadsheet to help students for the pilot tomorrow, as well as a feedback form for them to complete at the end of the workshop. Students from MTour attending in tomorrow's pilot are: Caoimhe, Hannah, Billie, Beth, Silje and Lydia. Unfortunately the rest are working with their own set assignments for the **conference** tomorrow and are therefore unable to attend. Please see spreadsheet and feedback form attached. **Jacqui; if you please can provide us with details on when and where we are able to do this pilot.**

The catering company have informed us re pricing, sponsorship and discount. We are not allowed to bring sponsored items into the Senedd, therefore there will be no Danish pastries nor water from Brecon. We will have to order water from the catering company at the Senedd. They will not give us a discount either.

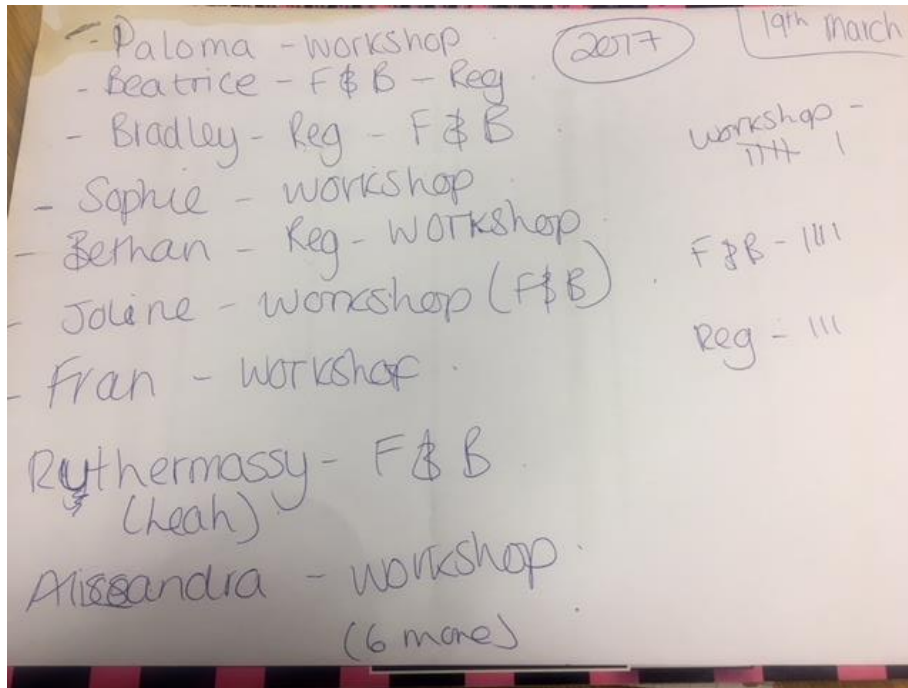
Silje, Hannah and Billie have discussed **Conference** attire, and a recommendation was that everyone buys their own black t-shirts and we order print on letters online and iron them on ourselves as this will reduce cost. The full dress code of the day will be: black printed t-shirt, black jeans (no holes) and black flats.

Billie will start the basics of the website today as this will need to be up and running shortly. Billie will send Caoimhe and Bronte the link to the web site so they can continue the work on this.

Thank you!  
Silje

28.02.2018 – 1<sup>st</sup> Pilot Run of the workshop and allocation of steward job roles. Students present: Silje, Bethan, Billie, Caoimhe and Hannah.





28.02.2018 – Created meeting minutes for workshop and other roles that was discussed throughout the day

## The World is Our Lecture Theatre - Conference meeting minutes

Location: University of Wales Trinity Saint David, Swansea Business School  
 Date: 28/02/2018  
 Time: 09:00-19:00  
 Attendees: Bethan Watkins, Hannah Eve Thomas Peters, Silje Marie Aas Gronn, Billie Morgan and ~~Caioimbe~~ McNulty  
 Not present: Lydia Smith, ~~Tina~~ Omari, Bronte Murdoch, Catherine Trappell.

### Agenda items

- Workshop - Pilot run of workshop was conducted today. Received good feedback from IHM students, with constructive criticism that will be taken into consideration when finalizing the workshop.
- Stewards - Silje, Hannah, Beth, Billie and ~~Caioimbe~~ talked to IHM students and asked if they were interested in helping us with various tasks on the day of the conference. It was decided to use these students for registration in the morning, workshops and catering. 3 students will help Silje, Beth and Hannah with monitoring the workshops, 3 students will monitor F&B, 6 students will be assigned to colleges and remaining students not present will be allocated tasks closer to conference.
- Risk assessment and other - ~~Tina~~ and Catherine finalized the risk assessment
- [Agenda item]

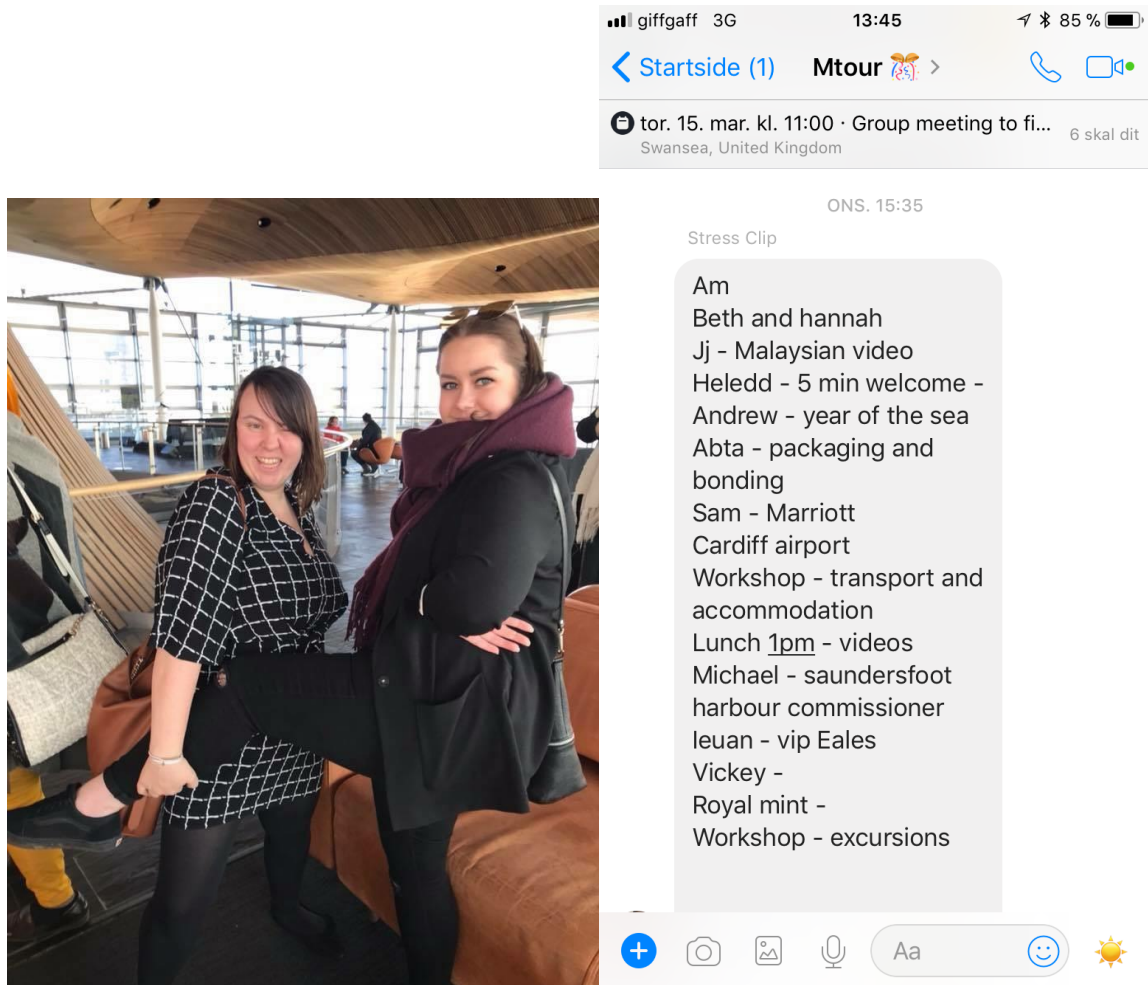
| Action items                                                  | Owner(s)                                 | Deadline                 | Status        |
|---------------------------------------------------------------|------------------------------------------|--------------------------|---------------|
| [Find information on print-on labels for <del>tshirts</del> ] | [Silje]                                  | [13 <sup>th</sup> march] | [In progress] |
| [Finalize website]                                            | [Billie, <del>Caioimbe</del> and Bronte] | [4 <sup>th</sup> march]  | [In Progress] |



| Action items                                                  | Owner(s)                                 | Deadline                 | Status        |
|---------------------------------------------------------------|------------------------------------------|--------------------------|---------------|
| [Find information on print-on labels for <del>tshirts</del> ] | [Silje]                                  | [13 <sup>th</sup> march] | [In progress] |
| [Finalize website]                                            | [Billie, <del>Caioimbe</del> and Bronte] | [4 <sup>th</sup> march]  | [In Progress] |

| Action items                     | Owner(s)                                               | Deadline                    | Status        |
|----------------------------------|--------------------------------------------------------|-----------------------------|---------------|
| [Finalize catering arrangements] | [Silje]                                                | [3 <sup>rd</sup> March]     | [In Progress] |
| [Drafting workshop]              | [Hannah, Beth and Silje]                               | [12 <sup>th</sup> March]    | [In Progress] |
| [Piloting workshop]              | [Silje, Hannah, Beth, Billie and <del>Caioimbe</del> ] | [28 <sup>th</sup> February] | [Finished]    |
| [Risk assessment]                | [ <del>Tina</del> and Catherine]                       | [28 <sup>th</sup> February] | [Finished?]   |

07.03.2018 – Second meeting at the Senedd and draft of itinerary made by myself, Hannah, Bethan, Billie and Jacqui



07.03.2018 – 2<sup>nd</sup> draft of itinerary at a café with myself, Bethan, Billie, Hannah and Jacqui



08.03.2018 – Group Skype Meeting with the team. I created minute meetings for this meeting as there was a lot that was discussed and many action items needed status confirmation.

## The World is Our Lecture Theatre - Conference meeting minutes

Location: University of Wales Trinity Saint David, Swansea Business School

Date: 08/03/2018

Time: 10:30-11:00

Attendees: Bethan Watkins, Hannah Eve Thomas Peters, Silje Marie Aas Gronn, **Tijma** Omari, Lydia Smith and Catherine **Trappnell**

Not present: Bronte Murdoch, **Caolmhe** McNulty, Billie Morgan

### Agenda items

- Workshop - The workshop leaders (Silje, Hannah and Beth) went through how the workshop will be on the day. The workshop will be split into two parts; transport and accommodation first and then excursions. The guest speakers have been allocated times that will fit with the workshop themes. All groups will be divided into 10 pp group. Everyone was okay with this.
- Tshirts** - Again **tshirts** were discussed, and it was decided to approach the SU on Monday after 2<sup>nd</sup> pilot run of the workshop to see whether they can help us. If not, it was decided to go for all black **tshirts** instead as there will be no time to get that sorted a week prior to conference.
- Personal videos - It was noted that Lydia will need all personal videos by the end of 8/3 or morning of 9/3 so she have time to edit. All students were then advised to send Lydia all photos and videos from Malaysia for the main video that is being created.
- Catering - Final amendments to catering was done today by Silje. She sent it to Jacqui who will send it to Maggie for approval. When this is finalized, the booking form will be sent back to the catering company. This will hopefully be done by tomorrow, 9/3.
- Stewards - Catherine was advised by Silje about the IHM students wanting to get involved and help at the conference. A picture of the sign-up sheet with students was sent and it was noted that the training of stewards will commence on 12/3 at 2 pm. It was advised that Catherine created a plan to how she will train them.
- Prizes - Hannah have been in contact with **Ffos** Las and was able to get us 10 tickets for the winning team. Bronte is also in contact with Oakwood re prizes for the 2<sup>nd</sup> runner up.

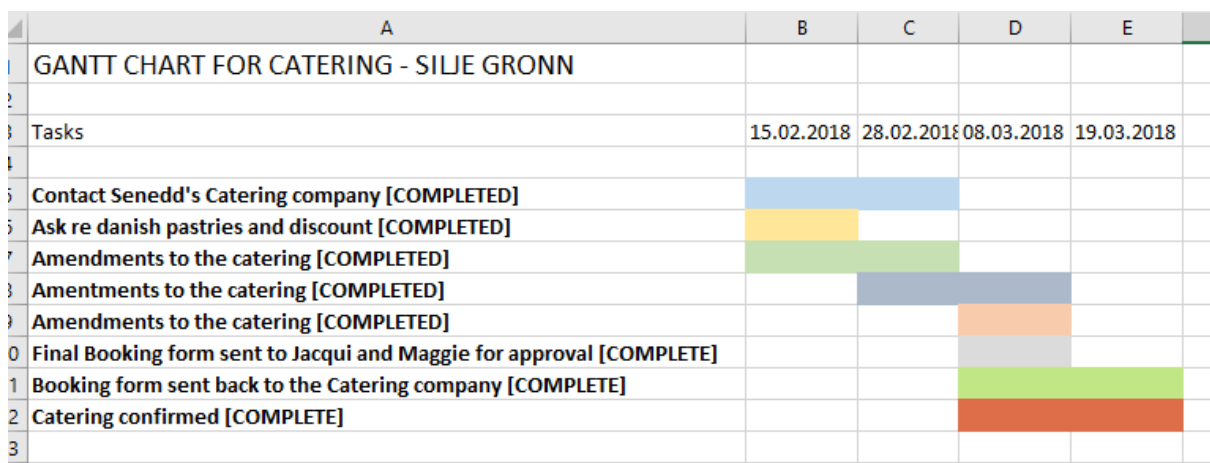
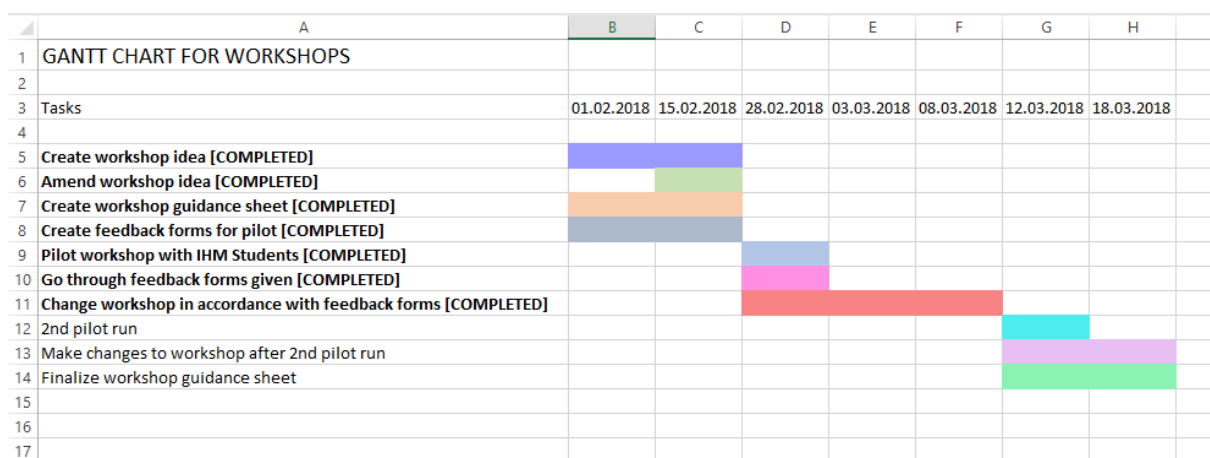
- Risk Assessment - **Tijma** and Cath will need to finalize the risk assessment and the group was advised that it will be completed by Monday.
- GANTT Chart - Silje will create an overall GANTT Chart for the group, as well as updating the once already received. This will be done daily. GANTT Chart is received by following groups; awaiting GANTT Chart for Venue Group (Catherine and **Tijma**). Was advised that this will be done on Monday.
  - Workshop leaders (Silje, Hannah and Beth)
  - Catering (Silje)
  - Social Media Team (Billie, Bronte and **Caolmhe**)
  - Marketing and digital visuals (Lydia)

| Action items                        | Owner(s)                                                             | Deadline                 | Status        |
|-------------------------------------|----------------------------------------------------------------------|--------------------------|---------------|
| [Workshops finalized]               | [Silje, Hannah and Beth]                                             | [12 <sup>th</sup> march] | [In progress] |
| [Finalize website]                  | [Billie, <b>Caolmhe</b> and Bronte]                                  | [10 <sup>th</sup> march] | [In Progress] |
| [Finalize catering arrangements]    | [Silje]                                                              | [9 <sup>th</sup> March]  | [In Progress] |
| [Liaise with SU re <b>tshirts</b> ] | [Hannah, Beth, Catherine, <b>Tijma</b> , Billie, Bronte and Lydia]   | [12 <sup>th</sup> March] | [In Progress] |
| [Piloting workshop]                 | [Hannah, Bethan, Billie, Bronte, <b>Tijma</b> , Catherine and Lydia] | [12 <sup>th</sup> March] | [In Progress] |
| [Risk assessment]                   | [ <b>Tijma</b> and Catherine]                                        | [12 <sup>th</sup> March] | [In Progress] |
| [Personal videos]                   | [Lydia]                                                              | [9th March]              | [In Progress] |

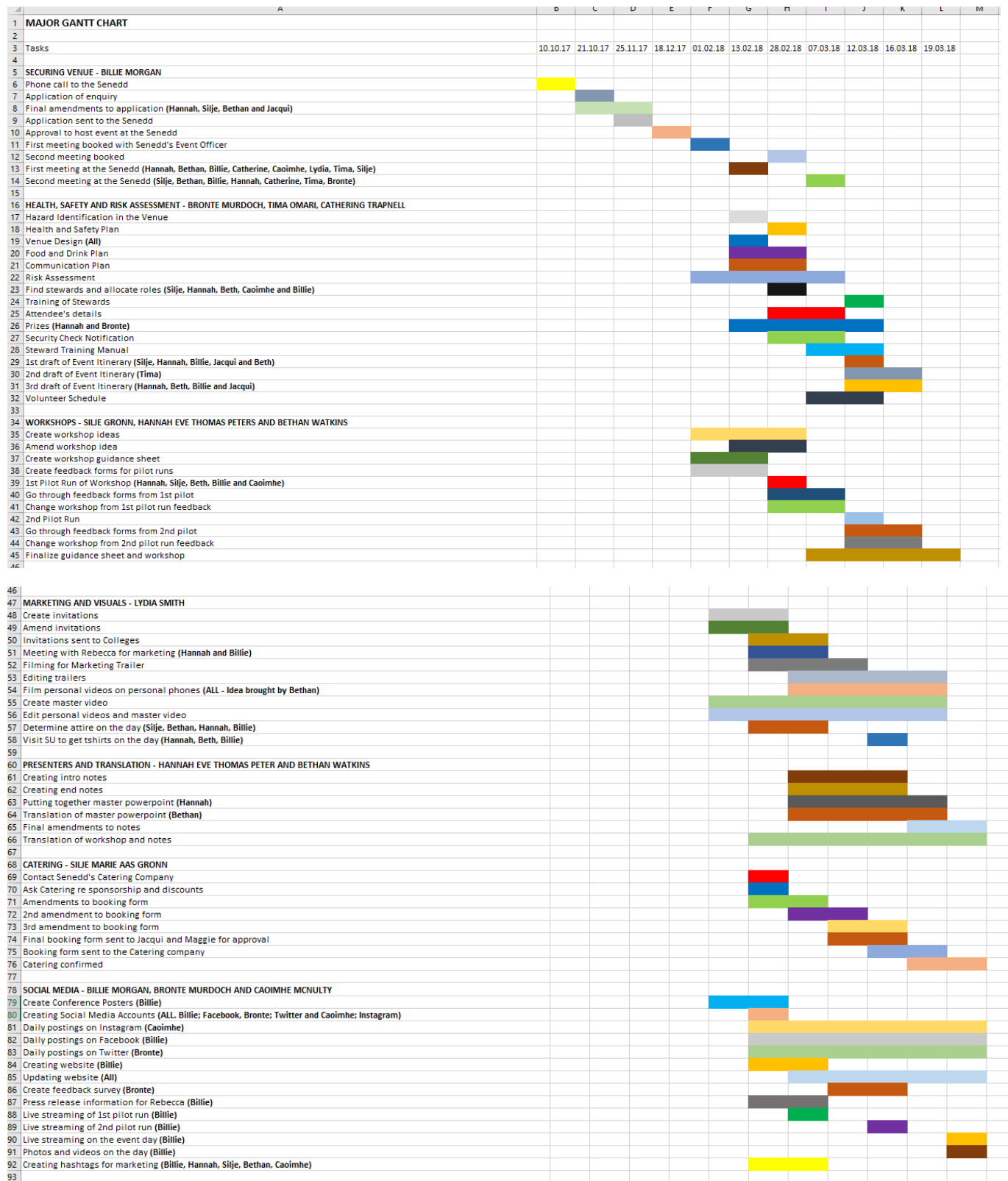
| Action items       | Owner(s)         | Deadline     | Status        |
|--------------------|------------------|--------------|---------------|
| [Steward training] | [Catherine]      | [12th March] | [In Progress] |
| [Prizes]           | [Hannah, Bronte] | [12th March] | [In Progress] |
| [GANTT Charts]     | [Silje]          | [8th March]  | [Finalized]   |

□

08.03.2018 – GANTT Chart for WORKSHOP and Catering started by myself. GANTT Chart was updated daily by myself and all areas were checked off as complete when it was done.



09.03.2018 – Major Gantt Chart created by myself after the different teams created one. Who did what and attended meetings have been highlighted in the Gantt Chart. If there is no name highlighted behind the task, the team completed the task themselves. GANTT Chart was updated daily by myself and all areas were checked off as complete when it was done.



14.03.2018 – Created Workshop PowerPoint to be showed on the day alongside workshop guidance sheet



## INTERACTIVE WORKSHOP



## International University of Malaya Wales

- 21<sup>st</sup> June 2018 to 5<sup>th</sup> July 2018
- Students are staying in Swansea during their stay
- Their budget is £10,000 which includes flights, accommodation, insurance, transport and activities

## Transport and accommodation

- You will need to find flights to and from Kuala Lumpur to cheapest destination in United Kingdom
- Choose the flight that is cheapest, but consider flight times
- Find a way for the students from IUMW to get to/from the airport
- Considering they are staying at Swansea Campus for the duration of their stay, you will need to find accommodation for them for a 3-day trip to Cardiff. Consider the following:
  - Price
  - Facilities
  - Location

## Activities

- Their budget for activities are £200
- The activities you choose must include:
  - Sightseeing around Swansea
  - Gower
  - Water activities
  - Cardiff
  - Big Pit
  - St Fagans
- Please include prices on each activity as they are limited to a budget.
- Students from IUMW are also looking into doing some volunteer work. Find a suitable place they can volunteer. Should be educational.

16.03.2018 – 2<sup>nd</sup> draft of Workshop Guidance Sheet created by myself, Hannah and Bethan.

Silje and Beth called each other through facetime to finalise the draft.

### The World is Our Lecture Theatre

#### WORKSHOP

60 students from University of Malaya Wales will be visiting from 22<sup>nd</sup> June to 5<sup>th</sup> July. Their total budget is £10,000 which includes flights, accommodation, insurance, transport and activities.

Your task is to find the best transport, accommodation and excursion deals for these students. Choose the best option suitable for them, but be aware of pricing. The students will stay at University Campus in Swansea, however, they are looking at staying in Cardiff for a few days.

#### TRANSPORT

You will need to find flights to and from Kuala Lumpur to cheapest destination in the United Kingdom. You should research the following airports;

- London
- Bristol
- Birmingham
- Cardiff

Please provide a list of departure times to/from the destination and what airline you have chosen. You should choose the flight that is more suitable, and you need to be cautious of the length of the flight. Please provide a breakdown of flight prices. They should include total price for 60 students and individual flight prices.

You will need to find a way for the students from IUMW to get to and from the airport. Research different transport modes, and choose the one that you deem more suitable. Be cautious of price and travel time.

#### ACCOMMODATION

Considering they are staying at Swansea Campus for the duration of their stay, you will need to find accommodation for them for a 3-day trip to Cardiff. You will need to consider the following when deciding where they are going to stay;

- Price
- Facilities
- Location

Please provide a full accommodation price breakdown which includes the total price for 60 students and the individual price. Give us a brief justification of why you chose this particular accommodation.



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Y Drindod Dewi Sant  
University of Wales  
Trinity Saint David

### The World is Our Lecture Theatre

#### ACTIVITIES

In this part of the workshop, you will have to plan activities for 60 students visiting from IUMW. You will need to plan activities for their 14 day stay, which means approximately 1-2 activities a day depending on what they are doing. At least 1 full day will be given to a volunteer project, and you will need to find one that is suitable for these students. Their total activities budget is £200.

The activities you choose must include;

Where it is stated sightseeing around, you will need to find suitable places in that area to visit, e.g. Millennium Centre and Principality Stadium.

- Sightseeing around Swansea
- Gower
- Water activities
- Sightseeing around Cardiff
- Big Pit
- Rhondda Heritage Park
- St ~~Francis~~ Francis

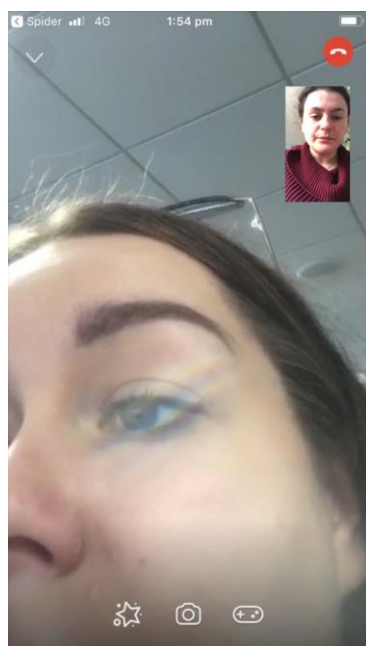
Please include prices on each activity as they are limited to an activities budget.

The students from IUMW are also looking into doing some volunteer work whilst visiting. Find a suitable place they can volunteer. This project should be educational.

Please select two students to present your findings at the end of the workshop. The winning group will receive a prize.



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16.03.2018 – Extra chairs were collected from UWTSD Swansea Business Campus to bring to the Senedd to ensure more seating. Me, Hannah, Billie, Catherine, Tima, Lydia and Bronte helped bring the chair from 301 down to the cars and then moved chairs from 307 to 301 after.



17.03.2018 – After reviewing the 2<sup>nd</sup> draft of the workshop, some spelling errors and mistakes in prices were found. I went to the library to re-do this and print off the second batch of workshop guidance sheets. Some sentences were amended to make it easier for the college student's as well.

**The World is Our Lecture Theatre**

**WORKSHOP**

60 students from International University of Malaya Wales will be visiting from 21<sup>st</sup> June to 5<sup>th</sup> July. They have a total budget of £1,850 (10,000MYR) per student, which includes flights, accommodation, insurance, transport and activities.

Your task is to find the best transport, accommodation and activity deals for these students. Choose the best option suitable for them, but be aware of pricing. The students will stay at our university campus in Swansea, however, they are looking at staying in Cardiff for a few days.

**TRANSPORT**

You will need to find flights to and from Kuala Lumpur to the cheapest destination in the United Kingdom. You should research the following airports;

- London
- Bristol
- Birmingham
- Cardiff

Please provide a list of departure times to and from the destinations and what airline you have chosen. You should choose the flight that is more suitable, and you need to be cautious of the length of the flight. Please provide a breakdown of flight prices. They should include total price for 60 students and individual flight prices.

You will need to find a way for the students from IUMW to get to Swansea from the airport and to the airport from Swansea. Research different transport modes, and choose the one that you find more suitable. Be cautious of price and travel time. |

**ACCOMMODATION**

As they are staying at our Swansea campus for most of their stay here, you will need to find accommodation for them for a 3-day trip to Cardiff. You will need to consider the following when deciding where they are going to stay;

- Price
- Facilities
- Location

Please provide a full accommodation cost breakdown which includes the total price for 60 students and the individual price. Give us a brief justification of why you chose this particular accommodation.



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Y Drindod Dewi Sant  
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**The World is Our Lecture Theatre**

**ACTIVITIES**

In this part of the workshop, you will have to plan activities for 60 students visiting from IUMW. You will need to plan activities for their 14 day stay, which means approximately 1-2 activities a day depending on what they are doing. At least 1 full day will be given to a volunteer project, and you will need to find one that is suitable for these students. Their total activities budget is £200 per student.

The activities you choose must include;

Where it is stated *sightseeing around*, you will need to find suitable places in that area to visit, e.g. Millennium Centre in Cardiff and Grand Theatre in Swansea.

- Sightseeing around Swansea
- Gower
- Water activities
- Sightseeing around Cardiff
- Big Pit
- Rhondda Heritage Park
- St Fagans

Please include prices on each activity as they are limited to an activities budget.

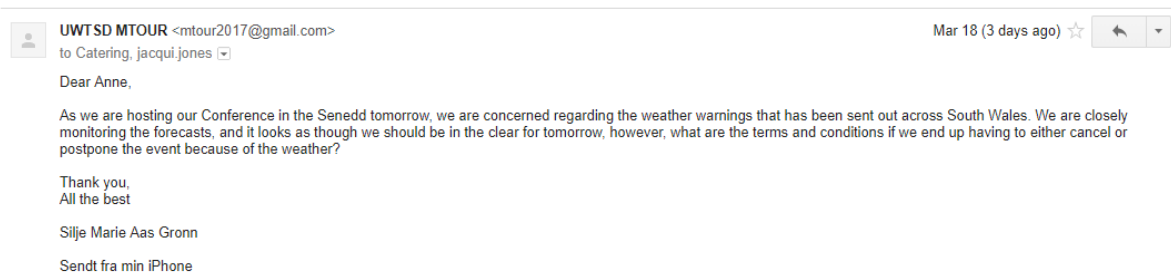
The students from IUMW are also looking into doing some volunteer work whilst visiting. Find a suitable place they can volunteer. This project should be educational.

Please select two students to present your findings at the end of the workshop. The winning group will receive a prize.



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18.03.2018 – Emails were sent to the Catering Company regarding weather warnings that was issued across South Wales.



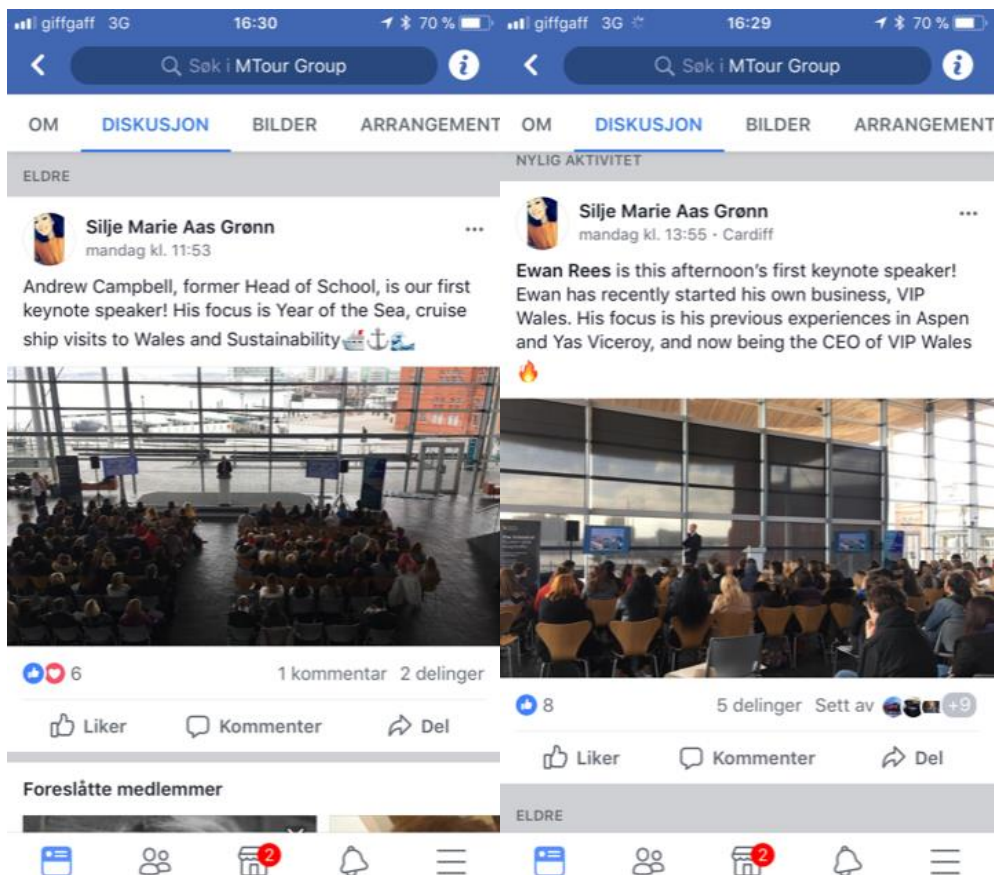
19.03.2018 – On the day of the event we had to get the University-borrowed chairs from the cars into the venue. Myself, Bethan, Billie, Lydia and Emma (Jacqui’s daughter) carried them from the drop off point into the Senedd where they were searched.



On the day of the event I had to ensure the catering was correct. Unfortunately there was a miscommunication between the catering company and the person in charge of setting it up for us as she was not notified that the squash and welsh cakes were to be served in the morning. After liaising with her, that was set up at 10:30 am.



During the day I helped with taking photos and videos to put out on Facebook.





When there was time for lunch, I ensured that the correct food had been delivered. This included 150 Sandwich platters (2 GL portions), 100 Chicken Goujons, 50 Vegetable Sushi Rolls and jugs of tap water.

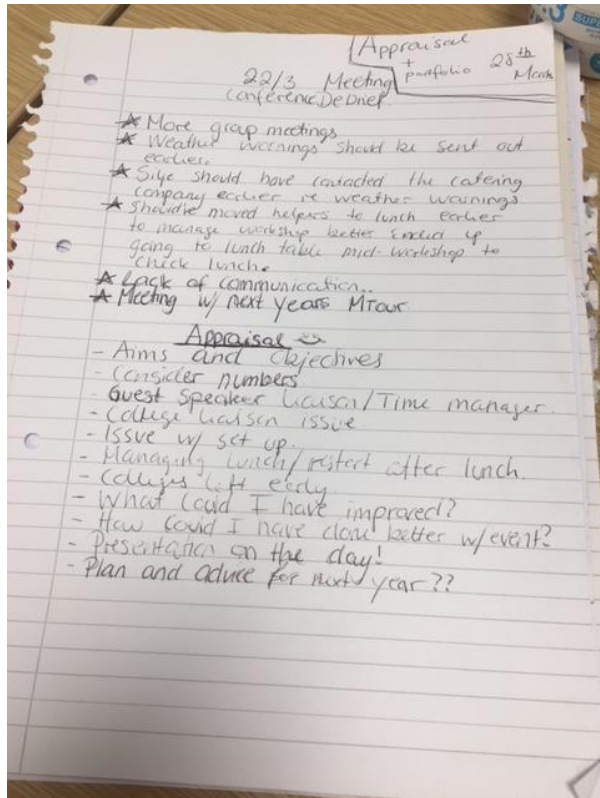


During the day I was also in charge of the workshops alongside Hannah and Bethan.

21.03.2018 – After the Conference we had to bring the University-borrowed chairs back. Me, Hannah and Billie brought back half of the chairs as these were in Billie's car.



22.03.2018 – At 9:30 am we had a de brief of the Conference with Jacqui where everyone were critical to their own tasks and what they could have done better. This was to form what should be raised in the appraisal. Notes were taken.



After the de brief, a few of us (Silje, Billie, Hannah, Caoimhe and Lydia) stayed behind to deliver the rest of the chairs that we borrowed for the Conference.



# Group Evaluation

When we started planning The World Is Our Lecture Theatre Conference in October 2017 we held our first meeting, however, only 3 of the students attended this meeting. The three students decided to allocate the job roles then as this was seen necessary to progress. After reflecting through this, it would have been more beneficial to do this at an earlier point or when everyone was able to attend. It is believed that the entire group should have contributed towards contacting venues, yet this was not the case. Only a few students were actively partaking in this, alongside our lecturer. When we were going to contact colleges, everyone sent out different emails and we had not agreed on a specific college liaison for this which is now seen as problematic as the colleges received too many emails from a wide range of different students. The overall communication within the group was poor and more meetings should have been planned. Throughout the planning course of this, not everyone was aware of what had been sent out to colleges, AM's, guest speakers or others and this caused problems for everyone. We had to go through all emails on several occasions to double check numbers and dietary requirements. If whatever we needed was not in any emails, another email was sent out to gather that information. This would not have been necessary to do if all the information we needed were provided in one longer email. As we had a Facebook group, we usually discussed through there, however, because there are 9 of us, some messages were not caught by others which caused repetition in things we had already discussed. This was tiring for a lot of us because we had discussed this several times already.

It was decided early on that we were going to send daily updates to Jacqui, however, this was not being done. I sent a few daily updates when I thought it was necessary, but I stopped sending them as my team was en route and due to poor communication within the group I was not sure what others had been doing and not so I did not want to send out updates with wrong information. When asking other members of the team what they have done and if they could send us the work, it was usually replied with "We will send it tomorrow", even though it was explained that we needed this to complete daily updates or finish minute of meetings.

The week prior to our conference there was issued several weather warnings the weekend prior to the event, yet this was disregarded and no action was taken until it started to snow on Saturday/Sunday. I emailed Jacqui on Saturday and asked whether we should send out emails to the colleges and guest speakers as this had been discussed in the group. The emails should

have been sent out when the weather warnings were issued instead of waiting until the last day before the event. Some students in the group was alert and sent out emails to colleges early on Sunday, others read the messages but decided to ignore them and not help with this.

On the day of the conference it was noticed that not everyone was doing their allocated tasks of the day. We had one student allocated to time management as we only had 4 hours and all guest speakers needed to be monitored regarding time. This was not done, causing some guest speakers to run over time. Unfortunately, some colleges decided to leave before the conference was finished. This was not our fault and we could not have prevented that, yet it caused distress regarding the final key note speaker and the final part of the workshop which ended up being severely rushed.

The group effort for this conference could have been better, and it was noticed by several in the group that the tasks were not equally divided causing some to do more than others, however, after reflecting through this particular problem, it was decided that the reason for this is because not everyone pulled their weight in the planning of this conference causing some of us to pick up additional tasks so it would be completed. Unfortunately, it is believed that if some students did not pick up these additional tasks it would not have been done. It was acknowledged that the communication within the group was poor and messages got lost in our group chat, and this could have been avoided if we had more group meetings and a more professional way to discuss important topics.

Below I have created a group evaluation form where I have evaluated the groups and all individuals. No individuals have been named.

| <b>TEAM A:<br/>SOCIAL<br/>MEDIA</b> | <b>TEAM B:<br/>WORKSHOP</b> | <b>TEAM C: VENUE<br/>AND RISK<br/>ASSESSMENT</b> | <b>TEAM D:<br/>VISUALS</b> |
|-------------------------------------|-----------------------------|--------------------------------------------------|----------------------------|
| Team Member A:<br>10/10             | Team Member A:<br>10/10     | Team Member A: 4/10                              | Team Member A:<br>9/10     |
| Team Member B:<br>6/10              | Team Member B:<br>10/10     | Team Member B: 2/10                              |                            |
| Team Member C:<br>3/10              | Team Member C: 9/10         |                                                  |                            |

### **TEAM A: Social Media**

The overall team score for social media is 19/30, whereas 1 team member have received a 10/10 due to the work that was put in. Unfortunately, this team member ended up doing most of the work related to social media as others did not comply to their job roles. The remaining team members did not show engagement with their task and rarely showed up to meetings being held which again forced team member A to do work that was discussed in meetings. Team member A demonstrated a cooperative and supportive attitude and participated in group discussion. The two remaining team members did not regularly participate in discussions and was often seen to read messages but ignore them. All team members prepared work in a quality manner. Team member B and C failed to pull fair load, however Team Member A stayed focused and put in extra work due to lack of work done by other team members.

### **TEAM B: Workshop**

The overall team score for workshop is 29/30 as this group contributed to the overall success of the planning of the conference and the success of the conference on the day. All team members attended meetings, however, team member C missed a vital 2<sup>nd</sup> pilot run and is therefore scored as 9/10. The entire group showed engagement throughout the planning process and took on tasks that had not been done and needed to be done within a timely manner. The group also demonstrated a cooperative and supportive attitude towards the group and enthusiastically contributed in group discussions. All team members helped each other throughout this process and the quality of the completed work was above average. Group listened to each other's ideas, supported and helped each other and where appropriate asked for help together.

### **TEAM C: Venue and Risk Assessment**

The overall team score for venue and risk assessment is 6/20 as this group did not contribute to the overall success of the planning of the conference. Unfortunately, tasks were not done in a timely manner and emails were sent out without the others knowledge which caused a lot of frustration and the emails sent out was unprofessional. This team did not attend group meetings on a regular basis and showed little cooperative and supportive attitude to the rest of the groups. However, later on in the planning of this conference, team member A did show some strengths when doing one part of her task which was the reason of a higher mark. Whenever addressing an issue to this group, they went into defence mode and came up with

reasons to why tasks had not been done. Team members participated in needed changes with occasional prompting, but needed reminding to do the assigned work often. Group were unable to work out problems and failed to share workload and failed to meet deadlines.

#### **TEAM D: Visuals**

There was only 1 team member doing visuals as she was seen as the best one to do this. This team was rated an overall 9/10. Even though this group did not attend all meetings, everyone was aware that this was due to editing and filming visuals that were going to be shown on the day of the conference. The team member actively participated in group discussions and demonstrated a cooperative and supportive attitude towards the group. Team member helped the groups identify necessary changes and encouraged group action for change. Team member did assigned work without any reminders from other students.

**OVERALL GROUP SCORE: 63/90**

## PERSONAL EVALUATION

I personally feel that my effort into the planning of this event was good and I did more than what my initial tasks said, yet there was things I did not handle correctly and things I wish I had done. Even though I feel I did an overall good job, I should not have taken on so much to do and rather allocated remaining tasks to others, however, at the time this was not possible as not everyone in the group did their allocated tasks, hence why others like myself picked up additional tasks. Yet, I was always working to ensure that my participation in this conference equalled or was even more than that of my fellow students which is now seen as problematic as I would not let anyone help me with my tasks. Dictionary (2018) defined a control freak as *“a person who feels an obsessive need to exercise control over themselves and others and to take command of any situation”*, which I feel describes me throughout this process. It was acknowledged that I am extremely focused on the task at hand, and I found that I may have been blunt towards some of my fellow students. Throughout this I also found that my style of working was questioned by others, however, I believe that I delivered great work in spite of working differently from others. I now appreciate the importance of good communication after reflecting through this process, and believe that this area can be improved by all to avoid any miscommunication.

The overall experience in planning and conducting this event taught me that I am extremely tolerant to others and I work well in a group. On the contrary, it also taught me that I need to give people a chance to do their task and not take control over it if it has not been done within a certain time frame.