

THE MEETINGS INDUSTRY ASSOCIATION



Robinson College

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Main strengths of the venue

Robinson College was built in 1981 with purpose-built conference facilities with two lecture theatres and 20 meeting rooms in the main college facility. The meeting and event facilities have been upgraded since opening and are currently going through another phase of up-grading and refurbishment. College dining and balcony spaces are used for meeting and events when demand requires and not in College use. This adds to the flexibility of the spaces available to meet client demands.

The Crausaz Wordsworth Building was opened in 2015 adding a large ground floor meeting and event space for up to 96 Cabaret or 80 classroom style and 3 syndicate rooms on the first floor which can be opened out to hold up to 90 theatre style. This is a state of the art facility and offers a modern and flexible space for self-contained meetings with direct access from the road to reception.

All rooms have air conditioning and Wi-fi as standard throughout the facilities, a resident technician is available to assist with the use of the College's audio-visual equipment which includes:

- Data projectors
- Overhead projectors
- 35mm slide projectors & carousel trays
- Flip charts, white boards
- Lapel, table top, roving microphones
- Closed circuit TV system linking the theatres

There is no additional charge for the use of this equipment.

Video-conferencing, laptop and IT support can be made available at an extra charge.

With client needs and desires 360 deg. video conferencing facilities are scheduled within the next IT upgrade project.

Some of the meeting rooms are only available during student vacation periods which increases the number of the meeting and event spaces.

Blackout is available in all rooms as well as hearing loops.

As part of The University of Cambridge policies and procedures have to be in line with University wide policies, this can be both helpful in that policies are checked by The University for compliance but also means that change in some policies can be slow as they have to be passed within The University.

The College is set within several acres of attractive wooded gardens and a few minutes' walk from Cambridge city centre.

Sustainability and environmental awareness is being supported by the college, drinking water points have been installed at key points around the college to facilitate access to fresh drinking water and reduce the need to purchase plastic bottles of water. For meetings and events water is filtered on-site and both still and sparkling water is placed in glass bottles for delegates on the meeting tables.

The meetings department has achieved a 100% no landfill status and is working on removing as much non-recyclable material from daily use as is can across all business and commercial activity.

A fair pricing policy is used within the College's meeting and events department with a 1.1% of achieved revenue being put back into the Cap. Ex. for renewals and upgrades of the facilities.

The introduction of placing bedroom spare capacity on Booking.com has increased occupancy during quiet periods and a policy of Yield Management is in place for both meeting room and bedroom accommodation. A rating of 8.5/10 has been achieved on Booking.com for bedroom facilities. The Porters Lodge handle all check-in/out for Booking.com guests, this has been a successful transition and ensures 24 hour reception coverage and security for guests.

Accreditations and Awards

Robinson College has been voted as one of the Best Academic Venues in the country at the Meetings and Incentive Travel Awards achieving Bronze in 2014, 2015, 2016 & 2017 (votes cast by customers).

4-star Campus Visit England rating for study bedroom accommodation for up to 280 delegates of which 220 are en-suite rooms over 4 room types and one Accessible room with an adjacent carer room plus an additional 7 Accessible rooms.

4 Star rating enjoyEngland.com

MIA Gold Level Award

HBAA Member

Commonly agreed weaknesses of the venue

Water ingress has caused damage over the years to both internal and external brickwork, this is being addressed in works to be carried out during the current refurbishment plan with the lifting of several key access routes to establish and repair the causes of the water ingress. A period of closures will have to be made of some meeting spaces to allow this work to be carried out and associated repairs and upgrades will be carried out in this period. This will result in a “cleaner” looking facility as water marks will then be able to be permanently be removed from lower walls and foot paths in a few areas.

Scuffs and marks on meeting room walls and doors will also be repaired or removed during the planned up-grades of several areas within the meeting rooms and corridors as part of the current refurbishment plan.

Additionally, the lecture theatres will be up-graded with new seating, AV equipment and flooring.

Main areas of discrepancies between the venues self-assessment and assessors report

6.3 Check in and out procedures are efficient and meet customer requirements even during peak times.

The venue stated this target was met, upgraded to Targets Exceeded as provision is made for large volume check-in to be administered away from the Porters Lodge in the Dining Hall Balcony. The Porters Lodge cover check-in/out for all Booking.com guests which relieves the pressure on meeting and event check-ins.

Further evidence required within 3 months

None

Recommendations for development / improvement

ABV's to be added to all alcohol price lists both on display and sent to conference organisers

A policy regarding Human Trafficking and Sexual Exploitation to be created.

Notes

A comprehensive and well-prepared evidence portfolio was presented for the assessment.

Staff were knowledgeable and enthusiastic about their roles and responsibilities and clearly had a strong sense of pride in working at Robinson College with guest needs at the centre of their daily working procedures.

The Capital Expenditure plan for the continuing upgrades will ensure the premises will be fit for purpose for many years to come with innovation and appropriate facilities being available to meet delegate and corporate needs.

The use of surveys to gauge junior members needs gives a clear insight into their needs and balancing this with conference client needs makes the accommodation in bedrooms and meeting rooms work well for both parties as the upgraded rooms benefit them all.

Scoring sheet

Minimum Scoring					
	Silver Deployment		Gold Results		Notes
Meetings Code	All 10 MIA Code requirements must be adhered to	Please ✓	All 10 MIA Code requirements must be adhered to	Please ✓ ✓	
Legal Requirements	All 10 legal requirements must be complied with by law	/10	All 10 legal requirements must be complied with by law	10 /10	
Criteria Met	Three out of five in every section is ticked 'Yes' for Criteria Met	/10 sections / 50 criteria	Three out of five in every section is ticked 'Yes' for Criteria Met	10/10 sections 49 /50 criteria	
Deployment	Three out of five criteria in each section must score at least Grade 2	/10 sections / 50 criteria	Three out of five criteria in each section must score at least Grade 3	10 /10 sections 50 /50 criteria	
	80% score overall i.e. minimum score of 120 out of 150	/150	80% score overall i.e. minimum score of 120 out of 150	150/150 (100%)	
Results	n/a		Three out of five criteria in each section must score at least Grade 3	10 /10 sections 34 /50 criteria	
			80% score overall i.e. minimum score of 120/150 (180 out of 225 on old requirements)	133/150 (89%)	
Venue Facilities	A minimum of 60% facilities grading must be achieved	/100		90 /100	
Accreditation Level Recommended					GOLD

Business Name: Venue details	
Assessor name: Suzanne Weekes	Assessor signature: <i>Suzanne Weekes.</i>
Date of assessment: 18th May 2018	Report date: 30th May 2018