



Welcome

Welcome to this latest issue of News+ for University departments and associations which brings you all the up-to-date news and developments from Robinson College, Cambridge to help you plan your events. There's news of recent awards won by the Robinson team and some new services to make organising and running an event an enjoyable experience!

Meet in Cambridge — save the date!

Conference Cambridge is holding its *Meet in Cambridge* 2013 event at Robinson College on Thursday 17th January, from 2.30-5.30pm. It's an ideal opportunity to see over 20 College and University venues in one place, on one day.

From 2.30-3.30pm, there will be a free seminar with three speakers discussing event industry hot topics followed by a Q&A. The exhibition will run from 3.30-5.30pm during which drinks and canapés will be served. Further details in due course.

[Find out more about Meet in Cambridge](#)

Nick Clegg visits his old College

Robinson College was delighted to welcome back one of its prominent alumni recently to meet with local MPs, members of the Liberal Democrat party and chair a Q&A session.

Deputy Prime Minister Nick Clegg met with Julian Huppert, MP for Cambridge and Dr Julie Smith, Fellow of Robinson before moving into the College auditorium to take questions from the public.

The visit was part of a nationwide tour called Nick Clegg Meets organised by regional media. The event in Cambridge was arranged by Heart FM.



Nick Milne, Catering & Conference Manager at Robinson, said: "It was good to welcome Nick Clegg back to his old College — I understand he even made a detour to see the room he had when he was a student here! We were delighted to host the visit and our auditorium provided the perfect setting for the Q&A session which was well attended by members of the public."

[Why Robinson is the perfect setting for your event](#)

Robinson College scoops international marketing award



The Conference Office team at Robinson College, Cambridge is celebrating winning a Bronze award for Best Brand Marketing Campaign at the international Meetings Industry Marketing Awards — the only academic venue in this year's prestigious MIMA shortlist.

The team was lauded for its recent **Service+** campaign which comprises a portfolio of different product and service offerings closely targeted to meet the needs of different clients using its conference facilities.

Nick Milne, Catering & Conference Manager at Robinson said: "We are thrilled to have won a Bronze in these highly competitive international awards. It is an outstanding result to come third out of a total of 19 entries in our category and to succeed against tough competition from major global players with much higher budgets and resources than ours. Congratulations to all the team."



[Find out more about Service+](#)

Silver Accreditation Award

Robinson College has been awarded a Silver Accreditation by the Meetings Industry Association recently — and set a programme to 'Go For Gold' next time.

Scoring highly across all key areas of the operation — including legal compliance related to health and safety, food hygiene and disability discrimination, in addition to facilities and customer service — the accreditation team was particularly complimentary about Robinson staff, describing them as 'trained, dedicated and highly motivated'.



They were also impressed by the introduction of a '12 Part Service Level Guarantee' which ensures that customer service not only meets but surpasses expectations.

This year's score of 91.3% also showed an improvement from three years ago when it was 86.7%.

The MIA ratings given to accredited venues are a guarantee to customers that the facilities have all been assessed and are of a high enough standard to meet the criteria. Established in 1990, MIA encourages the development and sharing of best practice for organizations involved in the meetings industry.

[Find out more about our accommodation](#)

Delegate+ helping you manage delegate bookings

You've planned the programme, scheduled the date and reserved the venue. Now you need to invite your delegates and get them booking!

Robinson College is offering on-line, web-based tools, **Delegate+**, to help you manage your delegates from invitation, through booking and payment to confirmation.

Ideal for the organiser with a limited budget and limited support, **Delegate+** takes care of managing your delegate attendance in easy-to-support, accountable and personalised processes and procedures. And the highly experienced Robinson Conference team works to support you too!

[Find out more about Delegate+](#)

Event+ helping your event to run smoothly

The latest product in Robinson College's **Service+** portfolio is **Event+**, designed for the infrequent or one-off conference organiser. It comprises a comprehensive range of event management services so event organisers can concentrate on what's important — the programme content and conference objectives.

Through our experienced on-site team and our network of professional partners, we can provide the right level of expertise to meet your needs — as much or as little support to manage your event as you require.

Working with us on your requirements, you can plan the detail and leave the delivery of pre-conference information for us to handle — everything from programmes to car parking maps, conference packs, tickets, name badges — and even a social programme if you need one.

If you require help with Registration or maybe an Information Desk throughout the conference we can provide the personnel to cover these areas too, as well as delivering full event management, exhibition organisation and even after-event support if you need it.

[Find out more about Event+](#)

Robinson College was purpose-built with conferences in mind to bring in revenue and regularly hosts residential and day conferences for over 250 delegates and drinks and canapé receptions for up to 700. State-of-the-art wi-fi (300mbps) is provided in all bedrooms, available to delegates free of charge. Registered as a charity, it offers term-time by partnering with local hotels. Robinson has purpose-built theatres with state-of-the-art audio visual technology supported by trained technicians, award-winning cuisine and a location that allows excellent access from major road links and yet only a short walk from the historical centre. Robinson College has been awarded official Fairtrade College Status and holds AIM Silver and 4* Campus accreditations.

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