



VIP Meeting Planner Program

The St. Charles Convention Center (SCCC) recognizes the value of our meeting planners and takes special care to assist them in making their events as stress free as possible. Our VIP Meeting Planner program identifies key decision makers as VIP's and works to ensure all service requests are met promptly, efficiently and with warm hospitality. When dealing with our VIP's we go the extra step in assisting them with requests, questions or concerns regardless of the origination.

The program allows our clients at the SCCC who deal with multiple contacts between the center, hotel and CVB, the assurance of knowing their requests are handled efficiently. To make it easier for our planners, we developed the VIP pin so all of our staffs could easily identify our planners and provide them the extra attention planners often need. If a Planner asks a question or has a request of an SCCC staff member on something related to or that should be directed to the Embassy Suites or the CVB, our SCCC staff take the extra time to find out the answers or put them in touch with the exact person who can help them. As an added benefit, the pin helps our staffs know which person can make decisions, sign work orders and who they need to go to with logistical questions especially when a group is committee based and has multiple onsite contacts.

All three organizations hand out pins to the clients who 1) have overnight accommodations and/or are using the Convention Center or 2) do not have rooms at the Embassy Suites but may be at the center for multiple days, multiple rooms or who may simply require the additional attention. Once a planner receives a pin, it is theirs to keep and they do not need to turn it in at the end of their event.

Our Planners often receive other amenities based on various criteria being met. Some of these amenities may include: welcome Baskets with fruit, cheese and snack items, free coffee, soft drinks and ice tea from cash outlets, use of free office space and appropriate amenity basket with essential office items.



