



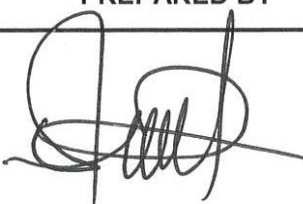

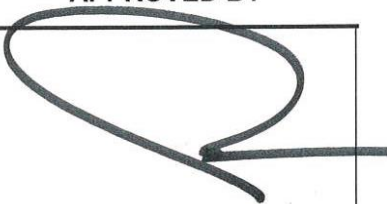
CONVENTION & EXHIBITION (PUTRAJAYA) SDN. BHD.


HALL MANAGEMENT

Co-X/SMD/SOP05

Revision No.: 00

Effective Date: 1st November 2022

PREPARED BY	REVIEWED BY	APPROVED BY
		
Name: ZURATUL NORAKMAL BT HJ ABD HAMID Designation: SENIOR MANAGER, SALES CONVENTION AND EXHIBITION (PUTRAJAYA) SDN BHD (Formerly known as Putrajaya International Convention Centre Sdn Bhd) PRECINCT 5, 62000, W.P. PUTRAJAYA	Name: NORHIJAH BINTI MUSTAFA Designation: ASSISTANT DIRECTOR, SALES CONVENTION AND EXHIBITION (PUTRAJAYA) SDN BHD (Formerly known as Putrajaya International Convention Centre Sdn Bhd) PRECINCT 5, 62000, W.P. PUTRAJAYA	Name: MUHAMMAD ANUAR BIN OTHMAN Designation: CHIEF EXECUTIVE OFFICER CONVENTION & EXHIBITION (PUTRAJAYA) SDN BHD (Formerly known as Putrajaya International Convention Centre Sdn Bhd) PRECINCT 5, 62000, W.P. PUTRAJAYA

	TITLE	HALL MANAGEMENT		
	DEPARTMENT	SALES MANAGEMENT	DATE	1 ST NOVEMBER 2022
			REVISION NO.	00
	REFERENCE NO.	Co-X/SMD/SOP05	PAGE NO.	Page 3 of 6

1.0 OBJECTIVE

The objective of this procedure is to streamline the process of booking and releasing of hall.

2.0 SCOPE

This procedure applies to the process of booking and releasing of hall.

3.0 DEFINITION


- 3.1 Co-X : Convention & Exhibition (Putrajaya) Sdn. Bhd.
- 3.2 PICC : Putrajaya International Convention Centre
- 3.3 SP : Sales Personnel
- 3.4 SC : Sales Coordinator

4.0 RESPONSIBILITY

- 4.1 All SC and SP.

5.0 REFERENCE

- 5.1 Co-X/SOD/SOP01 Contract Review Procedure

	TITLE	HALL MANAGEMENT		
	DEPARTMENT	SALES MANAGEMENT	DATE	1 ST NOVEMBER 2022
			REVISION NO.	00
	REFERENCE NO.	Co-X/SMD/SOP05	PAGE NO.	Page 4 of 6

6.0 PROCEDURE

6.1 HALL BOOKING

6.1.1 SP shall check the availability of the hall in the Booking@PICC shared folder.

6.1.2 SP shall email the below event information to SC to proceed for hall booking process:

6.1.2.1 setup and event date

6.1.2.2 type of hall

6.1.2.3 number of pax

6.1.2.4 organiser/company information

6.1.2.5 event title

6.1.3 SC shall book the hall according to the email sent by SP by updating the Booking@PICC shared folder.

6.1.4 SC shall send an email to SP on the confirmation of hall booking.

6.2 HALL RELEASED

6.2.1 SP shall email booking cancellation details to SC:

6.2.1.1 Event date

6.2.1.2 Cancellation reason

6.2.2 SC shall cancel the booking from the Booking@PICC shared folder accordingly.


6.2.3 SC shall send an email to SP on the confirmation of hall released.

7.0 RECORDS

7.1 Booking@PICC shared folder

8.0 APPENDIX / ATTACHMENT


8.1 Process Flow

	TITLE	HALL MANAGEMENT		
	DEPARTMENT	SALES MANAGEMENT	DATE	1 ST NOVEMBER 2022
			REVISION NO.	00
	REFERENCE NO.	Co-X/SMD/SOP05	PAGE NO.	Page 5 of 6

PROCESS FLOW

Hall Booking

<u>RESPONSIBILITY</u>	<u>OUTLINE</u>	<u>ACTION</u>
- SP	<div>1</div> <div>Email booking cancellation details</div>	- SP shall email booking cancellation details to SC
- SP	<div>2</div> <div>Email booking information</div>	- SP shall email the event information to SC to proceed for hall booking process
- SC	<div>3</div> <div>Update Booking@PICC shared folder</div>	- SC shall book the hall according to the email sent by SP by updating the Booking@PICC shared folder.
- SC	<div>4</div> <div>Confirmation of hall booking</div>	- SC shall send an email to SP on the confirmation of hall booking.

	TITLE	HALL MANAGEMENT		
	DEPARTMENT	SALES MANAGEMENT	DATE	1 ST NOVEMBER 2022
			REVISION NO.	00
	REFERENCE NO.	Co-X/SMD/SOP05	PAGE NO.	Page 6 of 6

PROCESS FLOW

Hall Released

<u>RESPONSIBILITY</u>	<u>OUTLINE</u>	<u>ACTION</u>
- SP	<div>1</div> <div>Email booking cancellation details</div>	- SP shall email booking cancellation details to SC.
- SP	<div>2</div> <div>Cancel booking</div>	- SC shall cancel the booking from the Booking@PICC shared folder accordingly.
- SP	<div>3</div> <div>Confirmation of hall released</div>	- SC shall send an email to SP on the confirmation of hall released.