



Thailand MICE Venue Standard (Category: Meeting Room) 3rd Edition 2019

MICE
Capabilities

Development Department

"Driving an Exceptional MICE Future for Thailand"





Thailand MICE Venue Standard Certification Handbook

(Category: Meeting Room) 3rd Edition 2019



By
MICE Capabilities Development Department
Thailand Convention and Exhibition Bureau (Public Organization)

Preface

Thailand Exhibition & Convention Bureau (Public Organization) or TCEB was successful in carrying out the project to develop the Thailand MICE Venue Standards (TMVS) in order to develop and improve meeting room entrepreneurs to achieve international standards. The TCEB has a clear policy to develop the MICE industry to grow equal to international competition and carry out government policies with an aim for the MICE industry to be one of the country's main income-generating businesses along with developing MICE industry entrepreneurs to have competitive capabilities and increased the quantity and quality for of service provision at the international level. The Thailand MICE Venue Standards (Meeting Room) specified standard modifications to be up-to-date in order to enhance standard accreditation efficiency and drive the MICE industry toward rapid, secure growth.

Modifications to the Thailand MICE Venue Standards (Meeting Room) were performed by studying according to the research process, collecting quantitative and qualitative data, studying documents, analyzing data, interviewing the people involved and meeting with qualified experts in order to obtain accurate data for modifying the Thailand MICE Venue Standards (Meeting Room). TCEB assigned researchers from the Faculty of Social Sciences and Humanities Mahidol University, to carry out this development project. TCEB received good cooperation from government and private agencies with roles in the MICE industry.

Therefore, TCEB would like to thank all sectors for participation in developing the Thailand MICE Venue Standards (Meeting Room), Revised Edition, of 2019 until TCEB succeeds in line with objectives at this opportunity.

**Thailand Convention and Exhibition Bureau (Public Organization) and
Research Group, Faculty of Social Sciences and Humanities, Mahidol University**

May 2019

CONTENTS

	Page
Preface	2
Contents	3
Chapter 1 Introduction	6
1.1 Principles and Reasoning	6
1.2 Objective	7
1.3 Thailand MICE Venue Standard (Category: Meeting Room) Modification Process	8
Chapter 2 Standard Certification	11
2.1 Operating Definitions	11
2.2 An Auditor's committee	16
2.3 Assessment Conditions and Procedures	16
2.4 Components and Indicators	19
2.5 Assessment Criteria	20
2.6 Thailand MICE Venue Standard (Category: Meeting Room) Certification Committee	21
2.7 Assessment Steps and Timeframes	23
Chapter 3 Thailand MICE Venue Standard	27
(Category: Meeting Room) Indicators	
3.1 Physical Indicators	28
3.2 Technology Indicators	54
3.3 Service Indicators	57
3.4 Sustainability Indicators	67

Appendix	71
1. Assessment application form	72
2. Self-assessment form	73
3. Document showing methods for affixing the seal of certification	77
4. List of authors	79

List of Tables

Table	Page
2.1 Meeting Room Characteristics	15
2.2 Indicators Categorized by Operating Facility Type	20
2.3 Criteria for Thailand MICE Venue Standard Certification (Category: Meeting Room)	21
2.4 Assessment Steps and Timeframes	23
3.1 Physical Indicators Details	28
3.2 Technology Indicators Details	54
3.3 Service Indicators Details	57
3.4 Sustainability Indicators Details	67

List of Figures

Figure	Page
1.1 Methods for Revising the Thailand MICE Venue Standard (Category: Meeting Room)	10
2.1 Main rooms without smaller rooms divided by partitions	12
2.2 Main rooms divided by partitions	12
2.3 Rooms in 1.2 with more than one room having adjacent areas	13
2.4 Meeting room area measurements	13
2.5 Height Measurement of Meeting Room with Beams or Structures lower than the Ceiling	14

List of Figures

Figure	Page
2.6 Height Measurement of Meeting Room (In case: no Attic Ceiling)	14
2.7 Permissible Height Measurement	14
2.8 Assessment Process and Giving the Seal of Certification for the Thailand MICE Venue Standard (Category: Meeting Room)	26
3.1 The metering position in the meeting room.	33

Chapter 1

Introduction



1.1 Principles and Reasons

Thailand Convention and Exhibition Bureau (TCEB) has been successful in executing projects to upgrade the standards for event venues in Thailand to improve and advance event venue entrepreneurs in meeting international standards. TCEB has clear policy to develop the MICE industry toward growth and equality with international competition in addition to our entry into the ASEAN Economic Community. The goal of operations under government policies aims to make the MICE industry one of the country's main income-generating businesses. However, TCEB places importance on the quantity and quality of venues and services, including attention to sustainable event hosting with friendliness for the environment and nearby surrounding communities.

The aforementioned policies and ongoing operations of the TCEB created the first Thailand MICE Venue Standards (TMVS) in 2013 and the standard has been developed to cover and support event hosting in the MICE industry for the categories of Meeting Rooms, Exhibition Venues and Special Event Venues, respectively. From this success in developing the Thailand MICE Venue Standards, Thailand can be considered as leader in developing MICE industry standards in ASEAN countries and many other countries around the world. Therefore, the task of preparing the Thailand MICE Venue Standards (TMVS) is a major strategy in

promoting the quantity and quality of venues and services, including preservation of natural resources and the environment.

To facilitate operations in the area of the Thailand MICE Venue Standards be up-to-date with situations while covering components of the MICE industry and meeting the needs of persons involved in the MICE industry, including service providers and recipients in line with set goals, the Thailand MICE Venue Standards (Category: Meeting Room) was first revised in 2015 and is now due for the second revision in 2019. Therefore, there is need to make improvements to drive quality growth of the MICE industry and implement standards for more effective accreditation of standards.

1.2 Objective

Thailand Convention & Exhibition Bureau (Public Organization) or TCEB prepared Thailand MICE Venue Standards (Category: Meeting Room), Revised Edition, of 2019 with the following objectives:

1.2.1 To use standards as guidelines for entrepreneurs in self-assessment and self-improvement under the criteria of Thailand MICE Venue Standards (Category: Meeting Room).

1.2.2 To use standards as guidelines for TCEB in promoting, monitoring and providing recommendations for entrepreneurs in self-improvement under the criteria of Thailand MICE Venue Standards (Category: Meeting Room).

1.2.3 To use standards as criteria for quality assessment based on the criteria of Thailand MICE Venue Standards (Category: Meeting Room).

1.2.4 To build confidence among domestic and foreign consumers and service users in the area of organizing meetings.

1.2.5 To support entrepreneurs in building capabilities and capacity to compete in ASEAN and global markets.

1.3 Thailand MICE Venue Standard (Category: Meeting Room) 2019 Modification Process

The modification process for Thailand MICE Venue Standards (Category: Meeting Room) of 2019 had the following methods and activities:

1.3.1 Collect data, analyze processes and indicators to modify the Thailand MICE Venue Standards (Category: Meeting Room), Revised Edition, of 2019 by:

1) Collecting data on assessments in previous years from assessment reports and interviews with auditors, entrepreneurs, academics and qualified experts from related associations.

2) Analyzing data from assessment reports in previous years and from interviews with auditors, entrepreneurs, academics and qualified experts from related associations.

3) Analyzing processes for assessing standard and indicators from the Handbook for Assessing Thailand MICE Venue Standards (Category: Meeting Room) of 2015.

1.3.2 Redraft the (draft) Thailand MICE Venue Standards (Category: Meeting Room), Revised Edition, of 2019 by using results of analyzing data from the study in Step 1 to redraft the Thailand MICE Venue Standards (Category: Meeting Room), Revised Edition, of 2019.

1.3.3 Organizing a meeting of qualified persons to consider the (draft) Thailand MICE Venue Standards (Category: Meeting Room), Revised Edition, of 2019 on Wednesday, 10th April 2019, at the Jubilee Ballroom, Berkeley Hotel, Pratu Nam, Phayathai, Bangkok.

1.3.4 Prepare the Handbook for Assessing Thailand MICE Venue Standards (Category: Meeting Room), Revised Edition, of 2019 for dissemination by:

1) Analyzing data and summarizing results from the meeting of qualified experts and preparation of the Thailand MICE Venue Standards (Category: Meeting Room), Revised Edition, of 2019.

2) Proposing preparation of the Handbook for Assessing Thailand MICE Venue Standards (Category: Meeting Room), Revised Edition, of 2019 and dissemination to the target group and the public.

The aforementioned process of modifying the Thailand MICE Venue Standards (Category: Meeting Room), steps for operation can be shown according to Figure 1.1 as follows:

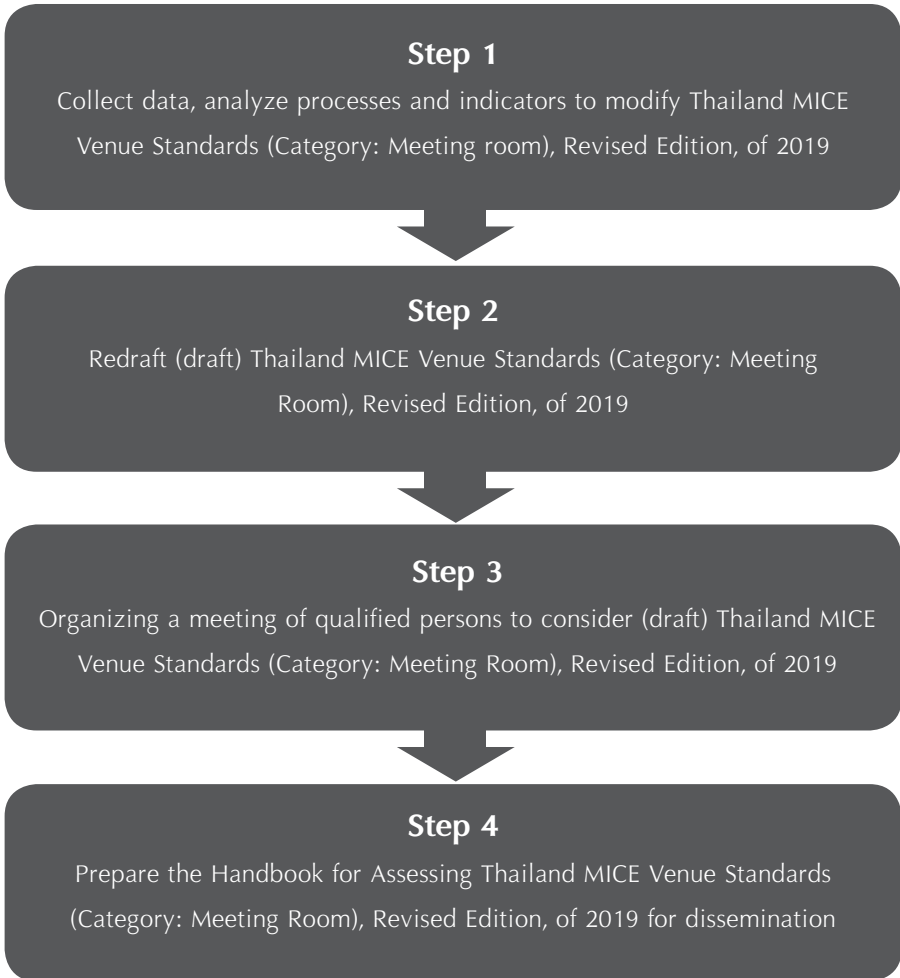


Figure 1.1 Methods for Revising Thailand MICE Venue Standard (Category: Meeting Room), Revised Edition, of 2019.

Chapter 2

Standard Certification



2.1 Operational Definitions

2.1.1 Meeting Room means a room with smooth, un-slopped floors, no grandstands/ amphitheaters/auditoriums, a ceiling and complete walls on every side.

2.1.2 Meeting Area means an open area where meeting attendants can clearly see the stage, the monitor or the front of the meeting room without visual obstructions. Areas without a line of sight or areas outside the boundaries of posts inside the meeting room where meeting attendants cannot see the stage, or the front of the meeting room directly are not considered as part of the meeting area.

Standard accreditation for meeting rooms accredits separate rooms. In cases where meeting rooms can be divided into smaller rooms, entrepreneurs can ask for the following assessments based on the real conditions of the meeting room:

1) Meeting room division for assessment

1.1) Main rooms without smaller rooms divided by partitions as per

Figure 2.1.

Example: An entrepreneur asks for assessment of one grand ballroom.

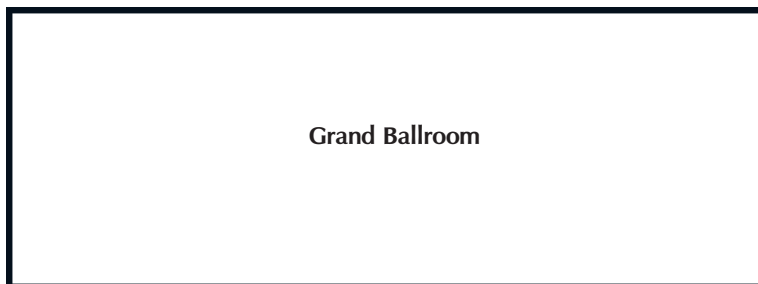


Figure 2.1 Main rooms without smaller rooms divided by partitions.

1.2) Main rooms divided by partitions as per Figure 2.2.

Example: An entrepreneur request for assessment of Ballroom A and Ballroom C, consider as two rooms.



Figure 2.2 Main rooms divided by partitions.

1.3) Rooms in 1.2 with more than one room having adjacent areas as per Figure 2.3.

Example: An entrepreneur request for assessment of Ballroom A and Ballroom B, consider as one room.

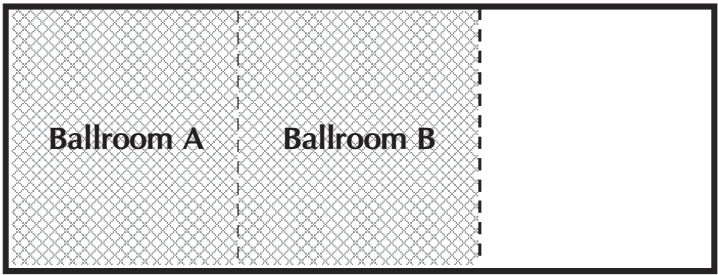


Figure 2.3 Rooms in 1.2 with more than one room having adjacent areas.

2) **The measuring of Meeting room area** use specific method in measuring the meeting room area as Figure 2.4 showing examples of room shapes and meeting area measurements.

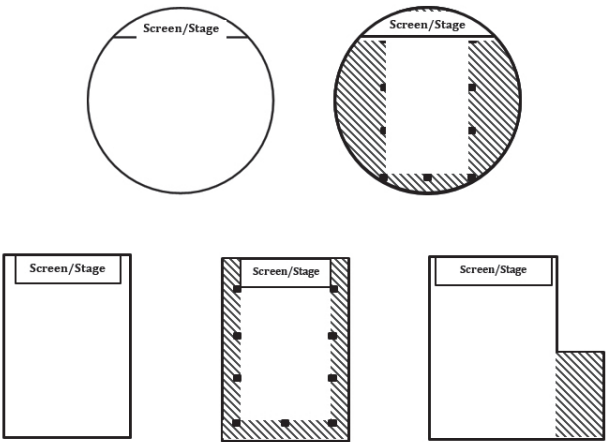
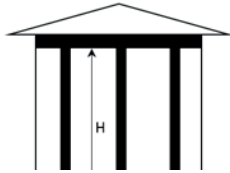


Figure 2.4 Meeting room area measurements.

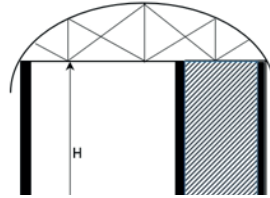
Remarks:  Meeting Area  Non-Meeting Area

3) Height measurements of meeting area (High: H) are taken with the following two characteristics:

3.1) Minimum height measurements are taken from the floor to the lowest point of the roof structure as shown in as Figures 2.5 and 2.6. Minimum height of criteria are 2.50 meters for Type 1 meeting rooms and 2.80 meters for Type 2 meeting rooms.



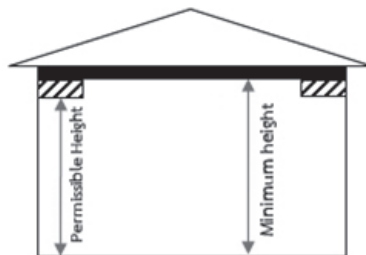
Figures 2.5 Height Measurement of meeting room with beams or structures lower than the ceiling.



Figures 2.6 Height Measurement of meeting room (In case: no attic ceiling).

3.2) Permissible Height Measurement

3.2.1) If part of the ceiling or roof structure of the meeting area extends lower and causes the height to be lower than the specified criteria, the area of lower extensions must not more than 20 percent of the meeting area. The aforementioned area is permitted to have a height of no more than 2.20 meters for Type 1 of meeting rooms and a height of no less than 2.50 meters for Type 2 of meeting rooms.



Figures 2.7 Permissible Height Measurement

3.2.2) Furthermore, if ceiling tiles or roof structures have devices or items installed to extend down into the meeting area, consideration of height measurement will be divided into the following:

(1) If extensions from ceiling tiles are necessary devices for meetings such as projectors, screens, speakers, fans, announcement signs, directional signs and ceiling-installed air conditioners with separate parts, these extensions are not to be considered for height.

(2) If all types of extensions down from ceiling tiles (apart from (1)) which are decorations or cosmetic extensions, including lamps and chandeliers, the height of these extensions must be considered. Extensions must have a height of no less than 2.50 meters for Type 1 of meeting rooms and 2.80 meters for Type 2 of meeting rooms with no requirement for considering the area size of that extension.

4) Meeting Room Characteristics

Meeting room seeking assessment must have characteristics meeting basic criteria in compliance with operational definitions. Meeting rooms are divided into two types under the following criteria:

Table 2.1 Meeting Room Characteristics

Meeting Room Type	Meeting Area Size	Minimum Height No Less Than	Permissible Height No Less Than
Type 1	30 – 200 Square Meters	2.50 Meters	2.20 Meters
Type 2	More Than 200 Square Meters	2.80 Meters	2.50 Meters

2.1.3 Type of Business means the division of meeting room types categorized by business operation characteristics into three types as follows:

- 1) Convention/Exhibition Center
- 2) Hotel/Resort
- 3) Public/Private Sectors

2.2 An Auditor's committee consists of the following:

2.2.1 "Auditor" means a person assigned by Thailand Convention & Exhibition Bureau (Public Organization) to perform duties as an examiner of completeness according to indicators of venues seeking assessment in compliance with standards.

2.2.2 "Expert" means a person assigned by Thailand Convention & Exhibition Bureau (Public Organization) to perform the task of providing technical recommendations for auditors.

2.3 Assessment Conditions and Procedures

In applying for assessment of Thailand MICE Venue Standards (Category: Meeting Room), venues interested in applying for assessment must comply with the following conditions:

2.3.1 Pre-Assessment

1) Venues applying for assessment must comply with regulations and laws related to the venue's type of business operations. When filing application forms for assessment, venues must attach evidence as specified in the application forms.

2) Venues applying for assessment must conduct self-assessments according to the assessment handbook for assessing Thailand MICE Venue Standards (Category: Meeting Room) and send self-assessment reports with application forms within the specified time.

2.3.2 Assessment

1) Preparation Procedures

1.1) Prepare the meeting room seeking assessment with equipment to have characteristics similar to a real meeting in any form. Preparations can be made for the entire area or some part of the area but not less than 10 percent of that meeting room's area.

1.2) Prepare a meeting place for auditors, experts and venue representatives.

1.3) Prepare presentations and answer questions from auditors.

1.4) Prepare documents and evidence of operations such as business registrations, letters, notifications, directives, photographs, charts, graphs, worktables, forms, satisfaction assessment forms, reports, receipts and purchase orders, etcetera, for referencing practices based on indicators.

1.5) Prepare personnel who will make presentations and provide information.

2) Assessment Procedures

2.1) Auditors, Experts and Data Providers of the venue attend meetings together.

2.2) The data providers of the venue present preliminary data.

2.3) Auditors examine documents and ask questions.

2.4) The data providers of the venue lead auditors and experts to visit and view the meeting room and related sites.

2.5) Auditors summarize preliminary assessments and experts provide consultation.

2.3.3 After Assessment

1) Decision and Assessment Outcome Notification.

1.1) TCEB presents assessment outcomes to the meeting of the appointed Certification Committee for consideration of assessment outcome confirmation.

1.2) TCEB sends letters to notify operating facilities of assessment outcomes.

1.3) TCEB organizes a ceremony to grant logos to accredited venues.

2) Receiving and Installing the Seal of Certification

2.1) The seal of Thailand MICE Venue Standard Certification (Category: Meeting Room) has the certification period of three years.

2.2) Entrepreneurs must install the Seal of Certification within 30 days from the date of receiving the logo by using methods specified in Appendices.

2.3) Entrepreneurs must install the Seal of Certification, the name of the meeting room and the period of standard accreditation on disseminated documents, sales documents and websites for service users to acknowledge.

3) Follow-Up

3.1) Standard certification outcomes are monitored on at least once a year after certificates are issued.

3.2) In cases with complaints that certified persons have failed to comply with the Thailand MICE Venue Standard (Category: Meeting Room) according to certification, TCEB or an assigned inspector will inspect to consider further.

4) Seal of Certification Recall and Delivery

4.1) In cases where the standard accreditation period is expired, the seal of certification is to be removed within one week from the year when the standard accreditation period is expired.

4.2) In cases where certified persons failed to comply with the Thai MICE Venue Standard (Category: Meeting Room) according to certification and did not make corrections within the time specified by the certification agency, TCEB has the authority to suspend the seal of certification for no less than 45 days and no more than 90 days.

4.3) TCEB is authorized revoke certification and recall the certification seal. If the certified person is suspended and has not complied with certification and/or properly, the person whose seal of certification was revoked

will be required to return the seal of certification within one year from the date of revocation.

2.4 Components and Indicators

In specifying components, indicators and criteria for Thailand MICE Venue Standard Certification (Category: Meeting Room), The Rubric assessment method was applied to assessment components, indicators and criteria of the Thailand MICE Venue Standards (Category: Meeting Room) to develop this assessment form in order for assessment results to more clearly reflect overall quality of each indicator according to the following specifications:

2.4.1 Assessment Components

Assessments for Thailand MICE Venue Standards (Meeting Room) have assessment components in the following four areas:

1) Physical component (P) means condition of the meeting room and surrounding areas that are components in organizing meetings, materials, equipment and conveniences related to organizing meetings, water systems, electricity systems, air-conditioning systems and safety systems.

2) Technology component (T) means equipment and management of sound systems, video systems, communication and internet systems.

3) Service component (Sv) means service management, personnel preparation and management systems.

4) Sustainability component (St) means management of the environment, occupational health and safety, and corporate social responsibility.

2.4.2 Assessment Indicators

1) Assessment indicators categorized by operation facility type and assessment components in the following four areas:

Table 2.2 – Indicators Categorized by Operating Facility Type

Assessment	Operating Facility Type		
	Type 1: Convention Centers	Type 2: Hotels/Resorts	Type 3: Public/Private Sector
1. Physical (P)	32	32	21
2. Technology (T)	4	4	3
3. Service (Sv)	18	18	14
4. Sustainability (St)	6	6	6
Total	60	60	44

2) Indicators have two different levels of scoring weight consisting of indicators with a weighted value of 2 and indicators with a weighted value of 1. This weight will be used to multiply the assessed score. For example, P01 in the meeting room has a weight of 2. If the assessed score is 2 points, this score is to be multiplied by two, bringing the total score of P01 to 4 points.

3) For indicators with a weight of 2, operating facilities are required to receive an assessment score (when weight has been multiplied) of no less than 4 points. In cases where the score is below 4 points, assessors will notify operating facilities to make corrections within 30 days. Operating facilities are required to send documents and evidence of corrections. If late, operating facilities are required to request new assessments in the next year.

2.5 Assessment Criteria

Criteria for Thailand MICE Venue Standard Certification (Category: Meeting Room) is categorized according to assessment group and score criteria as follows:

Table 2.3 – Criteria for Thailand MICE Venue Standard Certification (Category: Meeting Room)

<div> <div>Type</div> <div>Score</div> </div>	Operating Facility Type		
	Convention/ Exhibition Centers (60 Indicators)	Hotels/Resorts (60 Indicators)	Public/Private Sectors (44 Indicators)
Total Score	100 Percent or 234 Points	100 Percent or 234 Points	100 Percent or 180 Points
Score Criteria Passing Standards	90 Percent or 210.60 Points	85 Percent or 198.90 Points	80 Percent or 144.00 Points

2.6 Thailand MICE Venue Standard (Category: Meeting Room) Certification Committee

2.6.1 Standard Accreditation Committee means the committee who have a duty to accredit results from assessments according to Thailand MICE Venue Standard (Category: Meeting Room) assessment outcomes from auditors and direct standard certification according to TCEB policy with the following committee members:

1. Representative(s) from Association International
Conference (Thai) (TICA) committee
2. Representative(s) from Thailand Hotels Association (THA) committee
3. Representative(s) from Thailand Exhibition Association
(Thai) (TEA) committee
4. Representative(s) from Association of Thailand Travel
Agents (ATTA) committee

- | | |
|--|-----------------------------------|
| 5. Representative(s) from Scholars in Hospitality, Travel and Conferences | committee |
| 6. Representative(s) from the Association of Domestic Travel (ADT) | committee |
| 7. Representative(s) from the Government sector | committee |
| 8. Representative(s) from Thailand Convention and Exhibition Bureau (Public Organization) (TCEB) | committee and secretary |
| 9. Representative(s) from Academic sector | committee and assistant secretary |

2.6.2 Auditors from International Standard Certification Agencies mean persons with the duty to assess Thailand MICE Venue Standard (Category: Meeting Room) as assigned by TCEB.

2.6.3 Advisory Committee means experts with a duty to provide consultation and recommendations regarding to operations in the area of the Thailand MICE Venue Standard (Category: Meeting Room).

1. Representative(s) from Association International Conference (Thai) (TICA)
2. Representative(s) from Thailand Hotels Association (THA)
3. Representative(s) from Thailand Exhibition Association (Thai) (TEA)
4. Representative(s) from Association of Thailand Travel Agents (ATTA)
5. Representative(s) from Scholars in Hospitality, Travel and Conferences
6. Representative(s) from the Association of Domestic Travel (ADT)
7. Representative(s) from the Government sector
8. Representative(s) from Thailand Convention and Exhibition Bureau (Public Organization) (TCEB)
9. Representative(s) from Academic sector

2.7 Assessment Steps and Timeframes

Assessment steps and timeframes are based on a one-year schedule as follows:

Table 2.4 – Assessment Steps and Timeframes

Steps	Activities	Operation Period
Application	1. Send application forms and self-assessment reports to request assessments.	January - March
	2. Consider application forms and self-assessment reports. After completion, establish an order for assessment.	At least two weeks after receiving application forms and self-assessment reports.
	3. Announce the assessment schedule to entrepreneur applicants.	At least 2 weeks before the assessment.
Assessment	1. Preparation 1.1) Preparations can be made for the entire area or some part of the area but not less than 10 percent of that meeting room's area. 1.2) Prepare a meeting place for auditors, experts and venue representatives. 1.3) Prepare presentations and answer questions from auditors.	Assessment will be conducted in May – September

Steps	Activities	Operation Period
Assessment	<p>1.4) Prepare documents and evidence of operations such as business registrations, letters, notifications, directives, photographs, charts, graphs, worktables, forms, satisfaction assessment forms, reports, receipts and purchase orders, etcetera, for referencing practices based on indicators.</p> <p>1.5) Prepare personnel who will make presentations and provide information.</p>	Assessment will be conducted in May – September
	<p>2. Assessment</p> <p>2.1) Auditors, experts and data providers of the venue attend meetings together.</p> <p>2.2) The data providers of the venue present preliminary data.</p> <p>2.3) Auditors examine documents and ask questions.</p> <p>2.4) The data providers of the venue lead auditors and experts to visit the meeting room area and related sites.</p> <p>2.5) Auditors summarize preliminary assessments and experts provide consultation.</p>	

Steps	Activities	Operation Period
Outcome Announcement and Giving the Seal of Certification	1. The Certification Committee certified the results of assessments.	October
	2. Announce assessment outcome.	November
	3. Send invitations to invite entrepreneurs/agencies who have passed assessment to participate in the ceremony for granting the seal of certification.	
	4. Participate in a ceremony for granting the seal of certification	December (Date, time and place of the ceremony will be announced in advance.)

The procedures and timeframes for assessment of Thailand MICE Venue Standards (Category: Meeting Room) according to the information from Table 2.4 which shown in Figure 2.8 as follows:

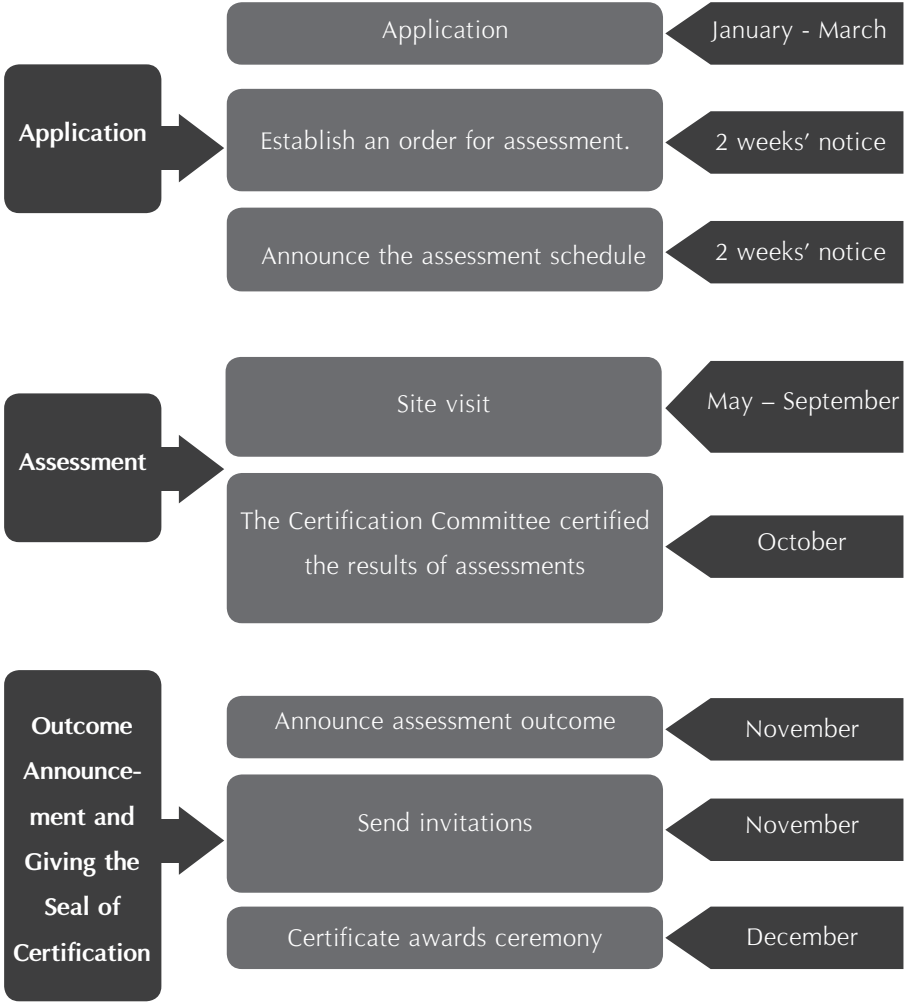


Figure 2.8 – Assessment Process and Giving the Seal of Certification for the Thailand MICE Venue Standard (Category: Meeting Room).

Chapter 3

Thailand MICE Venue Standard (Category: Meeting Room) Indicators



The Thailand MICE Venue Standard (Category: Meeting Room) consist of four components which are;

- 1) Physical Component (P)
- 2) Technology Component (T)
- 3) Service Component (Sv)
- 4) Sustainability Component (St)

Each aspect is listed below:

3.1 Physical Indicators

The physical indicators of Thailand MICE Venue Standards (Category: Meeting Room) are shown in Table 3.1.

Table 3.1 – Physical Indicators Details

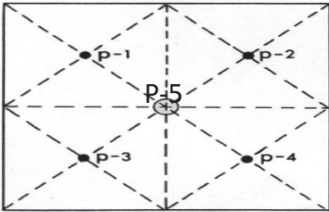
Physical				
Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
<p>P01 – The interior of the meeting room (weighted value 2) means the floor, walls and ceiling. Indicators consist of the following items:</p> <p>1. Clean and free from dust particles, dirty stains and unpleasant odors.</p> <p>2. Designed and decorated.</p> <p>3. In a condition ready for use.</p> <p>*Remarks: Designs, pattern decorations or accessories considered from observations of meeting room decoration components.</p>	√	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items.</p>

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
P02 – The room wall and/or partition (weighted value 2) means the wall or partition of the meeting room assessed. Indicators consist of the following items: 1. Secure. 2. Sound absorbent. 3. Able to prevent noise disturbance from outside the room.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.
P03 – Tables and chairs for meetings equipped (weighted value 2) mean tables and chairs for meetings setup in the meeting room. Indicators consist of the following items: 1. Secure. 2. Clean and free from dust particles and dirty stains. 3. Functional condition. 4. Appropriate size for physiologies. 5. Sufficient numbers.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
P04 – Meeting room components (weighted value 1) mean necessary items in meeting rooms. Indicators consist of the following items: 1. A strong and securely raised stage in functional condition. 2. A podium with decorations in a functional condition. 3. A sofa set in a good and functional condition. 4. Tables and chairs for speakers/lecturers with decorations in a functional condition.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.
P05 – Electrical wires and equipment in meeting room (weighted value 2) means electrical wiring and devices installed in the meeting room. Indicators consist of the following items: 1. Ground wire installed. 2. Breaker system installed. 3. Annual inspection or maintenance documents.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
<p>P06 – Backup power system (weighted value 2) means a stand-by power distribution system for meeting rooms in order for meeting room activities to continue in case of power outage (not including air conditioning systems in the meeting room). Indicators consist of the following items:</p> <ol style="list-style-type: none"> 1. Ability to function immediately when a power outage occurs (no more than 20 seconds). 2. Ability to generate electricity continually for no less than two hours. 3. Annual inspection or maintenance documents. <p>*Remarks: Backup power systems such as –generators and solar cells.</p>	√	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items.</p>

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
P07 – Power sockets (weighted value 1) means power outlets installed throughout the meeting room in at least four positions. Indicators consist of the following items: 1. Permanent power sockets installed throughout the meeting room. 2. Every power socket is functional. 3. Every power socket has a grounding system. 4. In cases where permanent power sockets are insufficient, functional secondary power sockets are provided. 5. Annual inspection or maintenance documents.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
<p>P08 – Meeting room lighting (weighted value 1) means the amount of light from light bulbs installed in meeting rooms which provide light meeting specified criteria. Light is measured with instruments in all five spots before averaging light intensity measurements.</p>  <p>Figure 3.1 The metering position in the meeting room.</p>	√	√	√	<p>3 points mean lighting in the meeting room from 400 Lux* up</p> <p>2 points mean lighting in the meeting room at 300 – 399 Lux*.</p> <p>1 point means lighting in the meeting room at 250 – 299 Lux*.</p> <p>0 points mean lighting in the meeting room at less than 250 Lux*.</p> <p>Remarks: Lux means light intensity or lighting measurement unit per area.</p>

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
P09 – Lighting systems in the meeting room (weighted value 1) means meeting room lighting system installation standards. Indicators consist of the following items: 1. Separate lighting between the stage and sitting areas. 2. Adjustable lights. 3. Lights at specific spots on stage. 4. Ability to arrange lamps for spot lighting at the desired angle on stage and in the sitting area. 5. Annual inspection or maintenance documents.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
P10 – Air conditioning system (weighted value 2) means an air conditioning system in the meeting room. Indicators consist of the following items: 1. Enough air conditioner capacity for room size and capacity. 2. Air conditioning system in every room with adjustable temperature and fan strength. 3. Noise-free air conditioner function to prevent meeting disturbances. 4. Air conditioner installation positions (hot coils) do not disturb and impact building environments. 5. Annual inspection or maintenance documents.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
<p>P11 – Air ventilation system (weighted value 1) means meeting room air ventilation. Indicators consist of the following items:</p> <ol style="list-style-type: none"> 1. Functional ventilation system. 2. Ventilation system does not create disturbance to meetings. 3. Annual inspection or maintenance documents. <p>*Remarks: Doors, windows and ventilation shafts are not included.</p>	√	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items.</p>

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
<p>P12 – Fire prevention system in the meeting room (weighted value 2) means a complete and functional fire alarm and prevention system is installed in the meeting room. Indicators consist of the following items:</p> <ol style="list-style-type: none"> 1. Smoke or heat detection system in the meeting room. 2. Automatic sprinkler system in the meeting room. 3. Clearly visible alarm buttons. 4. Functional firefighting equipment in a convenient area for use. 5. Annual inspection or maintenance documents. 	√	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
P13 – The welcome, registry and waiting area (weighted value 1) means the area in front of meeting rooms used for welcoming, registering and waiting. Indicators consist of the following items: 1. An organized area in front of the meeting room. 2. Space for placing a registration table. 3. Waiting area for meeting attendees. 4. Clean and free from dust particles, dirty stains and unpleasant odors.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up. Or have no service provision area.
P14 – An exhibition area (weighted value 1) means an open space* for small exhibitions. Indicators consist of the following items: 1. An open and organized space in front of the meeting room. 2. Area size no less than 9 square meters. 3. Power sockets to provide service. 4. Well decorated and clean surrounding areas. *Remarks: Foyer area.	√	√		3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up. Or have no small exhibition area.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
<p>P15 – Coffee break area (weighted value 1) means an empty space* close to the meeting room used for placing items, providing services and having coffee break. Indicators consist of the following items:</p> <ol style="list-style-type: none"> 1. Tables or places for coffee break with clean equipment in a functional condition. 2. Tables or places with separate equipment for groups with special needs such as Halal and vegetarian food consumers, etc. 3. Paper towels and drinking water available for service. 4. Waste bins in functional condition. <p>*Remarks: Foyer area.</p>	√	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p> <p>Or have no space for coffee break.</p>

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
<p>P16 – Meal service area (weighted value 1)</p> <p>means a specifically proportioned area or room providing meal services for meetings. Indicators consist of the following items:</p> <ol style="list-style-type: none"> 1. Tables and chairs in functional condition. 2. Enough tables and chairs for the number of meeting attendees. 3. Enough utensils and materials that are clean, free from dust and ready for use. 4. Eating utensils and materials for groups with special needs such as Halal and vegetarian food consumers, etc. 	√	√		<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p> <p>Or have no Meal service area.</p>

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
P17 – Restroom (weighted value 2) means a toilet. Indicators consist of the following items: 1. Short distance from the meeting room. 2. Restrooms are hygienic, clean and dry without odors. 3. Ventilation systems. 4. Standard drainage and waste treatment systems. 5. Toilet paper and liquid soap for washing hands. 6. Cleaning and equipment inspection records.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
<p>P18 – Breakout room (weighted value 1) means a room arranged for small group meetings. Indicators consist of the following items:</p> <ol style="list-style-type: none"> 1. Appropriate design and decoration for small group meetings. 2. Clean and safe. 3. Enough tables and chairs for meeting attendants. 4. Air conditioning system, lighting and power sockets ready for use. <p>*Remarks: The guest room cannot be substituted as a breakout room.</p>	√	√		<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p> <p>Or have no breakout room</p>

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
<p>P19 – Secretariat room (weighted value 1) means a specific permanent room organized as offices for the meeting organization party. Indicators consist of the following items:</p> <ol style="list-style-type: none"> 1. Appropriate design and decoration for Secretariats. 2. Clean, safe and close to the meeting room. 3. Functional air conditioner, lighting and power sockets. 4. Enough tables and chairs. 5. Ability to procure office equipment to provide services for customers. 6. WIFI service. <p>*Remarks: The guest room cannot be substituted as a secretariat room.</p>	√	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p> <p>Or inability to arrange the room.</p>

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
<p>P20 – VIP reception room (weighted value 1) means a room used to service VIP guests of the meeting event. Indicators consist of the following items:</p> <ol style="list-style-type: none"> 1. Appropriate design and decoration for VIP reception room with equipment ready for use. 2. Air conditioning system, lighting and power sockets ready for use. 3. Clean and safe. 4. Private toilet. <p>*Remarks: The guest room cannot be substituted as a VIP reception room.</p>	√	√		<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p> <p>Or inability to arrange the room.</p>

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
<p>P21 – Dressing room (weighted value 1) means a room used for dressing. Indicators consist of the following items:</p> <ol style="list-style-type: none"> 1. Appropriate design and decoration for dressing rooms. 2. Clean and safe. 3. Air conditioning system, lighting and power sockets ready for use. 4. Private bathroom. <p>*Remarks: The guest room can be substituted as a Dressing room.</p>	√	√		<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p> <p>Or inability to arrange the room.</p>
<p>P22 – Cloakroom (weighted value 1) means a room for accepting deposited goods. Indicators consist of the following items:</p> <ol style="list-style-type: none"> 1. Proportionate. 2. Security staff. 3. Secure and strong. 	√	√		<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p> <p>Or inability to arrange the room.</p>

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
<p>P23 – Religious ceremony room (weighted value 1) means a room used for performing daily religious ceremonies. Indicators consist of the following items:</p> <ol style="list-style-type: none"> 1. Proportionate room or an area partitioned for performing religious ceremonies. 2. Furniture and religious accessories. 3. Lights. 4. Clean and good decoration. <p>*Remarks: The guest room can be substituted as a Religious ceremony room.</p>	√	√		<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p> <p>Or inability to arrange an area for performing religious ceremonies.</p>
<p>P24 – Infirmary room (weighted value 1) a room organized specifically for providing first aid for meeting attendants. Indicators consist of the following items:</p> <ol style="list-style-type: none"> 1. Separate room or completely partitioned area. 2. Medical equipment for use in first. 3. Nursing staff or persons trained in first aid are to be stationed in the area during meetings. <p>*Remarks: The guest room can be substituted as an Infirmary Room.</p>	√	√		<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items.</p>

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
<p>P25 – Smoking area (weighted value 1) means an area provided specifically for smoking, Indicators consist of the following items:</p> <ol style="list-style-type: none"> 1. Not in the building's entrance-exit area or an area which causes disturbance to non-smokers. 2. Signs clearly designating a smoking area. 3. Daily cleaning when in use. 	√	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items.</p>
<p>P26 Advertisement signs (weighted value 1) means signs showing messages and news related to meeting events on dates with meetings. Indicators consist of the following items:</p> <ol style="list-style-type: none"> 1. Permanent installation. 2. Installation in clearly visible and orderly positions. 3. Ability to display more than one language. <p>*Remarks: Advertisement signs as an Electronic signage, metal signs and standing signs.</p>	√	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items.</p>

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
<p>P27 – Directional signs (weighted value 1) mean signs indicating or informing routes to various points such as meeting rooms, bathrooms, exits, fire escapes and dining rooms, etc. Indicators consist of the following items:</p> <ol style="list-style-type: none"> 1. Durable materials. 2. Permanent installation. 3. Installation in clearly visible and orderly positions. 4. Use of Thai and at least one foreign language and/or international symbols. <p>Remarks: Durable materials such as metal, plastic and wood, etc.</p>	√	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
P28 – Safety equipment (weighted value 2) means equipment installed for the safety of meeting attendees. Indicators consist of the following items: 1. Close-circuit cameras installed in the meeting area and the parking area. 2. Communication radio equipment for every security officer. 3. Metal or explosive detectors at the meeting area entrance. 4. Metal or explosive detectors at the parking area entrance.	√	√		3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
P29 – Parking area (weighted value 1) means an area arranged to provide parking services for meeting attendees and. Indicators consist of the following items: 1. Parking areas for different types of vehicles (automobiles, motorcycles, buses or trucks). 2. Supports one four-wheel vehicle every 20 square meters of the assessed meeting area. 3. Capacity for parking at least one bus. 4. In cases without a parking area or the space is insufficient, the venue must be able to provide other areas to support. 5. A clean and safe walkway connecting the parking area and the meeting room.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up. Or inability to arrange a parking area.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
P30 – Drop off Area (weighted value 1) means a temporary parking area for receiving-sending meeting attendees. Indicators consist of the following items: 1. Close to the meeting area but in cases of the parking location is far, provide vehicle to receive-send meeting attendees. 2. Roofed. 3. Signs to clearly inform meeting attendees of the parking location.	√	√		3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items. Or have no drop off area.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
<p>P31 – Disabled / Elderly Facilities (weighted value 2) mean devices constructed or installed to facilitate disabled persons and the elderly in personally accessing meeting rooms. Indicators consist of the following items:</p> <ol style="list-style-type: none"> 1. Ramps, passenger elevators and platform lifts for disabled persons and the elderly to personally reach meeting rooms. 2. Handrails at paths. 3. Wheelchairs available or provided for use as needs. 4. Clearly visible signs and symbols showing amenities for disabled persons and the elderly. 5. Special restrooms. 6. Special parking areas. <p>*Remarks: Bathrooms in guest rooms for disabled persons cannot be substituted for special restrooms for disabled persons.</p>	√	√		<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
P32 – Reserve water system for the meeting (weighted value 1) means preparation of storage spaces for water in cases where there is no tap water. Indicators consist of the following items: 1. Sufficient and functional reserve water storage space. 2. Hygienic reserve water storage space. 3. Annual inspection or maintenance documents.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.

3.2 Technology Indicators

The technology indicators of Thailand MICE Venue Standards (Meeting Room) are shown in Table 3.2.

Table 3.2 – Technology Indicators Details.

Technology – T				
Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
T01 – Sound system (weighted value 2) means quality meeting room loud speaking equipment. Indicators consist of the following items: 1. Sufficient microphones. 2. Speakers are clearly heard in the entire room. 3. Loudspeakers can be controlled and adjust sound volume and quality. 4. Signal cables for presentations via computers.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
T02 – The visual system (weighted value 2) means quality meeting room projection equipment. Indicators consist of the following items: 1. A projector capable of clear projection in color. 2. A monitor screen clearly visible for the entire meeting room. 3. Signal cables for presentations via computer. 4. Remote controls for controlling the projector.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
<p>T03 – WIFI signal distribution points (weighted value 1) mean quality Wi-Fi services provided by the venue.</p> <p>Indicators consist of the following items:</p> <ol style="list-style-type: none"> 1. WIFI hotspots in meeting rooms and outside meeting rooms. 2. WIFI signals reach the entire meeting room. 3. WIFI signal in the meeting room has satisfactory speed when tested. <p>*Remarks: WIFI services provided by the venue refers to ownership of that Wi-Fi service by the venue seeking assessment.</p>	√	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items.</p>
<p>T04 – Communication equipment (weighted value 1) devices mean communication devices available to use or provided for communication in the meetings. Indicators consist of the following items:</p> <ol style="list-style-type: none"> 1. Internal landline telephones. 2. Communication radio “walkie talkie”. 3. Computers with an internet system to provide services. 	√	√		<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items.</p>

3.3 Service Indicators

The service indicators of Thailand MICE Venue Standards (Meeting Room) are shown in Table 3.3.

Table 3.3 – Service Indicators Details.

Service - Sv				
Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
Sv01 – Advanced reservation services (weighted value 1) mean meeting room reservation services to host meetings. Indicators consist of the following items: 1. Persons directly responsible for coordinating reservations. 2. Meeting room inspection before reservation. 3. Reservation document issuance with clear specification of agreements. 4. More than one channel for accepting deposit payments.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
Sv02 – Meeting organization period to enter the area (weighted value 1) means time for the meeting organization to prepare the area to organize the meeting. Indicators consist of the following items: 1. Prepare the area no less than six hours before the meeting. 2. Coordinate staff while preparing the area. 3. Ability to test audio-visual systems while setting up the meeting area.	√	√		3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.
Sv03 – Meeting room material and equipment services (weighted value 1) mean the meeting room has materials, equipment and services necessary, capable of good and quality function. Indicators consist of the following items: 1. Meeting room decoration. 2. Table name and sign-in. 3. Pedestal tray. 4. Report folder. 5. Paper and writing instrument. 6. Flip chart as requested.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
Sv04 – Electric fan services (weighted value 1) mean electric fans are prepared to provide services. Indicators consisting of the following items: 1. Enough electric fans are provided for needs. 2. Clean electric fans which are ready for use. 3. Electric fans do not cause disturbance in meetings.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.
Sv05 – Food and beverage services (weighted value 1) mean food and beverage services for meeting attendees and. Indicators consist of the following items: 1. Meal services. 2. Snack and beverage services. 3. A variety of food and snack menus for service and groups with special needs such as Halal and vegetarian consumers, etc., to choose from. 4. Various forms of catering services. 5. Clean drinking water services at the meeting venue at all times.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
Sv06 – Meeting group service authorized staff (weighted value 2) mean staff who provide services specifically for meeting groups. Indicators consist of the following items: 1. Provide staff at least one staff per meeting room. 2. Meeting room service staff must be regular employees. 3. In cases involving a shortage of employees, regular service staff can be provided or rotated to provide services without disturbing meetings.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.
Sv07 – Services of authorized staff. (weighted value 1) mean the arrangement of authorized staff to provide services at service points for meeting attendees. Indicators consist of the following items: 1. Authorized staff at the parking area for receiving-sending meeting attendees. 2. Authorized staff at coffee break and lunch service area. 3. Authorized staff at the catering area of the meeting organization.	√	√		3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
Sv08 – Audio visual equipment staff (weighted value 1) means a staff member who controls the audio-visual equipment in the meeting room. Indicators consist of the following items: 1. Audio-visual equipment staff stationed in the meeting room. 2. Audio-visual equipment staff has knowledge, expertise or experience in installing, using and solving problems in every type of audio-visual equipment in the meeting room. 3. In cases with insufficient audio-visual equipment staff, the venue is required to provide or rotate the staff to provide services according to needs without damaging meetings.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
Sv09 – Security staff (weighted value 1) means security officers who have knowledge, ability and efficiency in performing security work. Indicators consist of the following items: 1. The security staff needs to have passed security course training. 2. The security staff also needs to have passed firefighting course training. 3. The security staff must be able to communicate with comprehension of a foreign language. 4. The security staff must have no history of complaints from meeting attendees.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.
Sv10 – Service Staff personality (weighted value 2) means service staff personality postures and expressions. Indicators consist of the following items: 1. Good manners and polite tones and speech. 2. Friendly demeanor and eagerness to provide services. 3. Polite, appropriate and convenient uniforms for performing duties. 4. Respect for differences in nationality, religion, culture, gender and age.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
Sv11 – Service staff knowledge (weighted value 1) means the knowledge which service staff are required to have. Indicators consist of the following items: 1. Knowledge of service principles. 2. Knowledge about holding meetings. 3. Fire and public disaster prevention knowledge. 4. Knowledge of the operating facility's local area. 5. Knowledge of cultural and religious differences.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.
Sv12 – Service staff foreign language skills and promotion measures (weighted value 2) mean foreign language skills and promotion measures for service staffs. Indicators consist of the following items: 1. Most service staffs must be able to communicate in at least one foreign language. 2. Policy for accepting applications for service staffs with foreign language skills. 3. Regular foreign language training for service staffs.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
Sv13 – Service staff personnel management (weighted value 2) means measures for developing and maintaining employee service provision quality. Indicators consist of the following items: 1. Policy for selecting employees with emphasis on service provision quality. 2. Regular training for employees in service provision courses. 3. Employee performance assessment. 4. Annual rewards or commendations for outstanding employees. 5. Plenty of compliments from service recipients.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.
Sv14 – Employee welfare (weighted value 1) means provided welfare for regular employees according to specifications of the law. Indicators consist of the following items: 1. Minimum wages in compliance with the law. 2. Social security for every employee. 3. Holidays as requested by the law. 4. Annual health check.	√	√		3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
Sv15 – Complaints and service assessment (weighted value 2) means systems for managing complaints and service assessment systems. Indicators consist of the following items: 1. Complaints System Service. 2. Quick response to complaints. 3. Service quality assessment by customers.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.
Sv16 – Fire prevention and suppression system (weighted value 2) means systematic fire protection plan specifications consisting of the following items: 1. Fire prevention and suppression plan. 2. Annual Simultaneous fire drills and fire evacuation drills for the staff caring for the meeting rooms. 3. Basic fire suppression training according to legal requirements. 4. Designated assembly points.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
Sv17 – Security service for VIP (weighted value 1) means the cooperation of operating facilities with the meeting organization party in cases of VIP requests. Indicators consist of the following items: 1. Ability to increase security staff to provide security support for VIP. 2. Ability to facilitate the provision of security for VIP. 3. Ability to increase security equipment for VIP (such as close-circuit cameras or metal detecting equipment, etc.).	√	√		3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.
Sv18 – Hygiene and waste management (weighted value 1) mean cleaning and waste management. Indicators consist of the following items: 1. Daily clean meeting areas before meetings on a daily basis. 2. Immediately clean up when the meeting venue is dirty. 3. Waste bins are provided. 4. Garbage Separation. 5. Annual big cleaning.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.

3.4 Sustainability Indicators

The sustainability indicators of Thailand MICE Venue Standards (Meeting Room) are shown in Table 3.4.

Table 3.4 – Sustainability Indicators Details.

Sustainability - St				
Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
St01 – Environment policy (weighted value 1) means the venue implements an up-to-date or current corporate environmental policy such as energy conservation, alternative energy and waste management, etc., Indicators consist of the following items: 1. Clearly written environmental policy. 2. Action plans of operation consistent with environmental policy. 3. Dissemination environmental policy inside and outside organization.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
St02 – Environmental practice (weighted value 1) means the venue implemented environmental policy in practice according to plans as follows: 1. Outcomes, photographs or evidence of operations. 2. Reports summarizing performance. 3. Follow-up reports.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.
St03 – Occupational health and safety policy (weighted value 1) means the venue implements an up-to-date or current corporate occupational health and work safety policy practices as follows: 1. Occupational health and safety policy is clearly determined in writing. 2. Action plans of operation consistent with occupational health and safety policy. 3. Dissemination of occupational health and safety policy inside and outside the organization.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
St04 – Occupational health and safety practice (weighted value 1) means the operating facility has implemented occupational health and safety policy guidelines in practice as follows: 1. Outcomes, photographs or evidence of operations. 2. Reports summarizing performance. 3. Follow-up reports.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.
St05 – Corporate social responsibility policy (weighted value 1) means the venue implements an up-to-date or current corporate social responsibility such as by providing opportunities for community members to work, purchasing goods or services from communities, etc. Indicators consist of the following items: 1. Clearly written corporate social responsibility policy. 2. Action plans of operation consistent with corporate social responsibility policy. 3. Dissemination of corporate social responsibility policy inside and outside the organization.	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.

Indicators/Weight Values/Indicator Explanations	Type			Assessment Criteria
	Centre	Hotels/Resorts	Public/Private	
St06 – Corporate social responsibility practice (weighted value 1) means the venue implements corporate social responsibility guidelines in practice as follows: 1. Outcomes, photographs or evidence of operations. 2. Reports summarizing performance. 3. Follow-up reports	√	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.

Appendix

- 1. Assessment Application Form.**
- 2. Self-Assessment Form.**
- 3. Document showing methods for affixing the seal of certification.**
- 4. List of authors.**

1. Assessment Application Form



Assessed On: (D/M/Y).....

☐ First Assessment

☐ Certification Extension

Assessment Certificate No.....

..... (Staff Only)

Thailand MICE Venue Standard Certification Application Form (Category: Meeting Room)

1. Operating Facility Name.....

2. Address.....

.....

3. Meeting Room Type (.....) Convention Center (.....) Hotel or Resort
(.....) Public Sector (.....) Private Sector

4. Licenses

- Building Inspection Form (Ror. 1) No.....Dated.....

- Juristic Person Certificate/Commercial Registration No.....Dated.....

- Personal Identification Card No. (Normal Persons).....Dated.....

- Hotel Business Operation License No.....Expiration Date.....

- Building Utilization License No.....Expiration Date.....

5. Name of Meeting Room.....Room (Please add additional room details).

1). Room Name.....Size.....Square Meters, Room Height.....Meters

2). Room Name.....Size.....Square Meters, Room Height.....Meters

3). Room Name.....Size.....Square Meters, Room Height.....Meters

6. Building Floor Plans (Attach with accompanying documents).

7. Coordinator.....Position.....

Tel.....Fax.....

E-Mail (Business Operation Facility).....

E-Mail (Contact Person).....

2. Self-Assessment Form

Physical Component

Indicator	Points	Weight Values	Multiple Point
P01 The interior of the meeting room		2	
P02 The room wall and/or partition		2	
P03 Tables and chairs for meetings equipped		2	
P04 Meeting room components		1	
P05 Electrical wires and equipment in meeting room		2	
P06 Secondary power generator		2	
P07 Power sockets		1	
P08 Meeting room lighting		1	
P09 Lighting systems in the meeting room		1	
P10 Air conditioning system		2	
P11 Air ventilation system		1	
P12 Fire prevention system in the meeting room		2	
P13 The welcome, registry and waiting area		1	
P14 An exhibition area		1	
P15 Coffee break area		1	
P16 Meal service area		1	
P17 Restroom		2	
P18 Breakout room		1	
P19 Secretariat room		1	
P20 VIP reception room		1	
P21 Dressing room		1	
P22 Cloakroom		1	

Indicator	Points	Weight Values	Multiple Point
P23 Religious ceremony room		1	
P24 Infirmary room		1	
P25 Smoking area		1	
P26 Advertisement signs		1	
P27 Directional signs		1	
P28 Safety equipment		2	
P29 Parking area		1	
P30 Drop off area		1	
P31 Disabled / Elderly Facilities		2	
P32 Reserve water system for the meeting		1	
Total			

Technology Component

Indicator	Points	Weight Values	Multiple Point
T01 Sound system		2	
T02 The visual system		2	
T03 Wi-Fi signal distribution points		1	
T04 Communication equipment		1	
Total			

Service and Management Component

Indicator	Points	Weight Values	Multiple Point
Sv01 Advanced reservation services		1	
Sv02 Time for the meeting organization party to enter the area		1	
Sv03 Meeting room material and equipment services		1	
Sv04 Electrical fan services		1	
Sv05 Food and beverage services		1	
Sv06 Meeting group service Authorized staff		2	
Sv07 Services of authorized staff		1	
Sv08 Audio visual equipment staff		1	
Sv09 Security staff		1	
Sv10 Service staff personality		2	
Sv11 Service staff knowledge		1	
Sv12 Service staff foreign language skills and promotion measures		2	
Sv13 Service staff personnel management		2	
Sv14 Employee welfare system		1	
Sv15 Complaints and service assessment		2	
Sv16 Fire prevention and suppression system		2	
Sv17 Security service for VIP		1	
Sv18 Cleanliness and waste management		1	
Total			

Sustainability Component

Indicator	Points	Weight Values	Multiple Point
St01 – Environment policy		1	
St02 – Environmental practice		1	
St03 – Occupational health and safety policy		1	
St04 – Occupational health and safety practice		1	
St05 – Corporate social responsibility policy		1	
St06 – Corporate social responsibility practice		1	
		Total	
Grand Total			

Certification: As the representative authority of the enterprise/unit being assessed, I guarantee that all the information provided in this report is true – with supportive documents and evidence that can be verified.

_____ (Representative Authority)

Position: _____

DD/MM/YR) _____

3. Document showing methods for affixing the seal of certification

How to install the Thailand MICE Venue Standard sign

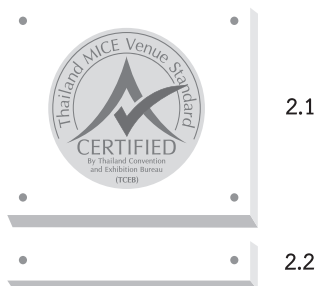
1. Position of design.



1.1 Install the sign at the eye level height.

1.2 Locate the sign in front of the room near the room name sign or in front of the entrance to the room.

2. The sign consists of 2 places.



2.1 TMVS logo places.

2.2 Category name and the year of certification plate.

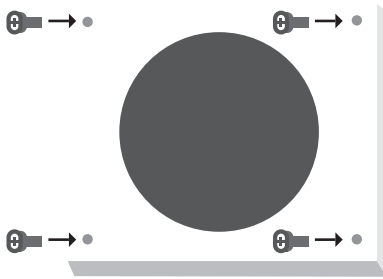
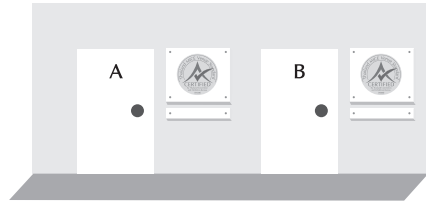
Install the TMVS logo plate on the top of the Category name and the year of the certification plate. Install with the appropriate gap between 2 plates.

Remark;

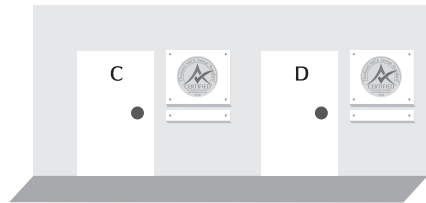
1. In case the certified meeting rooms has more than one entrance door. Choose one main entrance or any suitable door to install the signs.
2. If it is found that the signs has not been installed as determined, we reserve the right to consider for the recertify.
3. If the sign is damaged or lost. Replacement signs can be obtained at no cost.

How to install the Thailand MICE Venue Standard sign

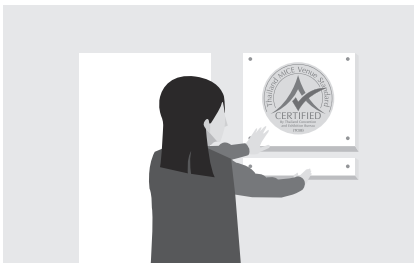
3. Place acrylic plates on the top layer of the sign by using the bolt kit.



4. Ensuring the sign on the wall is securely mounted.



5. In case the MICE operators are part of the MICE Venue Approved List more than one hall. Affixing the sign to all halls that have been accredited.



Remark;

TMVS Certification signs are TCEB ownership. If any venue has misused it, TCEB has the right to recall in all case.

4. List of authors

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