

## HOW TO PROCESS A WORK ORDER FOR YOUR EVENTS

The completion of a standard work request is a simple yet overlooked piece to the daily routine of Mansfield University. Basic steps need to be taken to ensure that your event is scheduled and processed through the Facilities Department. Once a requestor has completed the room reservation, it is now time for the Facilities Department to schedule your set up for production. Some simple steps can alleviate many headaches in the process.

1. **Ensure your Venue is reserved through EMS at least 2 weeks in advance of your event.**
2. Send your set-up request to **MUP-Facilities**. This will enable all of the Facilities Department to see your request. This is especially important if another Manager will need to handle your request due to someone being out of the office.
3. Make sure to reserve the venue with a set up window of approximately two hours to enable Facilities to tear down an event and setup your event.
4. **Ensure all the details for your event are included in the original request. Your attention to detail is critical at this point.** We will be setting the event up through your written directive. Make sure you do not forget anything.
5. Don't abbreviate or use nicknames, use the actual name of the building or area you desire your set up to be completed.
6. Provide a room number and the building name.
7. Look for a Work Order verification email. This will include the WO # for reference. Once Facilities has sent verification, your event is now scheduled for setup through our department.
8. Take your time and think through what you will need for your event. Add additional comments or needs to your request.
  - A. Number of Tables and Chairs for your event.
  - B. Number of tables and the desired site, if catering is requested.
  - C. Staging, podiums, flags, etc. Make sure all miscellaneous items you need are included in your request.
  - D. What style set up you will need examples...Classroom, Theatre style, round tables.

- E. Include a diagram of your event, especially if you will need something that is out of a routine standard set up.
  - F. Remember that Facilities resources are limited. This means staff as well. We may begin delivering items as early as Monday for a Friday event, to stay ahead of the game.
  - G. Don't over order. If you will only be having 50 people at your event, do not request a set up for 100. This creates more work than necessary and slows our ability to move to other scheduled tasks.
  - H. Don't make last minute changes. Each event has been scheduled into a small window for daily completion. You have had time to carefully plan your event. Make sure that it is ready to go into production.
  - I. Think about the venue you will need. If you are hosting a small group of 20 for a meeting, reserve a smaller area that can accommodate your group. There are several rooms that will suit your needs. Make sure your reservation reflects the size of your group.
9. Ensure everyone involved in your set up is contacted in your initial email or communication...example if A/V services are needed, catering, and Facilities.
  10. Make/Take time to check your event set up the day of the event.
  11. Remember, when set ups are being completed we are working from your written directive, you need to clearly dictate what you need done.
  12. In the event of a cancellation, make the appropriate contacts to the people involved with your program. Especially if a setup is involved. Remember that each event will need to be setup and torn down by our departments. We will move to another scheduled task if your event is cancelled.
  13. Occasionally set up requests cannot be accommodated during our 7am to 3pm shift. In this case please ensure that your organization or department has set aside the funding to pay for the overtime costs. We will also need prior notification to schedule staff for the setup and tear down efforts.
  14. Remember, if you have forgotten to plan ahead and have not made the appropriate contacts (late request, last minute, failure to notify) it may not be possible for Facilities to complete your event.
  15. Communicate along the way. Check to make sure your event is still on schedule a couple of days before.

The Facilities Department is committed to making your event the best it can be. Please ensure that you take the time to prepare your request in a professional manner. Think of the details and remember that someone will have to physically execute this request. Manufacturing a detailed request will enable a smooth setup and successful event.

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