

USF



Events Management & Guest Services



EM&GS, your in-house events management team, is here to assist with planning, coordinating, and executing your event. Following the outlined process inside will allow you more time to focus on your guests and the content of your event.

Events Management & Guest Services

The University of San Francisco offers a wide array of event spaces, conference rooms, and overnight guest units to support the needs of students, faculty, and staff. Events Management & Guest Services (EM&GS) is here to coordinate your event and meeting logistics, so you can focus on your guests and content. As resources permit, we also welcome non-profit external clients that further the vision and mission of the University.

To ensure a seamless event experience, our office coordinates requests for room setups, audio/visual equipment, catering, beverages, parking/transportation, event recording/broadcasting, conference phones, ecostations, décor rentals, floral arrangements, pre and post cleaning services, special furniture deliveries, One Card access, and additional services.

The following EM&GS policies and procedures are intended to simplify and enhance your event experience. To this end, the President and the Leadership Team have centralized all campus event management and vendor support services in EM&GS in order to achieve maximum efficiencies in service, quality, and economics. Prior to contracting for services, an event budget—if applicable—will be presented for your review and approval. Upon completion of an event, EM&GS will send you an invoice and initiate a transfer of funds via Accounting and Business Services once a FOAP has been provided.

CONTACT

Mailing Address

University of San Francisco
Events Management & Guest Services
2130 Fulton Street, McLaren 200
San Francisco, CA 94117

Hours of Operation

Reservations: Monday - Friday 8:30 a.m. - 5:00 p.m.
Operations: Daily 7:30 a.m. - 11:30 p.m.

Contact Information

Office: (415) 422-6166 (*rings to staff cell after hours*)
Fax: (415) 422-6898
E-mail: eventsmanagement@usfca.edu
Website: myusf.usfca.edu/events



STEP 1

SCHEDULE FIRST

Get your meeting or event scheduled prior to doing anything else

All rooms/spaces on campus—including the Branch Campuses—are listed and may be requested via ems.usfca.edu

All rooms are scheduled in the university's centralized room scheduling system, EMS. As such, Google Calendar or any other calendaring systems are not an acceptable means to schedule any campus room. If you are a local scheduler and require access to schedule a local room, please contact EM&GS for training on how to do so in EMS.

STEP 2

RECEIVE EMAIL CONFIRMATION

An Event Manager will be assigned

You can also make changes to an existing reservation by choosing "My Events" on the left hand side.

Relocation: Sometimes the needs of the University community will take precedence over a meeting or event location booked on campus; therefore, we reserve the right to relocate your event. At all times, academic classes will take precedence. When it is necessary to move an event, we will make a good faith effort to find the most suitable alternate location available and provide you with as much notice as possible.



STEP 3

WORK WITH YOUR EVENT MANAGER

Your Event Manager is your contact for ALL event needs, including:

Food/Beverage: All orders must be placed through your Event Manager. Food and beverages will be provided by Bon Appétit Catering, which is the exclusive caterer on campus. Please note some rooms have restrictions. All orders/changes/add-ons must be submitted at least three (3) business days in advance to avoid any surcharges.

Alcohol: EM&GS is the only University department authorized to purchase alcohol for on-campus distribution. Your Event Manager will confirm your beverage needs and coordinate the delivery and bar service. Charges to your account will be based on consumption. All events that include alcohol also require a bartender. If there will be guests under 21 years age at your event, it is a requirement to have security present to check IDs.

Room Setup: Basic chairs and tables are provided by the University. If you wish to upgrade, rentals will be provided at an additional cost to your budget. Please note some rooms have setup restrictions.

Audio/Visual: Our office will supply and set up A/V equipment (e.g. screens, projectors, speakers, microphones, etc.). It is recommended that you bring your own laptop. If your event requires A/V equipment that the University does not have, your Event Manager will request bids from our preferred vendors. Sound may only be amplified outside during the activity hour on Tuesdays and Thursdays from 11:45 a.m. - 12:40 p.m.

Parking/Transportation: If your attendees need parking or transportation, your Event Manager will work with the Department of Public Safety and/or their preferred vendors. We can reserve three permits at no cost per event. Additional permits cost \$20 each. If you require an entire parking lot, the cost is \$250 per lot.

Event Recording: The University offers free recording/broadcasting of your event at the Hilltop, Presidio, and Downtown Campuses. Off-campus locations are unable to be supported. Please submit your request at least five (5) business days in advance to ensure the event can be staffed.

Janitorial Service/Ecostations: If you are scheduled in a space without trash bins or your event requires cleaning before, during, or after the event, your Event Manager will order appropriate trash bins and/or ecostations - at \$50 per ecostation - at an additional cost to your budget. Your account will be charged if excessive debris or food items are left anywhere in the event space.

Décor/Floral: If you wish to purchase or rent décor items, your Event Manager will request bids from our preferred vendors.

One Card Access: Your Event Manager has access to lock/unlock all campus-wide rooms.

Signage: If your event requires directional signage, EM&GS can provide parking and event location signage, as needed. No signage may be posted on campus walls, doors, glass, trees, vehicles, or railings.

Disability Accommodations: USF reasonably accommodates individuals with disabilities. If you need a disability-related accommodation, please contact EM&GS. Requests must be made at least 14 days in advance of the event. Costs may be applicable dependent on the request.

STEP 4

ADVERTISE YOUR EVENT

Utilizing the USF Calendar

To display your event on the university calendar (accessed via www.usfca.edu/calendar or myUSF), when requesting space in ems.usfca.edu, you must answer "yes" to the question, "would you like this published on the USF Calendar?" Doing so will send basic details of your event (event name, date, time, room, contact person, group) to the calendaring system in Drupal as a pending event. Most departments/divisions have a Calendar Manager who has access to add further details to the event, such as an event description and photos. Once the Calendar Manager updates the pending event with these details, s/he can approve the event to actually show on the USF Calendar, as well as tag the event to appear on your department's website, if applicable.

Additionally, you can advertise Off-Campus Events and Deadlines via the USF Calendar. Just choose the template "Calendar Posts for Off-Campus Events and Deadlines" in ems.usfca.edu (see Step 1).

If you need further assistance with the university calendaring system, please contact the Office of Marketing Communications at ecomunications@usfca.edu.

STEP 5

HAVE YOUR EVENT

EM&GS will be on-site to assist you

Your Event Manager or EM&GS staff will be on-site to assist you. If you need immediate assistance at any time during your event, please call (415) 422-6166; after hours and on weekends, this rings to a staff cell phone.



STEP 6

BUDGET AND CLOSEOUT

You will be invoiced post-event

During the course of planning your event, your Event Manager will be building a budget with you. After your event, you will be sent an invoice (including back-up) for all charges, which you will be asked to approve. After you've approved the invoice and provided your FOAP, EM&GS will process a transfer of funds from your account.

Local Hotels

HOTEL GROUPS (8 room nights or 8+ persons)

Group bookings must be requested through EM&GS. Hotels will be sourced per your criteria. The contract will then be negotiated, and presented for approval with your Dean or Vice President's signature.

HOTEL TRANSIENT (individual rooms)

For any length of stay that would include families of students, alumni, visiting faculty, or business relations, we have established links and preferred rates with selected hotels in San Francisco, listed at myusf.usfca.edu/events/hotels. These rates are subject to availability. It is always prudent to check for potentially better deals online.

Classrooms

Classroom requests cannot be confirmed for availability until after the semester census date. Please note that you may be relocated if an academic class needs to be scheduled in the room you booked. All classrooms are furnished to accommodate the maximum occupancy permitted by law. Additional furnishings (i.e., chairs, tables, and technology), other than what is present, are not provided. If you would like to use the classroom technology, please bring your valid One Card to ITS to check out a key. If you are a student, ITS will require that your faculty/staff advisor do this on your behalf. For assistance with classroom technology, please contact the ITS Help Desk at (415) 422-6668. As a courtesy to the class and/or group using the room after your event, we ask that you return the furniture to the configuration illustrated on the chart inside the classroom at the conclusion of your event. Failure to return the furniture back to the standard setup will result in a work order placed to have Facilities Management return the room to standard at a cost to your budget.



Loyola Village Guest Units

USF has a few overnight guest units for visitors on official university business for short-term stays for no longer than a week. Employees may also book these for non-university business, such as family/friend visits, as well as for employees where the payment is not being covered by the university. The cost is \$100/night for a one-bedroom unit or \$200/night for a three bedroom unit. Friday and Saturday nights require a two-night minimum. Please send requests to eventsmanagement@usfca.edu.

Sponsored/Hosted Events

SPONSORED EVENTS (University Events, no cost)

Sponsored events are University of San Francisco events; a department or division of the university is determining the content of the event and is planning and organizing all logistics, in conjunction with EM&GS. In addition, a sponsored event is identified and promoted as a university event.

HOSTED EVENTS (non-University events, 50% cost to non-profit organization or department)

Although the University maintains a relationship with the community and outside organizations, "hosted events" are not University of San Francisco events. The University may derive some benefit from holding the event on campus or from an affiliation with the organization associated with the event, but the non-profit organization, and not the University, is primarily responsible for determining the content, agenda, logistical arrangements, and costs of the event.

If you'd like to request to bring a sponsored or hosted event to USF, contact the Reservations Manager in EM&GS to see if bringing the event is logistically possible. If it is, EM&GS will put a tentative hold on your requested space(s) for seven calendar days, while you work to get this application signed by your (Associate) Dean, (Vice) President, or (Vice) Provost. For more information and to download the application form, please visit: myusf.usfca.edu/events/sponsorship.