

## **Town Hall Manager's Report** (February/March 2017)

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### **1. Bookings:**

**New Bookings:** In general, booking's are still coming in as the Town Hall remains to be a reasonable and obliging events venue, within the Town. Since the last report, a total of **15** bookings have been confirmed.

**Town Hall Event Breakdown:** (9<sup>th</sup> January – 24<sup>th</sup> February 2017)

- Civic (i.e. Council Events) = 2
- Community (i.e. Dance Classes, sports etc) = 36
- Commercial (i.e. Weddings, Sales Fayres, Balls, Ceremonies etc) = 6

### **2. Events:**

**Garden Festival:** The organisation of this event will be led by the Town Hall Manager and Market Reeve, with administrative support by the admin office. So far, preparations are on schedule and on-going.

**Civic Ball 2017:** After a productive meeting on Friday 3<sup>rd</sup> February, preparations for the Tavistock Civic Ball are going well.

### **3. General Update:**

**Christmas Party:** In light of recent queries over the final numbers and the profitability of our Pop-Up Christmas Party on Friday 2<sup>nd</sup> December, please find below our response.

Even though the numbers were lower than anticipated, organising events like this helps raise the profile of the Town Hall and encourages attendees to consider the Town Hall when organising their own event in a similar capacity. This then leaves us with a legacy of putting on excellent events whilst marketing the facility at the same time. Everyone who attended the event thoroughly enjoyed the whole experience, with excellent food, decoration and entertainment on offer. This was to the point whereby guests were asking us to organise a repeat this year and would encourage more of their friends and family to attend.

We were due to reach our anticipated target of 75+ to ensure that we would at least breakeven, to only find that we had a couple of big cancellations a few days before the event due to ill health, or couldn't guarantee the numbers originally booked. So if this event was to be repeated, then a non-refundable deposit per person will be required.

However, we received an increase on takings on the bar compared to previous Town Hall hosted events and ensured that the Town Hall wasn't closed up and not being utilised.

**Wedding Awards:** The Town Hall Manager is delighted to announce that the Town Hall has been nominated as one of the 'Best Wedding Venues' in the South West. To ensure we reach the finals in January 2018, wedding couples from 2016 and 2017 who have chosen the Town Hall as their wedding venue, have to vote for us and leave a glowing review about their experiences with us.

**Cleaning Supplies:** The Town Hall has now transferred to the same cleaning supplier's as the Pannier Market, Guild Hall and Works Depot. In the long term this will save the Council money and ensures that resources are shared between departments.

#### **4. Projects Completed:**

**TH Main Entrance Maintenance:** The Town Hall Manager would like to pass on his thanks to the Works Depot for their hard work on the re-decoration of the Town Hall entrance.

**TH Office:** The Town Hall office has been redecorated and reorganised to ensure that the office environment remains productive, practical and welcoming for clients and key stakeholders.

#### **5. Policies and Procedures:**

**Town Hall Invoicing Procedure:** In light of the changes in the Town Hall terms and conditions, we have now implemented a new invoicing system whereby Town Hall hirers now have to pay 100% off the anticipated final room hire, kitchen hire and any extras (i.e. event extensions or advertising spaces) one month prior to their booking. This term was applied in November 2016.

#### **6. PPD (Personal & Professional Development):**

**Professional Institutes:** The Town Hall Manager is now a member of the 'Institute of Leadership & Management', which was awarded through the Level 3 Management Diploma.

#### **7. Social Media update:**

Facebook: 730 (increase of 9)

Twitter: 931 (increase of 31)

Instagram: 163 (increase of 10)

#### **8. Licensing:** No licencing issues have arisen in the last month.

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