

Could you do just one more thing?

Presented by LYNNE WELLISH, CMP CHSE CHO

EIC CEU CERTIFIED DOMAIN B

How do you set boundaries with your clients, either internal or external? When planning events, what client question makes you cringe? "Could you do just one more thing?" Does someone you know suffer from lavish taste with a small budget? This is referred to as "Scope Creep."

Learn to establish clear goals and objectives, define the scope of the project and responsibilities and you will be able to control the extent of your obligations and evaluate your success.

LEARNING OUTCOMES

After participating, you will be able to:

- ◆ Identify the term "Scope Creep" and learn three ways to use it to your advantage
- ◆ Add five new resources to assist you while your "to do" list keeps expanding
- ◆ Triage a request and determine the best plan of action based on the eternal dilemma of quick, cheap, or right.
- ◆ Learn preventive measures to reduce "Scope Creep's" occupancy in your planning cycle.

MEET LYNNE



Lynne's true passion is mentoring, training, and coaching people in the Hospitality & Event Industry. As a seasoned industry professional, she understands the dynamics and challenges of hospitality management. Her presentation style is highly interactive and energetic, providing educational instruction that is useful, fun and engaging.

Lynne holds a degree in Hospitality Management from the University of Nevada, Las Vegas and certifications as Certified Meeting Professional, Certified Hospitality Sales Executive and Certified Hotel Owner. She has 30+ years in the hospitality industry, and is a faculty member of the HRM (Hotel & Resort Management) Program at Scottsdale Community College.

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