

SUPPLIER PROFILE

NAME: Sarah McQueen

COMPANY: IET Savoy Place

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FIND OUT MORE AT: www.savoyplace.co.uk

Sarah McQueen is the Sales & Development Manager at IET London: Savoy Place. Recently IET Venues (there are two others, one in Birmingham and one in Glasgow) won the MIMA Gold award for Best Brochure and this year the company celebrates its 100th year of hosting events.

IET Venues' websites are extremely informative and user friendly but nothing beats seeing a venue like the Savoy Place in person. It really is an incredible London events space and the views over the Thames, well, you just have to see it to imagine the impact that your events will have there. Sarah will be happy to take your call to arrange a visit on: **020 7344 5708** or email her on: smcqueen@theiet.org

Following a Leisure and Tourism diploma at Orpington College Sarah started her career as a travel rep but after a disastrous work experience she decided to work in the hotel and hospitality industry and has had enjoyed each position, gaining lots of experience and friends along the way.

"I have always loved working with people and talk so much that naturally I ended up within a sales role," beings Sarah. "I started working in Dolphin Square Hotel Pimlico when I was 18, then moved to another central London venue as a Conference Co-ordinator and Assistant Wedding Co-ordinator then finally located to IET London: Savoy Place as the Sales & Development Manager. I have loved every minute of it!!!"

What special qualifications and talents do you have?

"I also think my special skill is building great relationships with people. This does not necessarily just apply to event organisers/ clients, this also counts with colleagues and other business contacts. I have met some great people within my 10 years in this industry and some of them will be life-long friends."

What is the best part about your job?

"Working with different people/ characters, and still learning new things every day!"

What is the worst?!

"There are never enough hours in the day to do everything I need to."

What, in your opinion, has been the best event that you have been involved with?

"I organised a networking event in March 2009 with over 300 attendees. They all had a thoroughly entertaining evening in our Lecture Theatre and then were "wowed" with the food and beverages supplied in the Riverside Room - which has the most amazing views of London from the balcony.

The night was a resounding success and I still get complimented on that event!"

What makes a great event?

"Listening to people's requirements, where possible offering advice to make the event exactly what they would like it to be. Having the desire to exceed people's expectations."

Why should people choose your venue for their corporate events?

"There are 3 key areas that I would highlight to make us stand out from the rest:

- great central location
- the dedicated and experienced team
- our aim to ensure our clients and delegates have a great experience at IET London: Savoy Place.

Also, with 18 stunning conference and banqueting rooms such as the historic Lecture Theatre, which has the beautiful Cuban mahogany panelling around the outside of the room and a microphone built into every other chair, or the Riverside Room based on the third floor of the venue where you can seat up to 250 people for dinner. From the balcony you can overlook landmark sights of London such as the London Eye, Houses of Parliament and St Paul's Cathedral. This venue is versatile and has everything an event organiser needs!"

What do you think your company's strengths are?

"IET London: Savoy Place is owned by the Institution of Engineering & Technology which is a global organisation that has a membership of over 150,000. The reputation of the Institution and the history that is incorporated into the venue is a great strength and what makes this venue unique compared to any other.

This is something that the members and staff are proud of and want to maintain by running one of the best venues in London!"

What do your customers regularly tell you?

"This is a quote from a recent event -

'Great venue = great staff. The correct attitude towards customers. A pleasure and a joy to do business with!'"

If you could choose an entirely different profession, what would it be and why?

"Wow, toughie.....working for Virgin Holidays making sure the description of the hotels is correct!"

Where do you go on holiday?

"Thailand; Barbados; backpacking around the Greek Islands."

What do you do in your spare time?

"I love spending time with my husband, friends and family - either going out for meals, going to cinema and recently having picnics in the park in the sun - bliss!"

What one thing would you change about the MICE Industry?

"I would like to have one association/ organisation that is a 'voice' for the industry."

What trends do you see emerging over the next twelve months?

"I think the one of the areas I would like to see develop even further would be the positive merging of virtual technology and face-to-face events, I think everyone will be debating whether they need to choose one or the other. I am a strong believer that the two need to combine to have maximum effect. Recently we held an event for over 400 people with a virtual audience of over 50,000 - I think that is amazing!!"

What is your motto for life/success/work?

"No regrets!"