



Spatec
NORTH AMERICA

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Contact Us

To make sure your participation in Spatec goes smoothly, we have prepared this Event Services Manual with information and services available to ensure your success at the event.

Our goal is to provide excellent service. Please do not hesitate to contact any member of our team with questions regarding the event.



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General Information

1. TABLE PACKAGE:

Your table package includes (1) 6' draped table; your table will be **(6'x30") 6ft wide by 30" in depth**, 1-3 standard chair(s) (# based on delegate package), and a table sign with your company name and location. **Please note: Pop up displays are prohibited. Taping, nailing and/or hanging any signs or banners on the walls is prohibited.**

2. SET UP:

Suppliers will have access to the ballroom to begin setup of your table on Sunday, August 16 from 11:00am to 7:00pm and Monday, August 17 from 6:30am to 8:00am. All tables should be ready by 8:00am Monday morning.

3. SHIPPING:

Please ship any materials to the following address. The following information **must** be included on all packages to ensure proper delivery.

Spatec

ATTN: Your Company Name/ Full Name

The Ritz-Carlton South Beach

One Lincoln Road

South Beach Miami, FL 33139

Please do not send in boxes more than 5 days in advance of the Program

Package Handling and Delivery within the Hotel:

Service Fee

Delivery of shipments up to five (5) carton:	Complimentary
Labor charge for shipments of six (6) cartons or more:	\$5.00 per carton
Pallets or oversized crates:	\$25.00 per pallet or crate
Labor charge delivery to individual exhibitors:	\$\$5.00 per carton
Optional Hourly rate for package Delivery:	\$35.00 per man-hour (4-hour min)

Outbound Shipping

Shipping charges:	\$3.00 service fee per carton
Hourly rate for shipping:	\$35.00 per man-hour (4-hour min)

4. DISMANTLE:

Dismantle begins Tuesday, August 18 at 3:20pm. To expedite the process for outbound shipments, please bring pre-labeled and completed outbound shipping labels for each of your packages. Boxes, packing tape, and shipping supplies are available through the Business Center. Pick up of outbound packages by all non-standard couriers (other than FedEx or UPS) must be coordinated by the supplier and pick-up should be scheduled for Wednesday, August 19 between 9am and 5pm.

Once you have labeled and taped your boxes, please leave the boxes on your table and the hotel will collect them.

5. ELECTRIC:

All suppliers are responsible for their own electrical, if needed. Please arrange your electrical order and payment directly with The Ritz-Carlton South Beach within this service manual you will find the Exhibit Order Form. Please submit the completed order form to Gonzo Gonzales- dgonzales@PSAV.COM.

6. HIGH SPEED INTERNET:

Wi-Fi is complimentary within the meeting space at The Ritz-Carlton South Beach. If you would like to purchase a hard line for your table, please complete the Exhibit Order Form included in this manual.

7. BROCHURES:

It is recommended that marketing collateral is limited to (100-125) pieces per table. Suppliers are encouraged to carry-in their materials on the day of the event. For those suppliers purchasing electricity, consider bringing a laptop to showcase company products/services during your one-to-one appointments.

8. SUPPLIER BADGES:

Please pick up your badges and welcome packet at the Spatec registration desk on Sunday, August 16 from 11:00am to 5:00pm.

9. APPOINTMENT SETTING:

The appointment system will open for selections on Wednesday, July 15, 2020 and close Friday, August 7, 2020. Both suppliers and buyers will be able to rank those who they are interested in meeting with. The system will auto-match appointments based on your rankings.

All finalized appointment schedules will be provided on Monday, August 17 after the keynote. Each appointment will be twenty minutes in length followed by five minutes for the buyers to transition to their next appointment.

Appointment System Deadlines **subject to change*

Profiles Are Currently Open for Updates

Profiles Close for Updates	Friday, July 10, 2020
Open for Selections	Wednesday, July 15, 2020
Closed for Selections	Friday, August 7, 2020
Schedule available for preview	Wednesday, August 12, 2020

10. HOTEL RESERVATIONS:

Included in your package are 3 nights' hotel accommodations (August 16, 17 & 18). Should you wish to arrive prior to the event or stay additional nights after the event, you must contact Brianna McDonald at bmcDonald@questex.com. A group rate will be made available for pre or post event stay options based upon the hotel's availability.

The following services are included with your accommodations:

- 24-hour access to fitness center
- 1-hour daily fitness class
- Two 4-hour bike rentals
- Platinum members: receive complimentary access to the sauna and steam rooms
- High speed internet access in guest rooms, lobby and most common areas
- Beach activities, including volleyball, paddle ball and beach toys

11. TRANSPORTATION:

Included in your package is transportation to and from **Miami International Airport & Fort Lauderdale Hollywood International Airport**. Transportation will be provided for arrivals into MIA & FLL on **Sunday, August 16** and departures out of MIA & FLL on **Wednesday, August 19**. Please be sure to update your appointment system profile with your accurate flight details.

IMPORTANT: Those arriving or departing outside of the above listed dates or to/from an alternate airport will be responsible for their own transportation.

12. SPA DISCOUNT:

The Ritz-Carlton South Beach will offer a 10% spa (excluding retail). Please contact the resort directly to make your appointments. We ask that you do not schedule your spa or golf activities during event hours.



13. FLORAL ARRANGMENTS:

To purchase floral arrangements for your table, you can work with a preferred vendor located near The Ritz-Carlton South Beach.

- Seasons Flowers of South Beach- www.seasonsflowersmiami.com- 305-531-7333- located in The Ritz-Carlton South Beach.

Event Schedule *schedule is subject to change

SUNDAY, August 16, 2020

11:00 AM - 5:00 PM	Registration
11:00 AM – 7:00 PM	Supplier Table Set-Up
7:00 PM - 9:00 PM	Welcome Reception

MONDAY, August 17, 2020

6:30 AM - 8:00 AM	Supplier Table Set-Up
8:00 AM – 9:00 AM	Networking Breakfast
9:00 AM – 10:00 AM	Spatec Keynote
10:10 AM – 11:20 AM	Appointments
11:25 AM - 11:45 AM	Morning Break
11:50 AM - 12:35 PM	Appointments
12:40 PM - 1:40 PM	Networking Lunch
1:50 PM – 3:00 PM	Appointments
3:05 PM - 3:25 PM	Afternoon Break
3:30 PM - 4:40 PM	Appointments
4:45 PM – 6:30 PM	Free Time to Enjoy the Resort
6:30 PM - 9:00 PM	Networking Activity & Dinner

TUESDAY, August 18, 2020

7:30 AM - 8:30 AM	Networking Breakfast
8:30 AM – 9:40 AM	Appointments
9:45 AM – 10:45 AM	Morning Break & Supplier Showcase
10:50 AM - 12:25 PM	Appointments
12:30 PM - 1:30 PM	Networking Lunch
1:40 PM – 3:15 PM	Appointments
3:20 PM – 7:00 PM	Supplier Table Breakdown
3:20 PM - 7:00 PM	Free Time to Enjoy the Resort
7:00 PM - 9:00 PM	Closing Reception & Dinner

WEDNESDAY, August 19, 2020

5:00 AM - 12:00 PM	Departures
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Top Tips for Suppliers Attending Spatec

The Spatec format is a simple and effective way to do business with a select group of top industry buyers. Some of you have attended Spatec several times and are familiar with the format but many are new to the concept. We hope you find these tips useful.

BEFORE Spatec -

1. Adhere to the Event Deadlines

This will ensure that you are well prepared for the event and that any special requirements you have are met. If you are unsure about anything, please ask us.

2. Maximize your Sales Opportunities

Be sure your profile within the appointment system is completed accurately. Your company profile will be read by buyers when choosing their meetings and will also be printed in the directory which buyers use as a resource manual throughout the year.

3. Research the Buyers

Get to know the buyers attending Spatec by reading their profiles within the appointment system. In particular, make sure they are interested in meeting suppliers from your category. Try to look up their websites to be as knowledgeable about the companies you will be meeting at Spatec as possible. Buyers tell us that it really impresses them when a supplier has done their homework and done their research prior to the meetings.

4. Meetings Preparation

Prepare for each meeting with a list of questions you'd like to ask each buyer. The key is to establish where there is a connection between your products and/ or services and the buyer's needs. In this respect, be prepared to just focus. Don't spend time talking through activities that may be of no interest to the buyer. Be a good questioner and listener rather than a pure salesperson. The discussion may range from broad strategic to detailed specific so be prepared to talk strategically about the development of your company and future activities.

Use PowerPoint sparingly. Sometimes it is unavoidable but remember most of the buyers will sit through a minimum of 20 meetings, so it can become a little tiresome, particularly in the final sessions. Qualify what they are looking for and, if you have a PowerPoint, flip straight through to the salient points that can drive home your proposition.



5. What to Bring to Spatec

Bring or send enough materials for your meetings. A display book is better than a laptop as it does not need charging. However, if you have something that is very visual and involves movement that can only be demonstrated properly via video, then obviously a laptop is the best option. Make sure you bring an adequate supply of business cards (a common oversight!). If you wish to give the buyers samples, it is best if you send these to their offices after Spatec, so they do not have excess baggage to take back with them.

AT SPATEC -

7. One-to-one Meetings and Program Participation

Every part of the program has been designed to give you maximum networking opportunities. So please ensure that you are punctual at all times and participate in the full program. The one-to-one meetings will be managed by a timekeeper who will announce the beginning and end of each meeting so please listen for these announcements. We can also schedule additional meetings for you with buyers who have available appointments at an additional cost. To inquire come by the Spatec Hospitality Desk once you've received your finalized schedule.

8. Network with the Buyers

During the breakfasts, lunches, and receptions make sure that you sit next to different delegates. Target key people you want to meet, with whom you don't have one-to-one meetings. Buyer and supplier name badges are color-coded so that it is easy for you to tell who is a buyer. Photos of all delegates are included in the directory, so you can easily identify people at the event. We are also onsite at all times to assist with introductions as needed.

9. Networking with Your Peers

By networking with one another, suppliers get to share market knowledge, experiences, and contacts, thus forming key relationships which can prove very worthwhile in the future.

10. Have Fun

We are sure that you will make many new and long-lasting business relationships and friendships with many of the delegates at the event.



AFTER Spatec -

11. Follow Up

Previous suppliers, who had great success from Spatec, have indicated that the best way to follow up with the buyers is not to call or e-mail them immediately after the event, but to allow some time for them to catch up on their work. In addition, if the buyers do not respond right away, keep following up. We have specifically asked the buyers to be honest and tell you if they have interest or not. This way you can spend time serving those with the most interest in taking discussions further.

