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Arriving in Copenhagen

The path to seamless hospitality: a collaborative approach

Ensuring the success of an upcoming congress is a collaborative effort. At Wonderful Copenhagen we take the lead by conducting pre-meetings with Meetingplace partners, stakeholders and clients, we also offer valuable advice, and extend support through our congress services. This encompasses recommendations for dining, social venues, transportation, and more.


Simultaneously, Meetingplace's focus is on delivering impeccable customer service across PCO's, hotels, restaurants, and venues, while when possible, aligning the congress's subject matter with their organizational strengths.

Our collaborative efforts aim to address any potential issues seamlessly, ensuring a memorable and hassle-free experience for all involved.



The customer journey



 = Where you might play a role

3.

From arriving to setting up



It is important for us to connect Meetingplace partners, stakeholders and clients in order to be aligned before the congress.

We inform Meetingplace partners about the upcoming congress so they are prepared for when the delegates arrives.



We assist associations with different complimentary congress services that involves our Meetingplace partners.



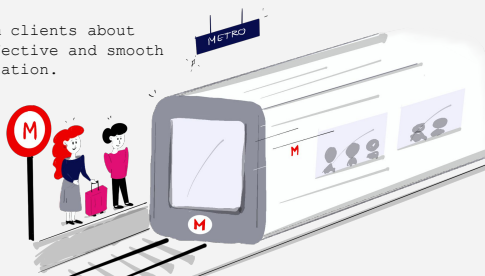
We inform Meetingplace partners about the upcoming congress.



Association staff is met by the venue planning team on arrival.



We always inform clients about Copenhagen's effective and smooth public transportation.



Accessible and sustainable city

get more information on CVB site



Many Meetingplace partners and the city in general focus on accessibility and sustainability.

See what you can do and how we at Wonderful Copenhagen are helping.



WHAT CAN
YOU DO!

Here's what you can do

- ♥ Check with Wonderful Copenhagen if there are any changes in congress plans.
- ♥ Make sure to inform all personnel in your organization about the upcoming congress.
- ♥ Keep close contact with the visiting association if you're a venue or a host hotel.
- ♥ Consider what you can do to make the delegates feel extra welcome or makes the association see the link to their congress.
- ♥ We are in it together, so help out other partners if they are in need, to create great customer experiences.



Here's how we are helping

- We provide pre-meetings between Meetingplace partners, stakeholders and clients and inform about any changes to a congress.
- We help Meetingplace partners with marketing materials about the city if needed, so the best joint proposal is sent to the client.
- We create new tools to help you create great customer experiences.
- We inform Meetingplace partners about the different tools at woco website, and how to use them e.g. persona, customer journey, and feedback grid canvas, [Hospitality with Excellence.](#)

Summary:

Collaboration is key to the success of an upcoming congress. Wonderful Copenhagen takes the lead by providing pre-meetings between Meetingplace partners, stakeholders and clients, we advise, and provide congress services, including dining and transportation recommendations. Simultaneously, our partners focus on delivering exceptional customer service in hotels, restaurants, and venues, aligning with the congress's theme.

Our joint efforts aim to handle any potential issues seamlessly, ensuring a memorable experience. You can contribute by coordinating changes with Wonderful Copenhagen, informing your organization about the congress, maintaining contact with visiting associations, and enhancing delegate and association experiences.

We're all in this together, so supporting fellow partners is essential for creating outstanding customer experiences.