



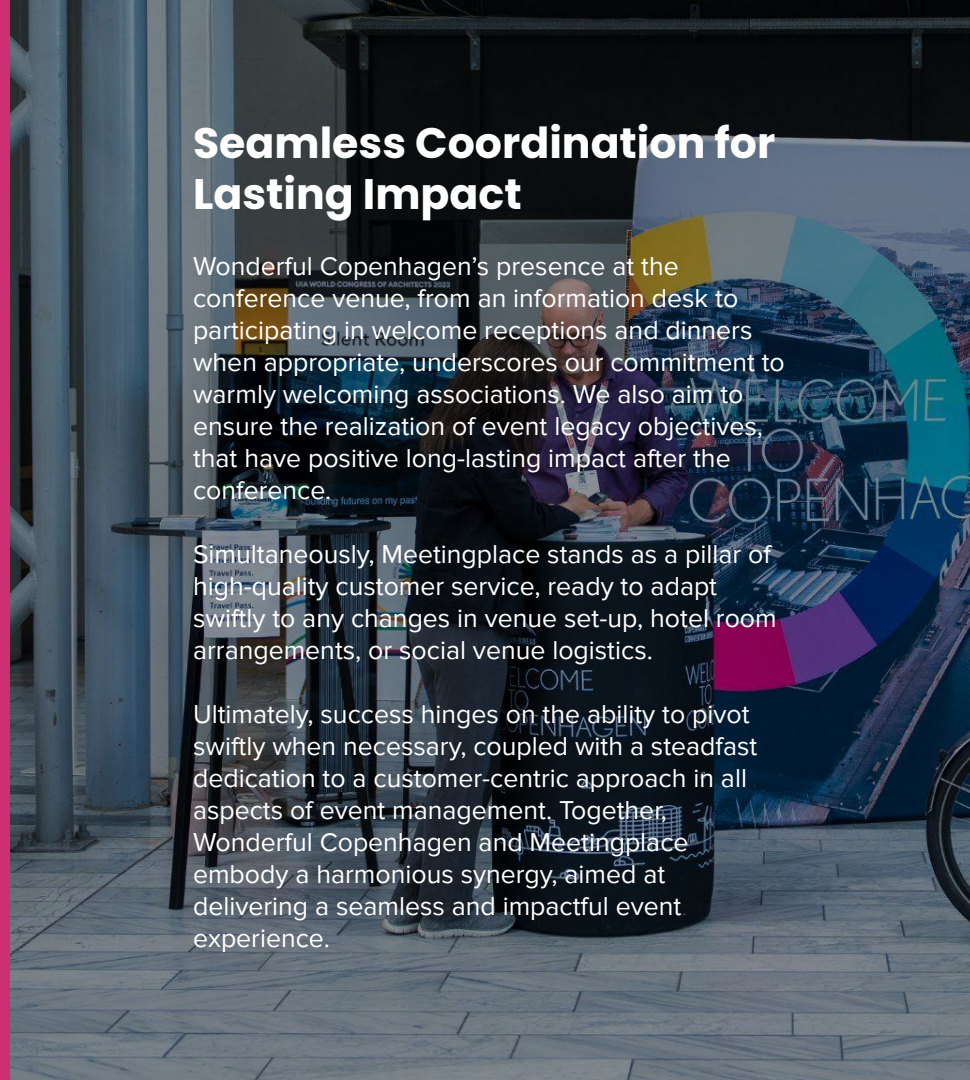
## The conference

### Seamless Coordination for Lasting Impact

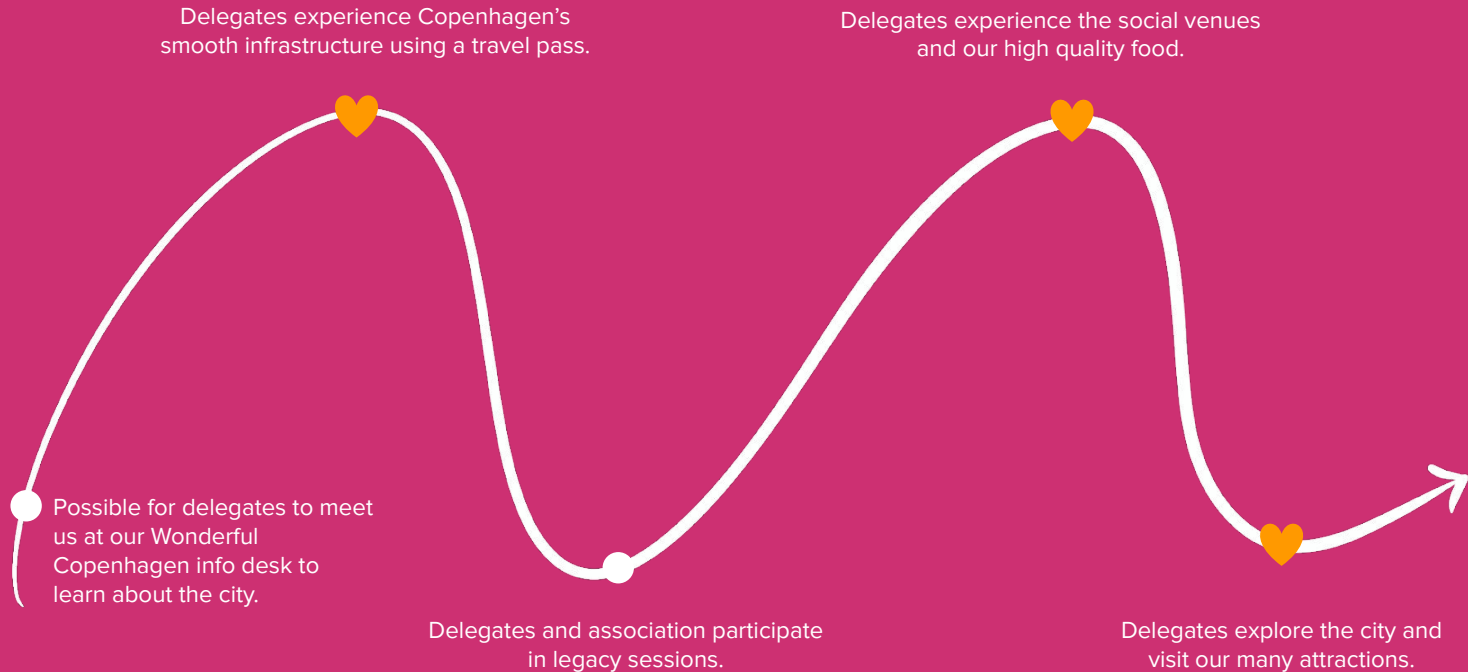
Wonderful Copenhagen's presence at the conference venue, from an information desk to participating in welcome receptions and dinners when appropriate, underscores our commitment to warmly welcoming associations. We also aim to ensure the realization of event legacy objectives, that have positive long-lasting impact after the conference.


Simultaneously, Meetingplace stands as a pillar of high-quality customer service, ready to adapt swiftly to any changes in venue set-up, hotel room arrangements, or social venue logistics.

Ultimately, success hinges on the ability to pivot swiftly when necessary, coupled with a steadfast dedication to a customer-centric approach in all aspects of event management. Together, Wonderful Copenhagen and Meetingplace embody a harmonious synergy, aimed at delivering a seamless and impactful event experience.



# The customer journey



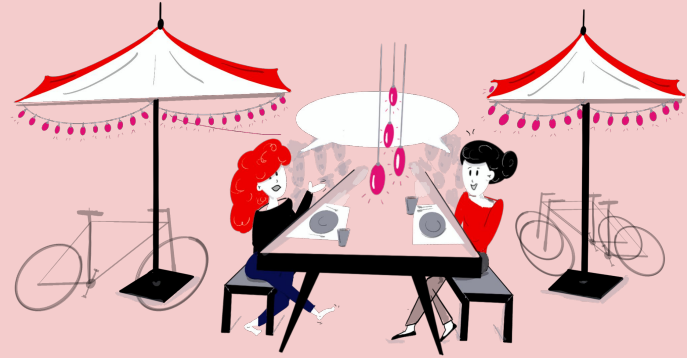
 = Where you might play a role

# 4.

## From planning To execution

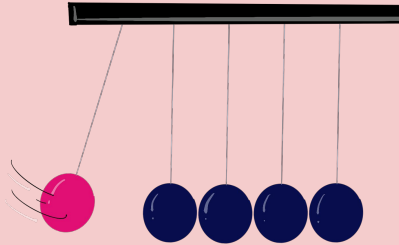


We assist delegates at large congresses with information about Copenhagen regarding sightseeing, restaurants and hotels.



Delegates and association enjoys Copenhagen's amazing restaurants, and social venues, offered by our Meetingplace partners.

We believe that congresses and events are great platforms to address broader societal issues.

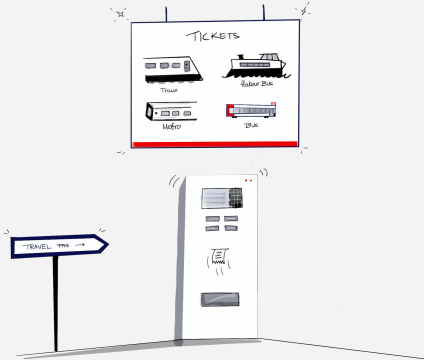


They have the potential to create positive long-term value for the destinations in which the meetings are held, for associations, and for our broader society.

We want associations and delegates to stay longer after the congress to explore the city and hopefully they will visit Copenhagen again.



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



When possible we offer discounted transportation tickets in order for the congress to travel green.

WHAT CAN  
YOU DO!

## Here's what you can do

- ♥ In this phase it's important to be agile and customer centric.
- ♥ You can help by adapting quickly if there are changes in setup at the venue, with the rooms at the hotels or with dinners at social venues.
- ♥ Remember to help each other out in situations like; if no rooms are available or if the restaurant is booked. The goal is to give the customers the best experience of Copenhagen so they come back.



## Here's how we are helping

- We help delegates at our information desk with information about restaurant and sightseeing suggestions and transportation questions.
- We visit the conference when it is being held to greet the association or event organizer welcome to Copenhagen.
- We inform Meetingplace partners if there are any changes in activities that impacts them.

## Summary:

In this phase the key takeaway revolves around two crucial elements: agility and unwavering customer-centricity. It's imperative to stay nimble and adapt swiftly to any alterations in the venue setup, hotel arrangements, or social venue logistics.

Additionally, we must remember to support one another in challenging situations, such as when rooms are unavailable or restaurants are fully booked. The paramount goal is to provide customers with the best possible experience in Copenhagen.

Key reminders include staying agile and customer-centric, promptly adapting to changes in venue and accommodations, collaborating within the team for effective customer care, and striving for customer satisfaction in Copenhagen. These principles are essential for a successful event, creating a seamless and memorable experience for attendees.