

VENUE OPERATIONS

A state-of-the-art facility requires effective management, focusing on efficient and sustainable operations. One of the biggest challenges for venues today is to keep the in-venue experience more compelling for patrons.

OPERATIONAL PLANNING

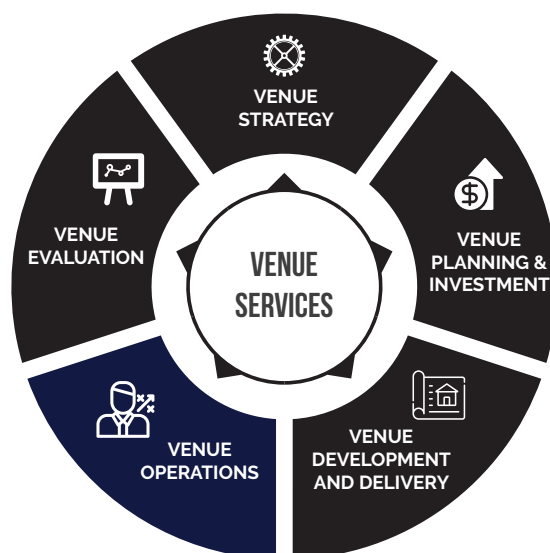
For new-build facilities, MI can deliver a full and comprehensive set of operations plans and handbooks. These are always tailored, based on the specific facility design requirements, local situation, culture & practices and constraints of the facility and operator organisation.

OPERATIONAL PLANNING SERVICES

- Developing the facility resource requirements including people, equipment, facilities and technology
- Defining the operational activities to be undertaken
- Developing when required the command, control and communication guidelines and protocols
- Documenting the operational plans and handbooks.

TESTING AND VENUE READINESS

When a facility opens, first impressions count and it is important that the customer experience is outstanding from Day 1. The MI testing and readiness program ensures that all team members (management, permanent, temporary staff, and contractors) are well trained, integrated and tested, ready for the doors to open.



CASE STUDIES

