



## Avoid Scheduling Conflicts

*A handful of helpful hints on allocating space wisely*

While EMS won't let you double-book a room, keep these tips in mind for avoiding other types of conflicts:

**Be Neighborly** - When reserving a room for an event, do a quick check of what's taking place in adjacent spaces to confirm that your booking won't create noise or foot-traffic conflicts. The EMS Reservation Book is a great tool for this.

**Build Buffers** - Be sure to allocate time between bookings for room setup and teardown. You may want to consider adding default setup/teardown time to rooms.

**Don't Stand for Squatting** - Periodically send an email to remind potential "squatters" – people who "grab a room" for a meeting at the last minute without actually booking it – to make a reservation instead. Unrecorded events create confusion for setup crews and early-arriving event attendees.

**Book by the Numbers** - Assign capacity figures to your rooms to avoid situations where events are held in rooms that are too small. This type of "conflict" can be very frustrating for event sponsors and attendees. On the other hand, putting a group in a room that is too large is an inefficient use of your space. Room capacities help you find the perfect fit.

**Focus on Features** - Identify your rooms as having specific "features" (high-speed internet, built-in audio system... or anything you define) and use those features in your Reservation Wizard search to ensure that you won't have to relocate an event when the group arrives and realizes the room won't meet their needs.

**Get (Best) Fit** - When scheduling a multi-date reservation, especially at a busy time of year, perform a Best Fit search to find space among the many potentially conflicting bookings. With this type of search, the system helps you piece together your event, recalculating space availability each time you select a room for one or more of the dates on your list.

**It's Nice to Share** – Some spaces lend themselves nicely to use by multiple groups at once: Lobbies, outdoor common areas, etc. To allow users to note that an event is taking place there without booking the space exclusively, create a status that has an "Info Only" status type.

**You're Not My Type** – Like Features, Room Type and Setup Type are two criteria that help ensure an event is held in the appropriate room. Define and use these items in your search to help avoid those "place versus purpose" conflicts.

*Note: Functionality varies by product. Consult your EMS documentation for details.*

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