# Assessment 5: Conference problems

Respond to the following issues:

1. During registration, 30 minutes before the start of proceedings, a delegate mentions that they had forgotten to inform us of their peanut allergy. They inform us that it is a severe allergy (anaphylactic shock), and that they cannot even shake hands with someone who has touched peanuts without an immediate reaction. You must ensure that all access and equity issues are clearly addressed for all delegates and that the delegate's privacy is respected.

* Before opening speech, I will announce that there are some who have a severe peanut allergy. And ask people who ate peanuts earlier not to shake the hands of others or touch. If we have enough time to collect peanuts from our tea time snacks, collect them then give that to only people who want to have that. Since there is enough time before tea break, I think we can carry it on.

1. During registration, with 18 minutes remaining until proceedings commence, you receive an SMS from a member of your team who was scheduled to drive the main guest presenter to the conference. The presenter has slept in and will take at least 90 minutes to get ready. You must ensure that delegates are affected as little as possible and that the presenter is not embarrassed by this slip-up.

* We have alternative speaker one of our staff in case of this, he/she will take the main guest presenter’s place for around 72 minutes until the main guest presenter comes.

1. With. just 13 minutes until proceedings are to commence, you are still on the phone to the team member from the previous issue, the MC discovers that there is no VGA cable at the lectern to plug in a laptop for presenters to show their presentations, and the data projector currently available in the conference room is roof mounted

* This kind of case won’t happen since we are going to have rehearsal, but if it happened, I would try to use ‘airplay’ or ‘mirroring’. And if the projector is very old one which has no these features. I will go buy a converter VGA to HDMI or to other port the lectern has. It will not take for long, speaker will cover delayed time for it with his comedy.

1. With four minutes to go, an assistant rushes up to you and informs you the venue has set up one table less than required, and you are seven seats short of conference seating requirements (each table seats eight).

* Ask the venue staff to set it up first, and distribute brochures, which supposed to be placed on the table of the entrance, to people for giving the staff some time to do it.

1. Seven minutes after the proceedings have started; a late delegate arrives and wants to pay for their registration with cash. The team member at the registration desk has no cash till, as delegates were asked to pay by VISA card or company cheque.

* Let him get in the conference without the payment. And kindly ask him to pay the entry fee when it’s tea break via mobile phone, or laptop.