
INSTITUTION'S INNOVATION COUNCIL

Standard Operating Procedure (SOP)

Hospitality Head & Co-Head

Institution's Innovation Council (IIC)

1. Purpose

The Hospitality Head & Co-Head is responsible for welcoming, hosting, and managing guests, dignitaries, and participants during IIC events, ensuring a professional and pleasant experience.

2. Scope

This SOP applies to all hospitality arrangements during IIC events, including food, refreshments, accommodation, and guest handling.

3. Responsibilities

- Arrange refreshments and snacks for participants and volunteers in coordination with Logistics.
- Ensure dignitaries and guests are well taken care of during events.
- Coordinate with Event Management for seating and special arrangements.
- Maintain discipline and etiquette standards for all hospitality volunteers.

4. Authority

- The Hospitality Head is authorized to allocate hospitality tasks to volunteers.
- Board Members of IIC reserve the right to remove the Hospitality Head at any time.

5. Review

This SOP shall be reviewed annually or as required by the IIC Board.