

TWO CONFERENCE CENTERS NEWLY CERTIFIED QUALICONGRÈS
SAINT-RAPHAËL and POITIERS FUTUROSCOPE Conference Centers have been recently certified Qualicongrès.

Saint-Raphaël Conference Centers becomes the second Center in Provence-Alpes-Côte-d'Azur to obtain the certification, and it is the 13th in France. This reward was given on 20 March by Philippe Augier in presence of Mr Georges Ginesta, Mayor of Saint-Raphaël and Member of Parliament, and Mr José Giron, Deputy Culture. Mrs Françoise Dumont, General Manager of the Center, explained that "this certification has rewarded the work of the Conference Center staff who have been fully involved in this customer satisfaction challenge. Motivation, skills, enthusiasm of everyone to become even better each time represent a real strength". At the prospect of certification, the Conference Center benefited with an important program of renovation and modernization including heating system, air conditioning and soundproofing from 2004 to 2005.



One year after its France Congrès membership, Poitiers Futuroscope Conference Center, a subsidiary of Parc Futuroscope Local Finance Committee, is the 14th Center to receive the Qualicongrès certification. Audited on the 6 of April, this certification is the result of Conference Center commitment to quality service over the years. "This certification shows my team commitment whose first concern is trust and satisfaction of our customer. I see there is a real improvement in management, commercial strategy and communication. The business tourism market, which has been on the increase since 2002, brings in 8 billion euros. As bookings are made closer and closer to the last minute, we have to renew each time and optimize our welcoming conditions. This certification is one more guarantee for our customers", explains Mrs Danièle Castan, General Manager.

The Qualicongrès certification was developed by France Congrès and approved by AFAQ, the leading independent body on certification in France. It guarantees a constant pre-defined service assessed through certification. It focuses on the dedication and professionalism of staff, on meeting deadlines and budgets, on the safety of facilities and users, and on the rigorous and transparent choice of contractors. Qualicongrès includes 20 service commitments, foremost among which are:

- Providing the customer with an event manager truly in charge of the event,
- Providing qualified staff,
- Providing a customer handbook and detailed documents as a logistical support for the preparation of the event,
- Referring organisers to contractors with a proven service record,
- Providing the customer with an event manager contactable at any time during the event,
- Giving estimates as early as possible.



14 Conference Centers are QUALICONGRES certified: Angers, Arcachon, Beaune, Biarritz, Deauville, Le Touquet, Marseille, Metz, Montpellier, Nantes, Pau, Poitiers, Saint-Raphaël, Strasbourg.

Some centers - such as Dijon, Grenoble, La Rochelle and Saint-Malo - have not been certified but have adopted procedures to assure quality.

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