

TEAM BUILDING

In order for a service provider to supply any type of service to a client, the service provider in question needs to know all the facts pertaining to that particular event. Furthermore, both the service provider and the client should also be aware of what is expected from each other, their respective roles, and the roles of other parties / service providers, who will collectively contribute to the overall success of the event.

SOME QUESTIONS FOR A POTENTIAL SERVICE PROVIDER

- Are you an agent or do you own and run your own events?
- Do you have own equipment or do you have to hire in equipment?
- Are you familiar with the specific venue(s)?
- Do you have your own venue?
- Do you have Public Liability Insurance?
- If you sub-contract are you sure all your suppliers have Public Liability Insurance?
- If running vehicles do you have carrier permits and passenger liability insurance?
- Are participants required to sign an indemnity form?
- Are your staff first aid trained?
- Will there be a first aid kit available on the day?
- Do you have a qualified paramedic onsite or on standby (offsite)?
- Are you prepared to travel?
- Are there any additional costs?
- Do you have full time staff or do you use freelance staff?
- Are the staff qualified for the specified activities you offer e.g. ropes access, etc?
- Will your staff be in uniform?
- Who will be our contact person on the day?
- When will you arrive to set up?
- How long after the event will it take you to pack up?
- Are you able to customize a program to fit your group's particular needs?
- Is the company willing to accept physically challenged attendees? Will you be able to successfully incorporate them into the activities?
- How long has the company been in business?
- Ask for references -- and check them.
- What contingency plans are in place in the event of bad weather?
- Ask for a breakdown of what is included and excluded in the quoted rate.
- What are your booking and payment procedures
- What is your cancellation policy
- If teambuilding service provider is responsible for catering, can you offer specific dietary requirements and how much notice is required before event?
- Can you offer a mobile bar service if required?

INFORMATION TO PROVIDE TO A POTENTIAL SERVICE PROVIDER

- Why you are contemplating a team-building activity and what do you hope to achieve
- What type of team build are you needing – Formal (can include Dispute Resolution), Informal (Outcomes based) or Fun Activities (no specific outcome needed but wanting to bond/motivate group)
- The expected number of participants
- The preferred type of venue(s) and geographical area
- The amount of time available for the activities and proposed itinerary
- The name and contact details of the person from your group for on the day
- The name and contact details of the person who you are dealing with at the venue. (If you have booked the venue directly)
- Dietary and bar requirements if the teambuilding service provider is booking the venue or arranging the catering.
- What is the nature of the business and which division/department will be attending the teambuild?

Be Informed

Services Chapter: Nigel Walker: Tel: +27 12 667 2074; E-mail: nigel@doctech.co.za

National Secretariat: Kasturi Naidu: Tel: +27 31 360 1282; E-mail: sec@saaci.co.za

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- What is the overall personality of the group? Do they have a sense of humour or are they serious?
- Is the group intensely competitive or more laid-back?
- The general dynamics of the group that may be important for the facilitator to be aware of?
- Does the group prefer adventurous, outdoor pursuits or are they inclined to indoor activities?
- Will everyone in the group be physically able? If not what is their condition. (If the teambuilding company knows this before hand they can then customise the event to meet your requirements.)
- In instances where a participant may be pushed out of his/her comfort zone, is it to be an "actively encouraged" activity (by management) to enable an individual to potentially reach higher goals?

PROUD SAACI MEMBERS PROVIDING A RANGE OF TEAM BUILDING SERVICES

Although a Member is listed under a specific Branch, in the absence of Members in specific geographic areas, you are encouraged to contact service providers from other Branches who are likely to provide a National-based service.

Eastern Cape Branch**Kwa-Zulu Natal Branch**

Cy Edmondson	Another Point of View Cell: 083 778 7942	Tel: +27 31 569 1998 E-mail: cy@telkomsa.net
Ishaka Zulu Adventure Tours cc	Mr Dinesh Maharaj Cell:	Tel: +27 32 551 6596 Email: dolphinmanor@telkomsa.net
The Ventures Group	Mr Wally Pelser Cell:	Tel: +27 31 201 0198 E-mail: wally@tvg.co.za
Zulwini Tours & Safaris	Mr Mike Chater Cell: 082 668 5278	Tel: +27 33 347 1579 E-mail: zulwini@mweb.co.za

NTB Branch

Affordable Adventures	Mr Sam Harrop Cell:	Tel: +27 11 465 9168 E-mail: info@affordableadventures.co.za
CANSAF Adventures	Mr Andrew Brown Cell:	Tel: +27 11 807 9352 E-mail: andrew@cansaf.com
Network Training and Development	Mr Brett Will Cell: 083 289 6417	Tel: +27 11 465 2994 E-mail: brett@networkdynamics.co.za
Parfait Management	Ms Margaret Agocs Cell:	Tel: +27 11 784 6124 E-mail: margs@parfait.co.za
Teamgel	Mr Pete Smith Cell: 083 320 7623	Tel: +27 11 463 2894 E-mail: pete@teamgel.co.za
The Drum Café Events	Ms Bronwyn Combrinck Cell:	Tel: +27 11 834 4464 E-mail: bronwyn@drumcafe.com

Western Cape Branch

Dynamic Corporate Activities	Mr Grant Leibbrandt Cell:	Tel: +27 21 882 9365 E-mail: grant@corporateactivities.co.za
The Rhythm Workshop cc	Mrs Julie Blundell Cell:	Tel: +27 21 797 9226 E-mail: julie@rhythmworkshop.co.za
Tri Active Events Management	Ms Cany Bugler Cell: 083 456 2181	Tel: +27 21 859 4250 E-mail: info@triacrive.co.za

You are encouraged to view the SAACI web site (www.saaci.co.za) for up to-date information SAACI Members and the services that they can provide.

Members of the SAACI Service Provider Chapter pledge to act with professionalism and integrity in all dealings with clients and colleagues within the MICE Industry and throughout, to maintain the highest possible standards in the best interest of all concerned and to uphold the SAACI Articles of Association, the Service provider Code, and the By-laws.

SAACI cannot endorse or warrant the services or products of any of its members

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