

DMLF Event debrief feedback

Setup on the day:

Venue: We made the venue work under the circumstances. However, the quality of venue needs to improve. So, when we want to use a community hall, we should hold the hall accountable to fixing itself up long before the event dates. This may be a way of holding council more accountable for the greater good of the communities as well.

Ambulance:

Arrived at 17:00 instead of 15:30 as per contractual agreement. No notification was received re this delay.

Committee:

We need to clarify all committee members roles on the day, so that we are clear on who is assisting (where, when etc) and who is not. Thus, if a pre-event brief is needed for others it should be conducted to ensure we all have our stations.

Volunteers:

Assisted but seemed quite overwhelmed, thus found it difficult to speak up when they were being pulled in different directions. Around 16:00 there were no volunteers around, without notification. Better communication is paramount as there was no assistance for welcome drinks prep and table setup.

Music bands:

Sound Engineer - Setup around 2pm. Very well prepared. Should have been there at 1pm as per discussions on Wednesday.

Cosmiq - Arrived for setup around 2pm, did solid sound check. Should have arrived 1pm as per Wednesday agreement.

Khaya Mahlangu - Unsure what time they arrived, but it must have been much later than the expected 1pm.

Pops Mohamed - Disappointing at the lack of professionalism and preparation upfront. Harry had to be pulled from the production team, playing a pivotal role in order to accommodate him. Showed up without a band. No sound check. Was integrated into Prog smoothly and done well by MC.

Catering:

Disappointing - Meals seemed to be catered for 200 not 400.

Carrots were hard and not much of a salad. Tomato salsa salad ran out before half the guests had food. The teaspoons in the dhal were not for dishing sauce

The caterer herself was not helpful. The servers were not thinking on their feet and were too few for the number of stations. The meal setup at each station was different and in an incorrect order-not helping with directing people at all. Serviettes and plates were plonked At the start and end of a serving station. I expected a whole lot more for the costs.

No urn for coffee and teas setup- this payment should be refunded to foundation.

Branding of events:

We saw a banner for 'Halal....' which was not a sponsor from my recollection?. Nor was there mention of banner placement. I thought it belonged to the caterer but later realized it doesn't.

We need greater scrutiny of sponsors branding in future.

There were the Thank you Essex placards for the volunteers - the client is comfortable with the pictures I have shared thus far. I have advised that an official thank you letter will follow.

Programme running schedule:

Well executed. Good recovery from an early error.

Re the co-MC, May we have only one MC in future?

Earlier confirmation of programme by all parties involved which means we cannot have unprofessional artists on the bill who will make us promise items that they do not deliver on (eg. Pops Mohamed being so ill-prepared with no band including lack of transport and informing us on the day. Helped me understand Khaya's perspective fully).

Programme on tables: Colour printing as an option for future. Which means Prog should be confirmed without changes 3 days prior to event day.

Auction:

More clarity on this item to be had ASAP? Could have been executed in a better way throughout the evening. This should maybe have been the role of the Co-MC all evening.

Book sales:

More books are required in general. To also run the online bookstore. Books sold out

Thank you, gifts, should be confirmed and requested upfront to maintain order and a responsible way of dealing with various items that are meant to be on sale.

THE END