

Scheduling and Preparing Your Appointments

Useful Hints & Tips for Agents

1. Scheduling Appointments prior to the Event

Approximately two months prior to the event you will be supplied with login information to access the Marcom eSchedule PRO online appointment scheduling system. The Marcom eSchedule PRO ([▶ www.marcom-education.com](http://www.marcom-education.com)) allows you to select potential partners according to geographical origin, programmes, or date of inclusion in the system, as well as to send personalised appointment requests.

If you are using **Marcom eSchedule PRO for the first time**, we recommend to have a look at the [▶ Getting Started](#) page (also available via your Marcom eSchedule PRO account).

2. Benefits of eSchedule PRO

- Personal: you can send personalised individual or grouped appointment requests
- Confidential: other participants do not see your schedule
- User-friendly: simple navigation, getting started instructions online and full support by Marcom Connect
- Access from anywhere 24 hours / day
- Option of blocking appointment sessions for late bookings

It is advisable to use eSchedule PRO for all appointment bookings because the system automatically compiles appointments of educators, service providers and agents, thus preventing accidental double-bookings with the same participant or during the same timeslot, forgotten appointments, etc. The **deadline for confirming / making appointments is one to two days prior to the first workshop day. You will get a notification when the deadline approaches.**

3. Generating Lists to Pre-select Participants you Wish to Meet

eSchedule PRO allows you to generate lists containing both the contact details and the programme focus of participating educators and service providers to pre-select participants with whom you wish to meet during the workshop. Updated lists may be downloaded from the system at any time. This download option is called **“Export list”** and enables you to select and export the record you require.

4. Scheduling Appointments with Educators or Service Providers

We strongly recommend that you keep your appointment requests short and personal (listing the main features of your agency / programmes required / company, main competitive advantages). Educators interested in meeting with you will be able to confirm an appointment through the Marcom eSchedule PRO. You will receive automatic email notifications, whenever a new appointment is made on your schedule.

If, following your appointment request, an educator does not schedule a meeting with you, it does not necessarily mean that this educator does not wish to meet with you as he / she may be out of the office for a few days or may have scheduled a certain time prior to the workshop to make his / her appointments. There is no need to re-send appointment requests as educators will not be able to delete requests received.

Important: If you do not wish to meet with an educator who has contacted you, please notify them out of courtesy with a brief email message. Please reply to all appointment requests at your earliest convenience so that the educator can schedule an appointment with another agent if you are unable to confirm a meeting.

If your agency is represented by two people, we strongly recommend that you work separately as there are many schools interested in working with you. This means that both of you would conduct separate interviews with different educators at the same time and your agency would benefit from double the number of contacts.

In addition to educator appointments, you are also able to meet with service providers, in recognition of the many opportunities available to enhance product offerings with insurance, accommodation, mobile phone products, etc. Most service providers will have an exhibition space where the appointment will take place.

Please remember to review the provider's profile on eSchedule PRO before requesting or accepting an appointment to ensure that you will be able to represent their programmes/offerings. Simply click on the company name to bring up the provider's profile.

5. Scheduling additional Appointments during the Event

Please note that the deadline for confirming / making appointments is one to two days prior to the first Workshop day. In case your appointment schedule is not full at this point, you still have the chance to schedule additional appointments early in the morning of each workshop day through personal contacts between participants. Please check the event's programme for timings.

We do, however, recommend that at least 75% of your appointment schedule be completed prior to the event, to ensure you meet your desired partners. In accordance with the ICEF Agent Terms and Conditions you must have secured a minimum of 25 appointments prior to the event taking place unless otherwise agreed with ICEF. If a significant number of scheduled appointments are missed, the agent will be fully and solely responsible for all hotel accommodation charges.

6. Message Boxes for Agents

As a further means of educators contacting agents during the event, each agency has a message box located in the workshop area which may be used for leaving individual messages and appointment requests. Late agent registrants or name changes may be found at the end of the message boxes under the listing NEW /CHANGES. If you cannot find your message box, please ask for assistance at the ICEF hospitality and registration desk. Please note that educators can be contacted by agents at assigned tables and therefore have no message boxes.

Do not leave anything of value in the message box and any information left in the message box is at your own risk. We recommend checking your organisations message box at least four times a day and kindly ask you to remove the contents on each day of the workshop. Prior to the closing of the workshop any remaining materials will be discarded.

7. Appointment No-shows

As a courtesy to educators and exhibitors, please keep all appointments once they are confirmed. If you cannot keep an appointment, please inform the provider/s ahead of time so that they can re-schedule a meeting with somebody else. If you miss an appointment, ICEF will be informed and will contact you onsite to ask you to immediately re-schedule the missed meeting. Multiple no-shows are considered as workshop misconduct and may lead to your expulsion from the event and further ICEF workshops.

8. How to get the most from your Appointments

In order to collect information from potential partners you meet during the workshop you might find the following suggestions useful:

Printing of your meeting report

The Marcom eSchedule PRO will allow you to print a one-page meeting report of each participant you have scheduled an appointment with during the workshop. The meeting report page includes a full company profile as well as a section for notes.

Review educator profile prior to your scheduled meeting

You will save valuable time and have focused questions for the educator you plan to meet by reviewing their programmes and profile again prior to your meeting. This can be done by utilising the event catalogue, your meeting reports or eSchedule PRO.

We also strongly recommend that you review the institution's website to establish a fundamental basis on potential student recruitment opportunities.

Designing your own educator questionnaire

Agents who participate regularly in ICEF events use an educator questionnaire as a general discussion guideline during the workshop sessions. This questionnaire is usually designed by the agents themselves and is based on the information they require from an educator to represent them and fully understand their programmes and potential working opportunity. Points to consider on this questionnaire are the educator's organisation structure, course offerings and entry requirements.

Filing of Information

We suggest that you bring along a small stapler to affix business cards and personal notes to the relevant page of your catalogue.

Photographs

Some participants bring along a camera to take photographs of the participants they meet during the appointments to file along with any other information they have obtained. This helps to clearly remember each potential partner when following up on new contacts after the event. You can also check the ICEF Online Workshop profile of every educator or service provider you have met for a view of their photograph as well as many other details on their organisation.

We wish you a successful event!