

## Comments from the Accord 2008 Conference

### Positive

- (It was my first time here). Really had a good time – didn't know what to expect. V. good mix of content- enjoyed the socials, enjoyed speaking. Was good to hear from Andy Hornby and David Fisher, keen to come back next time and get others involved.
- Everyone here is very friendly and welcoming.
- Meetings were friendly and well-organised.
- I really enjoyed conference. A free man instead of biscuits in the hotel next time please!
- The only issue I have is that the hotel did not really accommodate vegetarians very well.
- Reception staff really helpful by allowing me to use their computers so I could check in the return flight online. Special thanks to Tinkerbell for that and Johann for the breakfast service! PS – Blinding lights when onstage but too dark for delegates to see their notes.
- Would like to thank the organising committee for all their hard work for a wonderful first conference for me.
- Brilliant.
- Nice helpful staff. Impressed with the professionalism of Accord over the three days. Made me feel like I was doing a good thing being a rep.
- The hotel décor is a bit tired but the rooms are a good size for this type of function. I'm biased on the location because I have no travel requirements.
- Very motivational conference – I enjoyed it thoroughly. Thank you for your hard work!
- Excellent conference. Need more days as it was so exhausting.
- My first conference and found it very enlightening and enjoyable and made new friends.
- Hotel could not provide a plaster. Fire drill made me feel a part of conference (It's becoming tradition). Loved conference and I hope to come back.
- Staff were extremely helpful. Unfortunately there was a small hole in the bedroom window and the heating wouldn't turn on so staff kindly arranged a large heater within minutes of me asking. It would have been nice to have proper chairs and tables when lunches were served.
- My first conference and I have enjoyed it very much. Well run and organised – perhaps queues to the coffee could have been better organised.

- My only criticism is that I didn't get to see much of Glasgow as I had a good time with my colleagues.
- Excellent, would recommend. Very intense but enjoyable.
- Speakers after lunch were good – later in the day could not take it in.
- Staff very helpful. Lower score on accommodation relates to no free provision of WiFi access in rooms or hotel areas.
- Social events great – gave you the chance to chat and network – well organised. Speakers very diverse and gave a good picture of the world around and how it impacts.
- The staff were polite and helpful at the hotel but I found the service was very slow and they were not really “switched on”, ie breakfast just not enough staff or coffee on Wednesday.
- Enjoyed the experience although manual heating in rooms was cold at times.
- Conference was excellent and very helpful for a first timer. Shame the hotel was a bit worn and not so timely.
- Maybe fresh orange and tea/coffee breaks for non hot drink drinkers like me.
- My first conference – really enjoyed myself. Thistle hotel brilliant.
- A thoroughly enjoyable time, made use of the gym and the swimming pool to compensate for all the food and drink! The staff were very friendly and helpful. Excellent time had.
- Hotel nice but lunchtime food was very poor standard.
- Excellent friendly, welcoming and forgiving environment. Suggest an extra night/day to fit everything in without having to rush, rush, rush.
- This was my first conference and I have an extremely positive memory of the whole experience. The only problem was the provision of coffee in the breaks.
- As a first conference, very enjoyable, looking forward to the next.
- What a brilliant experience! Thank you.
- Thanks to all organisers and speakers. I have thoroughly enjoyed conference and have come away proud to be part of Accord. Thank you.
- If at all possible a later start of the evening meal to enable half an hour or an hour to see Glasgow itself would be good. Otherwise excellent – first time and hopefully not the last.
- No time for sight seeing – gutted! Otherwise fab.
- First conference – really enjoyed. Found some motion proposers/ offenders laborious. Overall v. good. Didn't like the “role play”.
- A very good and enjoyable experience. Thanks for the invite.
- Award for Margaret Betts and John Dickinson for all their case work and support and advice to all members. Margaret is so caring and supportive; John is knowledgeable and shit-hot at what he does.
- The second night's entertainment was good but no way near as good as last year.

- Please can we make the “fire alarm” a regular feature for future conferences!!
- First conference. Amazing three days. Brilliant helpful people from all areas and has helped me to gain confidence to return to branch with a positive attitude – new ideas for how to carry out my role as a rep.
- Brilliant overall for my first conference.
- Thursday’s fringe meeting was excellent. The only negative comment would be that we only had 10-15 minutes free time before we had to reconvene. This made the day very full on.
- The staff were all friendly and helpful. Whilst the accommodation is not 5 star, it is better than adequate. Good venue. How about Shannon in 2010?
- Very enjoyable and informative.
- This is my first conference and I have found it informative, exciting, enjoyable and gave me a greater understanding of my role as union rep.
- How about an alternative low-key entertainment on the first night, many delegates will have set off early that day and just want a quiet drink. Piano bar?
- My first conference, thought the speakers were good and broke up the day to day business well. Need to ensure we encourage debate without making people feel awkward by opposing a motion.
- Fantastic 3 days and thanks for the opportunity to attend. Only complaint was staff cleaning function hall early on Thursday evening. If I was paying bill I would have been unhappy with this.

### Negative

- A number of people said they found the photographer intrusive and lacking people skills.
- Fringe event went on for too long so didn’t have time to see the city.
- A lot of time spent waiting for hotel staff to provide refreshments, evening meal etc.
- Hotel food was not good.
- I think that the preparation for my vegetarian delegates could have been better – especially on the second night’s menu.
- The photographer needs to be changed for next conference. The event on Thursday was not attended by lots of people and people said they would prefer a different event next time.
- The travelling time spoilt it for me, left home at 6.45 arrived Glasgow 1.30 will not get home until after 22.00hrs Friday.
- Food not great, sandwiches stale.
- Travelling to and from spoilt it for me.

- Room looking a bit tired, furniture worn, water damage on bath panel, hairdryer hose damaged, TV volume erratic (room 614).
- Tables should have name placements so people can get to know each other if it is your first time and do not know anyone.
- Is the ceiling falling down in the hotel??? Place could do with a lick of paint.
- The dress code should be smarter. Jeans and jumpers that some wore were very casual dress.
- Dress code for during the day should be set – as all information stated smart but casual, but there seemed to be a lot of casual and not smart.
- Please miss out the “traditional” fire alarm!
- Rooms could do with updating.
- Fire alarms. Late tea/food service on a few occasions.
- If you could tell some Unite delegates to be quiet and have consideration for Accord reps during conference.
- The vegetarian options at lunch were very limited ie egg sandwiches. It would have been good if there was more options.
- It would have been better if Brendan Barber could have spoken earlier in the day as found it hard at that point to give the full attention and retain any information given.
- Don't think the hotel provided the same standard of food and facilities as 2006 – painting the corridor with 200+ people walking through was not sensible.
- Should be made more fair to colleagues by having the venue in different parts of the country.
- Food was not as good as last time conference was held at Thistle Hotel.
- Fire alarms AGAIN. Poor quality carpets – health and safety risk. Expensive drinks. Plug sockets loose in rooms and corridors.
- Fire alarm again. Dodgy carpets – 3 people tripped. Expensive drinks.
- Staff dismantling tables in function suite before the end of the evening's entertainment.
- Cleanliness is what let this down, not staff.
- Unite reps chatting, laughing and mobile phones going off – asked repeatedly to keep quiet so Accord reps would actually listen and take part in the conference, but no advice taken and speaking, laughing louder.
- Too many speakers, especially at times such as lunch and evening entertainment are used. This makes everyone exhausted.