

Operations Manual

California Club Board Positions

It is not the purpose of this paper to tell board members how to do their jobs, but to share information from the recent past about how the job has been done. It is hoped this will prove beneficial in the future.

It is our hope and expectation that this is not the final form of this document, but rather each successive generation of board members will update it with what they have found works well.

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President:

Qualifications and Skills

People skills, ability to delegate authority, support board members as necessary in doing their work; macro-management; long-term planning for the future of the club.

Bylaws

SECTION 1. The PRESIDENT shall:

- a. Preside at all Board and General Membership meetings.
- b. Be an Ex-Officio member of all committees except the Nominating Committee.
- c. Call special meetings of the Executive Board when deemed necessary or when requested by four (4) members of the Board stating reasons for the meeting in writing.
- d. Appoint special committees for specific purposes.
- e. Authorize an audit of treasury records and appoint an auditor.
- f. Sign checks in lieu of the Senior or Junior Treasurer when/if necessary.
- g. Work out any problem areas of service, i.e. caterer, clubhouse manager.
- h. Serve as the Administrative Officer in representing the Club before Laguna Woods Village Management Officials.

As the chief executive officer of the California Club the president is responsible to monitor and oversee the functioning of the club. This includes:

Interpreting and executing policies as set out in the bylaws and by the board.

Monitoring the functioning of the various parts of the organization. Take actions when needed to ensure that the organization functions well.

Monitoring the expenditure of funds.

The president is also the chief spokesperson for the club. This includes speaking on behalf of the club (or appointing others to do so) in public forums such as newspaper articles, television appearances, etc.

The president is the moderator for board meetings.

The president prepares and circulates an agenda in advance of meetings.

The president conducts orderly meetings.

Vice President – Programs:

Qualifications and Skills

Ability to recognize talent in entertainers; ability to match entertainment possibilities to the interests and tastes of the California Club; people skills, flexibility, ability to deal with unpredictable and last-minute challenges. Background in entertainment industry will help. Knowledge of where to look for new entertainment. Work well in advance of events.

Bylaws

SECTION 2. The FIRST VICE-PRESIDENT / PROGRAM CHAIR shall:

- a. Procure, organize and present entertainment at the general meetings.
- b. Present check to band leader and the entertainer(s) for the evening.
- c. Advise clubhouse supervisor of stage requirements, microphones, risers for choral groups, podium with a light, and any special requests as well as the need for a sound technician.
- d. Consult with decorations chair regarding the theme for the evening.
- e. Prepare the Junior Officer to take over in the Senior's absence and to preside the next year.
- f. Arrange records to pass on to the Junior Officer after the term in office is over.

General duties: Provide entertainment and dance bands for dinner/dances by finding and recruiting suitable talent, negotiating contracts, coordinating stage set up and sound requirements, providing information to Publicity all within the annual budget allocated by the club. Entertainment and dance bands should be arranged well in advance and not later than September for that year. Coordinate with Dinners, Decorations, Publicity in planning a theme for each event. Coordinate with publicity to ensure accuracy and suitability of publicity.

Budget: The annual budget is set by the board and allocated to the various bands and acts by the V. P. for Programs. Request checks in advance of events from the Treasure.

Locate Talent: This can be done by attending various entertainment venues e.g. The Coachhouse, Pala Casino, festival of the Arts, etc. Also, You Tube may be a valuable tool. It is recommended to not use agents/ reps if possible as that constitutes an additional cost.

Contracts: Contracts need to be sent out once a negotiation is finished. The contract should list date, time, length of performance, payment, address and email of performer. Performer should not be performing in the village three months prior to or after our show. Copies of contracts should be sent to the president, publicity and treasurer.

Junior position: Should be signing up entertainers for the following year during the junior term. The senior director should be mentoring the junior during that year.

Day of Performance: Senior director should coordinate with performers, dance band, and CH 5 AV people to arrange time for set up and sound check. Senior Programs person should be there to coordinate during set up and negotiate stage space allocation if more than one band is performing. Senior director should introduce the acts and give dance instructions if appropriate for the main act. The general rule is 30 minutes with no dancing followed by 15 minutes of dancing. But this can be changed by the V. P. for Programs at each event.

Event Timeline: Prepare a "Run Down" sheet for the AV staff, performers, emcees, etc., giving times for all events, sound and lighting requirements, etc.

Vice President – Membership:

Qualifications and Skills

Strong computer and recordkeeping skills, familiarity with Microsoft Excel; team leadership (for producing directory). Major workload May through November.

Bylaws

SECTION 3. The SECOND VICE-PRESIDENT / MEMBERSHIP CHAIR shall:

- a. Keep membership records up to date.
- b. Report to the Board, at its regular meeting, the names of new members, members dropped, and applications received. Give a copy of the report to each member and get Board approval on applications received.
- c. Prepare a current alphabetical list of active members for use as the master copy for producing address labels and give these labels to the Publicity Chair each month.
- d. Prepare an annual roster and arrange for its printing and distribution.

Senior and Junior Membership Chairs, Job Descriptions

The membership chairs are responsible for the collection of membership applications, the dues that come with the applications, precise record keeping of applicants’ information and amounts collected. They are further responsible for using the collected information to generate a Membership Directory listing: names, addresses, phone numbers, email addresses, amounts paid, dates paid, check numbers and appropriate comments. The Senior Chair will collect the funds and transmit them to the Treasurer at appropriate intervals. The chairs will also submit to the Recreation Department of the Laguna Woods Village (LWV) a list of all current members in March/April of the membership year. The membership year for the California Club begins on July 1 and ends on June 30. The Membership chair will also provide current lists of members to the Treasurer and to Reservations Chairs and other board members as requested. A breakout of the Senior and Junior job activities will now be presented.

Senior Chair: The Senior Chair will receive all applications and checks (occasionally cash). The first step is to write the check date, check # and check amount on the lower right-hand corner of the application form. Now check and form can be separated but the payment information is preserved on each. He will now generate an Excel table which will contain the following headers and information. Shown below are the headings and typical entries on this table. The format for this table is portrait with an appropriate title and date range as the header.

Name	Ck Date	Check #	Amount, \$	# Memb.	Comments
DOE, Jane & John	7/1/20	1234	50	2	
NYE, Bill	7/15/20	7492	50	1	Pd for N. Gayle
GAYLE, Nellie				1	Pd by B. Nye

SMITH, Bob 6/26/20 Cash 25 1

Note that the last names are capitalized. Persons paid for by someone else get a line but the payment information stays on the payee line. A copy of a table completed for a given time interval will be transmitted to the Treasurer along with all checks for persons listed in the table. A copy of this same table will be transmitted to the Junior Chair along with all the application form for persons listed in the table. He will create this table in an ongoing manner during which no new envelope with membership application and check will be opened until the table entry for the current application information has been entered into the table. This is an important safeguard against errors. The Excel format is necessary so that as the table grows or new tables are added to previous ones, they can be easily sorted.

The Senior Chair will ultimately be responsible for creation and assembly of all the pages that will go into the Membership Directory. Most of the pages of the directory change only a little from year to year, so it is most appropriate to consult the most recent directory as a guide for laying out the next directory. The pages that comprise the current directory are saved as computer files. These files will be made available to new membership chairs so that they do not have to be created anew each year. The files are created in Word and Excel format but when completed and proofed for error, must be converted into .pdf format for the printer.

It has been the club's custom to have the directory ready for distribution to the membership during the October meeting. The printer we use is the Copy Center of LWV located on the first floor of the Community Center Building. Printing may take as long as two weeks, so it is advantageous to contact the supervisor of the Copy Center by the end of September to get properly scheduled and not get caught by unexpected employee vacations, etc.

Junior Chair: The Junior Chair will create a Membership Roster from the application forms. As a practical matter, because most of our members renew, he or she starts with the prior year's roster and deletes the payment information and comments. He or she can then fill in new pay information as it becomes available. Contact information should be checked for changes. New members will get a new line in the table. The table will be in Excel in the landscape format. The table will have more headings than the table generated by the Senior Chair. The headings are:

Name Address Phone email Ck Date Check # Amt, \$ # Memb. Comments

Because of space considerations, we will not put typical entries in this example, but he just adds address, phone and email to the name and payment information. He continues to build the roster from late June until early October when the deadline for the directory creation cuts off additional entries. At that point, he will create a new Excel file from the membership roster which retains only names, addresses, phone numbers and emails. This file will be saved as PDF and provided to the printer along with the other contents which are outlined below.

Contents of California Club Directory

Dinner-Dance Schedule & Food and Entertainment Details

Overview of the California Club
How to Get a Great Table
Senior Board of Directors
Junior Board of Directors
A Brief Club History
Past Presidents
Roster of Members
Membership Application for 2020-2021

It is not possible to detail every small aspect of the directory design and in any case some items, like the cover are discretionary to the next board members. The best course of action is to provide electronic and hard copies of all current year files.

Secretary:

Qualifications and Skills

Keeping notes at meetings; concise writing and word processing ability, organized; able to send group emails.

Bylaws

SECTION 4. The SECRETARY shall:

- a. Keep minutes of all Club meetings.
- b. Prepare copies of the minutes for each Board member for reading and approval at the next Board meeting.
- c. Initiate or answer any correspondence for the Board, keeping file copies.
- d. Telephone the Board members before each meeting as a reminder notice.
- e. Notify Board members of special meetings.
- f. Submit expenses to the Treasurer.
- g. Send all proposed Bylaws changes to the Director of Recreation for approval before submission to the membership for a vote.

Duties of the Secretary

In July - Provide a letter for Farmers & Merchants Bank in July for the transition of with the names of the new Directors: Sr Treasurer, Jr Treasurer and President who will replace the previous Directors

In July - Coordinate updating of Recreation Department List of Directors authorized to make room reservations throughout the year – Sr President, Jr. President and Secretary.

Make sure the rooms used for monthly Tuesday events (CH5) as well as the small room for monthly board meetings (currently CH1, #2 room) are booked and will roll over for the following year.

Duties of Junior Secretary

Keep a list of Resolutions passed throughout the year.

Take minutes simultaneously with the Sr Director for comparison to make sure nothing has been omitted.

Coordinate and maintain the yearly California Club calendar.

Treasurer:

Qualifications and Skills

Accounting & financial background, skill in MS Excel and data bases (Check Sort); people skills.

Bylaws

SECTION 5. The TREASURER shall:

- a. Be custodian of Club funds.
- b. Receive and deposit all checks and money.
- c. Initiate and sign checks to pay all approved bills including caterer, entertainer(s) at the General Meeting, and miscellaneous operating expenses.
- d. Prepare and present an annual report to the Board at the first meeting following the close of the fiscal year (June 30).
- e. At the beginning of the new fiscal year (July 1 to June 30), instruct the Senior and Junior Treasurers how to obtain signatures for new signature cards for the bank.

The Junior Treasurer may sign checks in lieu of the Senior Treasurer when/if necessary

California Club Treasurer Notes

Farmers and Merchants Banking

Present to bank the CA Club Secretary's Annual letter naming new officers and check signers.

Have bank set up new Treasurer with online access

Bank Statements are printed at the end of each month.

GRF

Update officer information at both the Recreation and Member services

Check with the Recreation department for room reservations for both the Dinners in clubhouse 5 and the board meetings

LWV History Center

Update the club information after installation of the new board.

Computer Software

Microsoft Excel used for monthly financial report, bank deposit detail and bank recon worksheet.

Checksoft used to track deposits and expenses. Allows printing of reports

Check Designer used to design checks and along with Checksoft program used to print checks.

Cash Receipts

All deposits are recorded in Checksoft program

Membership receipts are deposited at least twice a month during first months of renewals. (May- September). These checks are forwarded from the Director of membership.

Dinner receipts are deposited a few days after each dinner. These checks are sorted by the director of dinners and picked up by Treasurer the day after the monthly dinner.

Enter interest income from Bank statement as cash receipt

Expenses

Create vendor in vendor tab for new vendors before entering expenses

All checks need a check request of vendor invoice for documentation. All manual checks are recorded in the Checksoft program

The band and headliner checks are prepared and forwarded to the Director of Programs prior to the dinner each month. (Contracts are retained by Programs)

The invoice for Dinners (Jolanda) is picked up at the dinner by the Treasurer

Club expenses by officers should include a check request and copies of receipts

LWV historical society stores the records for the club for an annual fee. When updating club information inquire when annual fee is due.

GRF expenses

The invoice for Wine is picked up at clubhouse 5 by the Treasurer the day after the dinner. A manual check is written upon presentation of the invoice.

The invoice for Technical services is mailed to the Treasurer by Members services in the community center.

The invoice for storage rentals are paid to GRF and handed in at club house two.

Bank Reconciliation

Print monthly bank statement (enter interest income in Checksoft)

Updated Checksoft program with cleared items

Print "Outstanding Transactions" Report

Enter Bank balance and total from "outstanding transaction" report and balance from Checksoft program.

Once reconciliation is complete print worksheet.

Financial Reports in Checksoft (Set period start and end date)

"Transaction log" – List of all transactions for period

"Revenue by Category" -List of all income by Category

"Expenses by Category" –Lists of all expenses by Category

Financial Report in Excel

Input amounts from Checksoft reports into excel worksheet

Reservations Chair:

Qualifications and Skills

Eye for detail; knows Microsoft Excel; ability to handle needs and frustrations of members in a gracious and businesslike manner.

Bylaws

SECTION 7. The RESERVATION CHAIR shall:

- a. Receive checks for dinner reservations.
- b. Assign tables on a postmarked basis (reservations to be received not later than five (5) days before the dinner/dance).
- c. Make no refunds after the cut-off date except in emergency situations.
- d. Fill seating capacity (360) from regular membership, if possible, or from the waiting or guest lists.
- e. Inform the Dinner Chair of the number of reservations five days before the dinner/dance, in order to make a guarantee to the caterer.
- f. During the afternoon of the dinner, place table numbers on the tables, keeping the same sequence of numbers at all times.
- g. Assist clubhouse workers in having tables set up as early as possible for the decorations committee (by noon if possible).

Transmit all funds to the Treasurer, reporting amounts from members and guests. Submit a copy of the report to the Board members at the regular meeting.

Notes for California Club Reservations

- ❖ This job encompasses many tasks, so the chair and junior position need to share the responsibilities.

Goal- Maintain accurate reservation details, including dinner, payment and seat assignments to minimize issues

Skills: It is necessary that the position have good computer skills: Excel and Word

Procedures:

- Reservations are received on the night of the event and at the P.O. mailbox.
- Monitor the Ca Club phone & email address.
- Produce a seating chart for CH5
- Provide self-addressed envelopes for mailings

Process:

1. Assign reservation numbers as first come, first serve. Rest will trickle in during the upcoming weeks. You are responsible for checking the post office box frequently.

2. Enter reservation details to Xcel spreadsheet. Do this as they come in to prevent an overwhelming task.
3. Monitor club phone and email for changes & questions.
4. **Thursday morning before the Tuesday event** (cancellation is that Wednesday),
 - a. Email the caterer & food director the number of entrée choices and NS dessert.
 - b. Send an email to the decorations chair for the number of guests expected and # of tables to be used.
 - c. Send the Treasurer a copy of the spreadsheet
 - d. The treasurer will pick up the checks & cash a day or two before the event. The check order needs to match the spreadsheet. Coordinate with the treasurer as to his/her preferred order.
5. Fine tune on the seating: place all patrons at an assigned table. Try to honor their requests as best as possible.
6. Prepare the seat assignment poster – coordinate with decorations
7. **The day before the event**, give CH5 staff the final seating chart.
8. **The day of the event**- you need to go to CH5 in the early afternoon to:
 - a. Count the chairs for each table; make sure they match your table assignments
 - b. Place envelopes (run 80-100 address labels & place on envelopes) out front by the seat assignment poster
 - c. Display the pretty YELLOW SHOE BOX for the next month's reservations
 - d. Place seat assignment poster (I recommend NOT to do the FINAL seat assignment PRINTOUT until Sunday because of changes)
 - e. Give 6 copies of non-featured dinners (including NS), by table to the caterer for the servers
 - f. Print out a copy of the guests list alphabetically and by table numbers for yourself to resolve issues at the event (seldom used☺)
 - g. At the end of the evening, take home the reservations, poster, etc.

Junior Reservations Chair:

- Shares all responsibilities with the chair.

Other Misc items:

1. Post Office Box (box 2343) rental is due every April and will you receive a renewal notice in box. Pay it and get reimbursed. (Box holder's name is Tom Nash)
2. Club Phone: Tracfone paid for 1-yr subscription, expiring On 7/22/2020.
3. Club email is CalClubReservations@gmail.com, which is under Tom Nash's account. Need to figure out what we want to do in the future.

WORDS OF experience:

1. FOLLOW THE RULES, but rules are meant to be broken at times.
2. BE AWARE OF OUR MEMBERS' REAL NEEDS.
3. BE UNDERSTANDING AND RESPECTFUL.
4. Do your best to serve the membership and remember, you cannot make everyone happy😊.

Publicity Chair:

Qualifications and Skills

Competent computer skills in word processing, desktop publishing and spreadsheet software to produce flyers, written articles, Eblasts and other publicity vehicles. Write articles for Globe, arrange interviews on Village television. Plan and work ahead to meet various deadlines for flyers, mailings, articles and other publications.

Bylaws

1. SECTION 9. The PUBLICITY CHAIR shall:
2. Receive program details from the Program Chair, Dinner Chair and Decorations Chair to develop flyers and other publicity vehicles that coordinate with those details.
3. Develop flyers and distribute them through the Recreation Department to clubhouse bins. Assure those bins are kept stocked. Prepare a mailing monthly to send flyers to members who do not use email.
4. Modify flyers to produce (1) an 11x17 poster, (2) ½ sheet flyers (3) a program (table folder) for each event and (4) a landscape version for the "Bulletin Board" program on Channel 6.
5. Update the Membership Form and Reservations Form.
6. Produce and distribute a list of coming events for the next year.
7. Prepare and submit articles and advertising for the Globe.
8. Prepare and send weekly Email blasts regarding coming events. Manage the email website account to produce these emails.
9. Manage the Club's website.

Publicity Chair - Specifics

General duties: Promote California Club activities to members and residents to encourage a large turnout for events.

Specific tasks:

Flyers, full page. These need to be eye catching with strong graphical elements, so they will be noticed in the numerous bins of flyers. Always include a photo of the entertainer. Obtain from Programs Chair or directly from the entertainer. Coordinate publicity theme with event theme, colors, type of event, etc. Flyers need to be produced more than a month in advance so that they can be designed, proofread, approved by the recreation department, and printed in time to be distributed to the club houses the day after the prior event. Submit via email each new flyer in PDF format to the proper contact within the Recreation Department. We print 200-300 copies which includes the Membership and Reservations Forms on the back side. Deliver them to the recreation department for the initial distribution to the clubhouses. Keep a supply of printed flyers to refill the Clubhouse bins as needed. Check clubhouse bins once per week.

Flyers, half page. A smaller (half page) flyer is developed. These half page versions of the above, for distribution on the tables at other club events and possibly on the entry table at the prior event. A Reservation form is printed on the back side. In 2022 this was replaced by the **Program/Table Folder** that is distributed at each event (1 for every 2 table seats). The Program includes the menu and program for the current event, a Membership Form, a ½ sheet version of the next event’s flyer and a Reservation form in a fold-over version.

Poster. An 11 by 17 modified version of the flyer for display in the clubhouse 5 poster case. The poster does not need all the details of a flyer. Fewer details make it more readable from a distance. It should refer to picking up a “flyer” inside the clubhouse.

Display Flyer for Channel 6. Modify elements in the current flyer to produce a landscape version which will run in the “Bulletin Board” feature for a few weeks before the event. This version of the flyer should only include highlights of information. The display (which includes about 60 other postings) only lasts for 30 seconds so must be quickly readable.

Newspaper Articles. Arrange to publish an article of 150 words plus a photo in the Globe to appear the same week as the prior event. This article may be submitted for 2 weeks then a 3rd article – very brief – is the last one. No article is published the week before the event because the Globe issue comes out after our deadline for reservations (Wednesday before the following Tuesday’s event). Submit in Microsoft Word format. Write it as if written by a reporter. Include the 4 w’s (who, what, when, where, and how). Also include a suggested headline and caption for the picture. Obtain a photo of the featured performer from the Programs VP or directly from the entertainer. Submit by email to the Globe editor. Deadline for the following week’s paper is Thursday at 4 p.m.

Television interview: The “This Day” program will sometimes run interviews regarding our dinner/dances. Book as far in advance as possible as it’s pretty much first come first served. The contact is Brittany Tuohy, 949 597-4295 or Brittany.tuohy@vmsinc.org.

Maintain & Update the Website. Use the WordPress program to maintain our website: www.californiacluboflagunawoodsvillage.com. Always add new flyers for the current and upcoming events. Maintain and publish a list of coming events for the rest of the year. Other documents on the website include the club’s Bylaws, information about making reservations and getting a good table, current Board of Directors with their photos, Forms, Tools, event photos and various other items of interest.

Decorations Chair:

Qualifications and Skills

Plan decorations in coordination with theme, purchase or otherwise obtain suitable decoration materials, recruit helpers to help decorate before each dinner/dance, stay after events to remove and save reusable decorations.

Bylaws

SECTION 8. The DECORATIONS CHAIR shall:

- a. Consult with the 1st Vice President as to the theme for each dinner/dance, i.e. formal, cocktail or casual.
- b. Procure and arrange decorations for tables, walls, stage and bar, as desired.
- c. Arrange for storage of decorations (in the assigned lockers) and disposal of any damaged or outdated materials.

Present decorations bills to the Treasurer for reimbursement.

From Decoration Notes

Core Responsibility: To provide the decorations for the Clubhouse that create the ambiance reflecting the theme of the dinner/dance event.

Duties: In conjunction with the Junior team member, develop design solutions that meet the theme as approved by the Board. The design may include entry, foyer, walls, stage, and tables' decorations.

Process:

- Research products required for design
- Purchase the supplies required online, and in local shops
- Track expenses to ensure budget is met
- Work within timeframe, established each month, to complete tasks for each event
- Utilize all existing decorations in storage lockers, when possible
- Recruit assistance of CA. Club members in setting up and taking down decorations

Amount of time realistically expected to be dedicated to each event: 80 hours more or less per month. Allow for Board meeting time, the 1st Friday of the month for 1 hour. This job **requires both** Junior & Senior member to coordinate the completion of tasks to final project.

Job/Skill Requirements:

- Previous decorating experience, background in design or knowledge of the fundamentals
- Computer skills to research, shop, order. Organizational skills
- Meet the physical demands required (carrying decorations, bending, stretching, getting up on ladders)

Dinners Chair:

Qualifications and Skills

Work well with caterer(s); coordinate themes with Programs, Decorations, etc. Work well in advance of events for the season.

Bylaws

SECTION 10. The DINNER CHAIR shall:

- a. Choose one or more caterers for the dinner dances.
- b. Plan the menus with the caterer.
- c. Call the caterer before the dinner (approximately five days) after receiving information from the Reservation Chair indicating the number of reservations.
- d. On the night of the dinner, check all tables for attendance.
- e. Pay the caterer from a check received from the Treasurer and give the Treasurer a receipt.
- f. Arrange for Laguna Woods Village Recreation Department to set up the bar for the evening and transmit requests or needs to them.

DINNER CHAIR DUTIES:

1. Our most used caterer is Jolanda (Add contact info.)
2. To establish a theme for the events the Dinner Chair and Junior Chair meets with :
 - a. Entertainment Chair & Junior Chair
 - b. Decoration Chair & Junior Chair
 - c. Publicity Chair & Junior Chair
 - d. President
3. Dinner Chair & Junior Chair meet with caterer and choose main meal
4. Caterer will than put full dinner menu together and email to Dinner & Junior Chair
5. Menu looked over for approval
6. Copy of menu distributed to all board members
7. Give caterer approval for the menu for the year
8. Dinner Wine is purchased through GRF and caterer's staff puts on the tables
9. After the Decoration chairs select the linen colors for the dinner month we will pass on to caterer.
10. On the night of the dinner receive a bill from caterer and give to the Treasurer for payment.

We need to be able to correspond graciously with members if they are unsatisfied with their meal. Always have a positive attitude as it is our goal to give everybody a fun evening with dancing, good food and entertainment.

Hospitality Chair

Qualifications and Skills

Greet at the door and/or recruit others to greet for each event. Help attendees find their tables. Handle reservations problems. (Know where to find Reservations Chair.) Give extra time and assistance to attendees with special needs. Stow walkers out of traffic areas. Handle unruly guests including calling security, if necessary. Help as needed with medical emergencies, call 911 and/or security if it seems warranted.

Bylaws

SECTION 6. The HOSPITALITY CHAIR shall:

- a. Select and assign members to serve as hosts and hostesses for each of the nine general meetings.
- b. Take action during the general meeting on any problems that arise during the evening and, when advisable, notify the appropriate board member of the situation.
- c. Instruct hosts and hostesses on general guidelines for handling problems as they arise.

Hospitality Chair Notes

Select and Assign Members to serve as host and hostesses for each of the 9 evening parties. Have a sign-up sheet at the Board meeting. The hospitality Chair or the Junior chair should fill at least ½ of these spots. There should be 2 people for each ½ hour time frame. 5:00 to 5:30 and 5:30 to 6:00. Call or email the day before the event to remind those who have signed up.

Order name badges for the Hostesses/Greeters, and also Board Members.

Take action during the Evening Party on any problems that arise. Notify the appropriate board member, the Clubhouse 5 office, Security or 911 if needed.

Hospitality chair and the Junior Hospitality will help with cleaning up after the evening event and/or helping to set up the Decorations. Have a sign-up sheet at the board meeting.