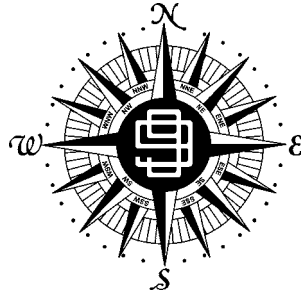


South Central Section



Ninety-Nines



Section Meeting Standard Operating Procedures

**SOUTH CENTRAL SECTION 99s
STANDARD OPERATING PROCEDURES**

SECTION BUSINESS MEETINGS

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GENERAL REMARKS / SCS HISTORY

At the first Annual National Meeting held August 22, 1930, at the Drake Hotel, Chicago, Illinois, it was recommended by a Committee, having met in December 1929 and in February 1930 that the United States be subdivided into Sections. The recommendation was adopted and officially the SOUTH CENTRAL SECTION came into being, to be comprised of the following States: Colorado, New Mexico, Texas, Oklahoma, Kansas, Nebraska, Arkansas and Louisiana.

In the beginning, through 1938, it appears only annual meetings were held. Following 1938, meetings were held twice a year, with the exception of the years 1941, 1942, 1943, 1944, and possibly 1945. Following those years, two meetings were held each year, observing a spring/fall concept. Thus the precedent was set for two business and educational meetings each year, spring and fall.

The South Central Section of The Ninety-Nines, Inc. (hereinafter "SCS") was incorporated September 9, 1974 under the laws of the State of Texas. The SCS received its IRS Section 501(c)(3) tax-exempt ruling May 16, 1975. SCS received the SCS IRS Section 501(c)(3) group tax-exempt ruling September 29, 1975. These tax-exempt rulings do not mean that Chapters do not have to pay their respective State, County or City sales tax. If the Host Chapter has a State Sales Tax Exemption Certificate some savings could be made. The rules applicable to each such state exemption would have to be complied with.

Article VII of the Bylaws of SCS (revised June 21, 1996) provides that "The membership of the Corporation shall meet at least once annually at a time and place approved by the Board to conduct the business of the Section. Delegates to such meetings must hold a current membership card in The Ninety-Nines, Inc. to vote." Further: "Sixty (60) per cent of the delegates at a scheduled meeting of the Section membership shall constitute a quorum."

Standing Rule "MEETINGS (SR-4)" of the SCS Standing Rules (revised June 21, 1996) provides:

"Section 1. A rotation schedule of SCS Chapters will be used to establish Host Chapters of the regular semi-annual meetings. Immediately upon being notified by a Chapter that it is necessary to decline its time slot, the Vice-Governor will solicit another Chapter to serve as Host.

"Section 2. Host Chapters must present their proposed schedule of events for the Section Meetings to the SCS Governor in advance for approval.

Host-to-Host Fund and SOPs

Standing Rule "HOST-TO-HOST FUND (SR-7)" of the SCS Standing Rules (revised June 21, 1996) provides:

"Section 1. The Host-to-Host Fund is established to assist Chapters in handling the expenses of hosting a Section meeting. The Host-to-Host Fund will be administered according to standard operating procedures."

The Host-to-Host Fund process is described in detail in the Host-to-Host Fund section.

Getting Started

Hosting the Section Business Meeting is a challenging but rewarding experience for the host Chapter. As soon as the Chapter Chairman receives confirmation of the meeting, the General Chairman and all Committee Chairmen should be selected.

Two Years Ahead

- 1) Pick the dates for the meeting and confirm them with the SCS Vice-Governor. The Vice-Governor will be your advisor and liaison with SCS for the meeting. Check with the International Headquarters calendar, the SCS Board members, and activities in your local area for dates to avoid conflicts.
- 2) Survey your area hotels, choose one, and make reservations. See the Facilities section for details.
- 3) Consider areas of interest and enjoyable activities in your area. What is unique about your area? Sea

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GENERAL CHAIRMAN

Obtain the Standard Operating Procedures from the SCS website. Study the contents to get a “feel” for the requirements facing you. Check with the SCS Governor for any specifics she wants to include. Set up regular communication with the Section Vice-Governor about your plans.

At your first general planning meeting, educate chapter members about what will be expected of the chapter as Hostess. Get commitments from members to work in different area and pick the Committee Chairmen. In smaller chapters, one person may serve as the Chairman of more than one committee. For example, often one person serves as both the Registration and the Finance Chairman.

It is important to select people with a positive attitude, considering also their interests and individual strengths. Stress that committee chairmen need to keep the General Chairman informed of their progress or problems and work as a team. Each Committee Chairman should be provided with a copy of the Section Meeting Standard Operating Procedures for their Committee to help Committee Chairmen understand how their respective committees interrelate. The General Chairman should do overall coordination.

Note that Chapter members are usually expected to register for and attend the meeting. Most chapters do not have the funds to comp the registration fees for their own members. You may have to “sell” your chapter on the importance of hosting the meeting, and how the chapter will benefit from the experience. Many chapters who have hosted report that the experience was energizing for their chapter.

Consider using a theme, logo, or slogan which represents your chapter or your area.

Establish a “tickler file” or set up calendar reminders to remind yourself of deadlines as they draw near. Use whatever system works best to you to keep track of all of your ‘to do’ items with deadlines.

Keep good files. Write down all decisions in such a way that another person could assume your responsibilities should an emergency occur. Keep copies of all correspondence, written and electronic.

Determine the number of planning meetings needed, according to your personal style and the temperament of the chapter. Some General Chairmen have frequent meetings; others have very few face-to-face meetings and handle all details electronically and/or one-to-one.

If you would like to include a speaker or entertainment, schedule and confirm at least one year ahead. You will probably want the responsibility of arranging for the speaker, after conferring with chapter members, and for making out the final banquet program.

Set up a budget with the assistance of the Finance Committee Chairman. A planning budget should be developed as early as possible. Gather estimates for events, hotel costs, administrative costs, and membership attendance to determine a reasonable amount for registration fees (see Finance section).

Make arrangements for insurance with Ninety-Nines Headquarters.

Consider the information to be passed out at the Registration Desk. Work with the Registration and Printing Committees on this. Look at sample printed materials from other SCS Business Meetings for ideas. Incorporate your theme or special logo into the design for all printed matter used. Print materials could include:

- Announcement Brochure or Invitation (to be distributed at previous Section meeting)
- Advertisement in the *APPROACH* prior to event
- Schedule
- Registration Form
- Banquet Program
- Decorations, Name Tags, Goodie Bag or Folder (if used)

Let the SCS Governor know what arrangements you have made for her. (See the Protocol Section). A member of the International Board of Directors will usually attend the meeting. Once you know the name,

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contact her to find out her travel arrangements. It is customary for the host chapter to provide her lodging and to comp her registration fee.

During the SCS Business Meeting weekend have a list or schedule set up of arrival times of the VIPs, the International Board representative, the Governor, speakers and other VIPs. Assign someone to meet and orient each VIP. Coordinate this with the Protocol and Transportation Committees.

After the Meeting

If possible, Sunday morning, or at the earliest convenient time, meet with the Chairmen of the two upcoming Section Meetings to pass on what you have learned. Share what worked well and what could be improved at the next meeting.

Wrap Up of the Meeting with Committee Chairmen

As soon as possible (recommended by end of week after meeting is over):

- 1) Get reports from the Committee Chairmen and make a summary recap with suggestions from your experience for the next Host Chapter.
- 2) Update the SCS Business Meeting Standard Operating Procedures by sending your recommendations to the Vice-Governor.
- 3) Make certain all contractual obligations have been fulfilled, i.e., that the bills have been satisfied.
- 4) Make certain that the Finance Committee Chairman complies with the SOPs of the Host-to-Host Fund.
- 5) **Very important:** Send thank you notes to all the Committee Chairmen, speakers, etc.
- 6) At the earliest opportunity, compliment the Chapter members as a whole for a job well done! Plan a chapter celebration if possible.

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FINANCE CHAIRMAN

The Finance Chairman does not necessarily have to be the Chapter Treasurer, although she frequently is. The host Chapter may open a separate SCS Business Meeting bank account to keep the Meeting funds separate from the Chapter account. This will enable the Host Chapter to comply with the Host-to-Host Fund SOPs, monitor meeting income and expenses, prepare the final report for the General Chairman and file the Chapter's annual financial report with the SCS Treasurer. Two signatories are recommended.

Keep close account of the funds coming in, deposit checks as soon as they are received (registrants' canceled checks also serve as their registration receipt). Promptly depositing funds received will make it simpler to know what the daily balance on hand is and will also prevent the loss of checks received.

Generally, the Registration Form and check are sent to the Registration Committee Chairman. The Registration Committee Chairman may be a signatory along with the Finance Committee Chairman. The checkbook and related records should be under the care of the Finance Committee Chairman. The Registration Committee Chairman may be supplied with deposit slips for her use in depositing registration checks as they are received. The Registration Committee Chairman should make two copies of the checks being deposited as well as the deposit slip. One copy of the check should be attached to the Registration Form for her records and the second attached to the copy of the deposit slip for the records of the Finance Committee Chairman (see related information under Registration Committee Section).

Expenses to Expect and To Plan For

Printed Materials/Postage

- Promotions/brochures/invitations at SCS Business Meetings prior to your date
- Registration Form and schedule in the SCS *APPROACH*
- Final Schedule and other materials provided when participants arrive
- Banquet Program if applicable
- Stationery and/or Thank You Notes
- Tickets for meals and events **
- Postage
- Name Tags **
- Goodie Bag or Packet Folder, if used **

Airport Hospitality (Usually at GA Airport)

- Signs
- Refreshments
- Welcome booth or table

Hospitality Room

- Refreshments
- Room cost (perhaps the hotel will comp the room)

Transportation

- Rental of buses or vans if needed
- Sightseeing trips for early arrivals

Typical Meals (dependent upon your schedule)

- Friday – dinner or reception
- Saturday - continental breakfast, luncheon (optional) and/or dinner banquet
- Sunday - continental breakfast (optional)
- Complimentary meals for guest speakers, SCS Governor, International Board Rep, special guests

Meeting Rooms (hotel generally comps the meeting rooms if meals are arranged there)

- Seminars
- SCS Board Meeting
- SCS Business Meeting
- Governor's Forum or Chapter Chairman's Meeting
- Fly Market and/or Hospitality Room
- Audiovisual equipment provided by hotel, such as microphone, screen, and projector

Protocol

- Registration fee for SCS Governor, International Board Rep, and speakers should be waived.

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Hotel rooms for SCS Governor, International Board Rep, and speakers should be provided (Hotel will sometimes comp a room for every so many rooms sold -- in your hotel contract, spell this out as to number of rooms, whether the number "sold" can accumulate, e.g., so that if you need 1 "free" room for one night, 2 for the second night, 3 for the third night, you will be covered.)

Decorations

Banquet – centerpieces and/or other themed items if using
Registration Desk
Other areas, such as Hospitality Room

Tours and Guest Activities

Transportation
Entry fees

Educational Seminars

Printing, sign, etc.
Meal, honorarium, and/or gift for presenters

Cocktail/Cash Bar

This is usually a No-Host Cash Bar

Host-to-Host Fund

Reimbursement (As described in the Standing Rule "Host-to-Host Fund (SR-7)", Host Chapters may receive funds from a previous Host Chapter's event as "seed money." Your Chapter as Host is expected to send the same amount or more to the next Host Chapter. (Refer to the Fund SOPs.) If there are no funds available from this Fund, your Chapter may consider applying to the SCS Board for a specific advance to use as "seed money," planning to return this advance to the Section funds.

** May use the "Name Tag" as the "ticket" to meals and events. "Goody bags" and door prizes are optional, depending on funds available.

Planning Budget

It is very important to initiate a planning budget early. Decide on a tentative registration fee. See what you can offer for \$99 or less. Multiply that number by estimated number of attendees. That figure can then be your target budget. Or, make close estimates of expenses, subtract any large contributions or subsidies, and then divide by the total number of attendees expected, to determine the total package cost.

Determine which costs remain the same regardless of the number of attendees and which costs can be figured on a per-person basis. Remember to add in overhead expenses, such as printing/mailing, publicity, and refreshments for Airport Hospitality and Hospitality Room, supplies, etc. If you receive a large contribution or subsidy from a community member or entity, you may use that amount to defray the cost of a particular event or seminar.

Check with the previous host Chapters for attendance numbers. Do not make the mistake of overestimating number of attendees -- see Budget preparation in Appendix. Example: Transportation. Most buses carry 47 people. Most bus companies charge by the hour. So you have two matters to consider: Timing and if your second bus is not full. If the average you use is 60 attendees, you estimate your charge for that number, contract for "x" number of buses, and if you do not fill the bus, who will pay for the empty seats? One method is to calculate the costs for an event that requires transportation on one busload. Examples, if you expect 60 to 70 attendees, calculate the cost of the second bus into the cost of the first bus. Thus, the first bus helps defray the costs of the empty seats in the second bus, etc.

If you decide to offer a discount for early registration, add the discount into the base price of the offered package. Make the package price/incentives as attractive as possible; you want to sell as many as possible.

Try to keep the price of registration as low as possible without having to subsidize from Chapter funds. Plan to make money on raffle or goodies for sale, but just cover your expenses on the registration.

If the chapter is able to book an outstanding speaker, but does not have sufficient funding to cover the speaker's honorarium, the chapter may request a \$300 speaker fee from the SCS Treasurer, which does not have to be repaid.

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HOST-TO-HOST FUND

[Authorized by SCS Standing Rules revision of September 30, 1995] Host-to-Host Fund (SR-7):

Section 1. The Host-to-Host Fund is established to assist Chapters in handling the expenses of hosting a SCS Business Meeting. The Host-to-Host Fund will be administered according to Standard Operating Procedures.

1. Upon receipt of the Host-to-Host Fund, the Host Chapter shall set up its records to record the receipt of the Fund as an advance ("seed money") -- a liability due to a Host Chapter for the following year. A copy of the Host Chapter's records listing receipt of the Fund, use thereof related gain or loss, and the amount and date of forwarding to the next Host Chapter, shall be provided to the Vice-Governor. The Vice-Governor shall furnish a copy of each report to the Section Treasurer, within 60 days after the SCS Business Meeting.
2. The Host-to-Host Fund shall have a cap of \$ 500.00
 - A. The \$500.00 Host-to-Host Fund is sent from the Chapter hosting the Spring Section to the Chapter that is hosting the next year's Spring Section meeting.
 - B. Likewise, the Chapter hosting the Fall Section meeting will send the \$500.00 to the Chapter hosting the next year's Fall Section meeting.
 - C. If the Host Chapter is unable to reimburse the full \$500, and in fact
 - 1) more or less, broke even with respect to its costs and receipts, or
 - 2) its expenses were greater than its receipts, it shall not be expected to (donate to) reimburse the Host-to-Host Fund. The Section shall then reinstate the Host-to-Host Fund by sending \$200.00 from the Section treasury to the next Host Chapter scheduled to receive the Fund. The Host Chapter must send a financial statement to the SCS Board and the next Host Chapter explaining the reason for the loss.
 - D. If a Host Chapter does not need the use of the Host-to-Host Fund, that Host Chapter may make a voluntary donation to:
 - 1) the Host-to-Host Fund, or
 - 2) the SCS Money Market Account
 - E. Transfer of funds shall be made within 60 days after the SCS Business Meeting.

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REGISTRATION CHAIRMAN

Receipt and Processing of Registration Forms

The Registration Committee Chairman should receive and process all the Registration Forms. The Registration Chairman will coordinate with the Finance Committee, the Facilities Committee, and the General Chairman. The Registration Chairman and the Finance Chairman are often the same person.

- 1) Number each registration form as it arrives and assign this number to the person registering.
- 2) Upon receipt of the registration forms and checks, follow the process the registration as set out under "Banking Procedures" of the Finance Committee Section. The Registration Committee Chairman should be supplied with deposit slips and an endorsement deposit stamp for her use in depositing registration checks as they are received. She should make two copies of the checks being deposited as well as the deposit slip. One copy of the check should be attached to the Registration Form and the second attached to the copy of the deposit slip for the records of the Finance Committee Chairman. This will enable the Finance Committee Chairman to keep her records and checkbook balance current.
- 3) The Chairman should, either by use of a database or by copy of the registration form, keep the Facilities Committee Chairman and the General Chairman apprised of the following information: names of registrants, Chapter, dates of arrival/departure, mode of transportation, private A/C type/N number, special meal needs, and any other information that is desired by the other Committee Chairmen.
- 4) The General Chairman will keep the Chairmen of the Protocol Committee, Airport Hospitality Committee, Tours and Guest Activities Committee, Hospitality Committee and Transportation Committee apprised of the appropriate information they will need.
- 5) It is important to coordinate with the other Committee Chairmen. The Facilities Committee Chairman will need the number of registrants/guests/VIPs to attend all meal functions in the hotel. Review paragraph (4) above.
- 6) Keep tally of registrants by Chapter for the Vice-Governor. She will need information to determine the winner of the Travel Trophy.

Registration Desk

- 1) Registration Committee Chairman sets the hours that the Registration Desk will be open and recruits volunteers to work specific shifts throughout the weekend.
- 2) The Registration Desk also functions as an information center. Volunteers should know the schedule and location of all events.

Ways to Manage the Registration

A. Manually:

Use a master sheet with columns for name, number assigned, chapter, registration fee, additional meal tickets, tours, arrival and departure dates, mode of transportation, private AC type/N number, special meal needs, guests, etc.

B. Electronically:

Keep the same information as described above in a computer on a database or spreadsheet program. You may be able to print out nametags using this information as well.

Twelve to Six Months in Advance Providing a Goodie Bag or Folder

Start gathering items for a Goodie Bag or Folder. Items could be a general information brochure about the host city and the hotel, items from your Visitor's Center and/or free "gifts," such as notepads, pens, pencils and any commercially donated items.

A Week or Less Before the Event

- 1) Add to the Goodie Bag or Folder the weekend agenda sheet, descriptions of tours and departure times and places, description of seminars, and brief biographical sketch of the presenters and guest speaker(s). Tickets for all events, meals, etc., and registrant's name badge should be kept in an envelope and filed in alphabetical order by the registrant's name on the outside. This will facilitate the speedy location of them as registrants arrive and check-in. (Envelopes are easier to keep in order than an often bulky Goodie Bag or Folder.)

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Be Ready

- 1) All correspondence, tickets, drawing tickets, etc., should carry the registration number assigned each person in order of receipt of registration forms.
- 2) Keep files of all correspondence and registration forms in numerical order.
- 3) Keep a master list or card file of all prepaid registrants and check off when they officially check-in.
- 4) Add all on-site registrants to list when they register; keep total number of participants for each event.

Alternative to Goodie Bag or Folder and Tickets to Save Time and Lower Cost

- 1) Use the nametags as "tickets" for all events and meals. If the registrant has a guest that will not be attending all functions, you can put special stickers on his/her nametag, or have special "tickets" for such purpose.
- 2) Use a brochure or flyer for the schedule of events with location and other pertinent information.
- 3) Spend the time and money that you would ordinarily use for a Goodie Bag to solicit special "door prizes" for the Luncheon/Dinner Banquet.

Providing Registration Forms to SCS Membership

Host Chapters will utilize the SCS APPROACH for pre-event advertising and registration forms.

The Host Chapter should also provide the Invitation, Schedule, Hotel Information, and Registration form to the SCS Webmaster for publication on the SCS website.

As much information as possible should be available at the SCS Meeting prior to the one your chapter is hosting.

See the section Promoting the Meeting to SCS Members.

Credentials

Supply Section Secretary with the number of 99s registered so that she may declare a quorum at the business meeting.

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PUBLICITY CHAIRMAN: Promoting the Meeting To SCS Members

One of the big factors in the success of the SCS Business Meeting is the quality of the information that is placed in the *APPROACH* and on the website. The Publicity Chairman may be the one to design the announcements, the SCS *APPROACH* advertisement, brochures, registration form, weekend agenda, banquet program, tickets, etc., with input of ideas from other Chapter members.

Six-Twelve Months Ahead

- 1) Prepare blurb for the SCS *APPROACH* two issues ahead of your event.
- 2) Prepare an invitation and one-page schedule for the SCS *APPROACH* for the issue prior to your meeting. Include information about the host city and recommended airports for general aviation and commercial flights. Note in your information that the event is the SCS Business Meeting and includes educational seminars. Describe optional activities and guest events if applicable. Send all information to the SCS Webmaster also.
- 3) Prepare a one-page Registration Form for the SCS *Approach* for the issue prior to the meeting. Send to the SCS Webmaster as well.

The Registration Form should include this information:

- return address and directions for making out the check
- outline of events and meals with prices of each extra ticket
- package price with incentives listed, the early registration price (if giving one), and a late registration price
- package price for guests
- the closing date for registration
- statement that the canceled check will be their confirmation of registration
- refund and cancellation policy in a prominent place
- hotel information

Collect the following information on the Registration Form:

- participant name, address, primary phone number, guest name, Chapter
- current and past Chapter, Section, and International Offices held
- ETAs and type of transportation (for Transportation Committee), N numbers for Airport Courtesy Committee, etc.
- special meal requirements
- request for Fly Market table

BEFORE the final draft, have several Chapter members proof for errors, consistency and clarity -- rewrite as necessary

Check the previous issues of the SCS *APPROACH* for examples.

- 3) Design the Banquet Program. Check with the General Chairmen to include all facts. If you plan to list your contributors, you will want to hold off on the printing until as late as possible.

Shortly Before the Event

- 1) Meet with the General Chairman, Tours & Guest Activities Chairman, and the Program Chairman to design and print finalized schedule and location details.
- 2) Include with the Agenda a brief biographical sketch of the guest speakers, seminar presenters and a description of all seminars.

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Other Publicity

Six-Twelve Months Ahead:

- 1) Send event information to aviation calendars such as those *The 99s News*, and Headquarters Dispatch.
- 2) Contact the local media (radio, newspapers, and television stations) and submit concise articles (or press releases) with pictures, at the appropriate time.
- 3) Contact the Airport Manager and the Airport Authority Board, all fixed base operators, the local Chamber of Commerce, and other civic and aviation groups. Give them all available details, including the approximate number of people who will be attending, number of airplanes anticipated to fly in. They might be able to help you line up or finance speakers, prizes, contacts, labor and facilities.

Take Pictures During the Event of all Functions

- 1) You will want these for your Chapter Scrapbook
- 2) Send a concise article with pictures to the media and the International Magazine as a follow-up.
- 3) Be certain to include a name and phone number for information contact purposes.

Don't Forget

- 1) The Thank You notes -- send them to anyone that helped out in any way.

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HOSPITALITY CHAIRMAN

Six months ahead of the event

- 1) Consider contacting vendors in your area for donations of drinks and foodstuffs. Be certain that their names appear on a printed list of contributors.
- 2) Line up as much donated homemade free food and drinks as possible. Perhaps your Chapter members might like to schedule a get-together for a “baking day” or “weekend bake” to provide cookies for the Hospitality Room.
- 3) Determine the schedule for the Hospitality Room, the type of refreshments to be offered, and the number of volunteers required. Hospitality Room location and hours should be included on the final schedule.

Have the following available in the Hospitality Room

- Assorted beverages and snacks
- Ice
- Information about the local area
- Chapter scrapbooks, if available for display

Consider renting the room next door

You might consider renting the room next door to or adjoining the Hospitality Room for the General Chairman or the Hospitality Chairman, so it can be used as a food pantry and a “breather” place for those working.

Hours of Operation

- Consider what kinds of food you wish to provide and how many volunteers you have available.
- The Hospitality Room should not be open when the Business Meeting, Seminars, or other member events are taking place.
- The Hospitality Room is often open on Friday during the day, on Saturday after the Business Meeting ends and before Seminars begin, and sometimes on Sunday morning. Other hours may be scheduled as appropriate.

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FACILITIES CHAIRMAN

One-Two Years Ahead:

SELECT THE HOTEL!

The General Chairman and as many committee chairmen as possible should conduct the hotel survey and as a group make the selection. Factors to consider include location, pricing, ambiance, availability of a hospitality room, and longevity of hotel sales and catering staff. Visit several hotels in person.

Once the hotel has been selected, only the Facility Chairman should communicate with the hotel.

Contact the Sales/Event Manager to discuss the meeting as soon as the hotel has been chosen.

1) Room Considerations:

- Estimated number of guests
- Rates for single and double rooms
- Hospitality Suite (should not be the Governor's room)
- Fly Market room
- Meeting rooms for the Friday afternoon or evening Board Meeting, Governor's Forum and or Chapter Chairman's meeting; the Saturday Business Meeting with a head table and rostrum, and chairs set up classroom style if room is large enough.
- Breakout rooms for seminars on Friday or Saturday set up in classroom style.
- Banquet room for Saturday evening set up with round tables, head table with rostrum if using or free-standing microphone if not using head table.
- Microphones, screens, projectors for Business Meeting and banquet - Check on outside rental and possibility of using personal equipment instead of equipment provided (and charged) by the hotel.
- Negotiate for complimentary rooms.

2) Possible Hotel Meals:

- Saturday and/or Sunday Continental Breakfast
- Saturday lunch
- Saturday evening banquet with reception in pre-function area

**** GET EVERYTHING IN WRITING ****

Confirm telephone calls in writing also. Sign a contract with the hotel to lock in prices and all extras given as part of the package. **Before signing the contract, send to the Ninety-Nines General Council for review.**

Give a copy of the prices to the Finance Chairman so she can make up the final budget. DOUBLE CHECK THAT ALL PRICES INCLUDE TIP & STATE SALES TAX. This can easily throw the budget off by over \$500. (NOTE: Some chapters may have a State Tax exemption. If so, be sure that you are NOT being charged for state taxes.)

Include hotel reservation information in your registration form.

Arrange for the Governor's Suite or room. Most hotels will give this free, but if not, the cost will have to be included in the overhead expenses.

Arrange for a room for the International Board Representative. The General Chairman should notify her if the hotel room and/or her registration fee are complimentary or not.

Arrange to have the Registration Desk set up in a prominent location.

Be sure to make arrangements for how and when to pay for meals and other items, and who is to collect tickets. You will have to guarantee a certain number of meals but don't do it sooner than required by the hotel or restaurant.

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Banquet Considerations if applicable

Decide whether you are using a theme, decorations, or centerpieces.

Designate a master of ceremonies. Be prepared to introduce special guests or VIP's in attendance.

Determine when you must submit final headcount for banquet meals. Anticipate last-minute walk-ins at the meeting.

Arrange how to take tickets (if using) and determine the final head-count. There can be a big difference in how many tickets you have sold and how many meals the hotel restaurant says they served.

Ask the Governor if she wants a Head Table or not. If she does, get the names of those to be seated there and put out place cards and Reserved signs as soon as the table is set.

If a Head Table is used, notify the people to be seated there ahead of time. If no Head Table is used, one option is to have a VIP sit at each table. Mark their place at each table with a name card.

Have an invocation prepared in case the expected person is not available.

Arrange for early access to the room to put out programs, decorations, and centerpieces.

Check on technology needs such as microphone and presentation equipment.

Plan for storage of door prizes, awards, etc. Have people who will need access to the microphone seated conveniently. Think about traffic flow to the front for the recipients.

Consider designating a photographer to take pictures. Think about where people should be standing as awards are made.

The Master of Ceremonies should have current anecdote about VIPs and events that have been happening during the previous part of the Section Meeting. Indicate, after the Invocation, when it is time to begin eating.

Make arrangements for someone to handle projector, lights, raffle tickets, prizes, etc.

OTHER MEALS (MAY NOT BE AT THE HOTEL):

Try to make arrangements that do not require firm headcount more than one day in advance.

Make arrangements for taking tickets and determining a count. You have two concerns:

- 1) People who might attend without payment
- 2) The restaurant does not charge you for more attendees than you have on your list

Breakfast should be flexible, such as buffet or continental.

**SOUTH CENTRAL SECTION 99s
STANDARD OPERATING PROCEDURES**

SECTION BUSINESS MEETINGS

DECORATIONS CHAIRMAN

Decide how to carry out the theme and/or logo.

Decide if there will be individual favors.

Determine which meals, rooms, or events require decorations.

Give the estimated cost of the decorations to the Financial Chairman to be included in the budget.

Set definite meeting times for making decorations, if such are required, and publicize to all Chapter members.

If items need to be saved, for making decorations, advise all Chapter members early, so that enough of the item will be on hand when it is time to make the decorations.

If using centerpieces, decide if they will be kept or used as door prizes.

Keep a list of the people to whom Thank You notes are to be sent and send them promptly after the Meeting ends.

SOUTH CENTRAL SECTION 99s STANDARD OPERATING PROCEDURES

SECTION BUSINESS MEETINGS

PROGRAMS CHAIRMAN

The Section Meeting usually begins on Friday with an activity that can have flexible attendance because of varied arrival times. Often this is a tour or local activity that can be priced separately from the package price.

Late Friday afternoon there may be a Governor's Forum Meeting to review and discuss the issues brought up by those present and/or a meeting of the SCS Board.

Friday evening may include a reception, social or other activity that may or may not be included in the package price.

The Business Meeting is usually held on Saturday morning. Consult with the Governor on start and end time, and any other set-up requirements.

As Soon as You Know the Dates:

- 1) Arrange for the seminars, workshops, demonstrations, etc. Write to the possible presenters to confirm their willingness to participate.
- 2) Determine the number of sessions, and set up a tentative schedule. Check with the Governor to find out when she wants times allotted for Board of Director meetings, the Governor's Forum and Business meeting. Get her approval of the schedule BEFORE printing it.
- 3) Arrange for the guest speaker, if applicable, and get written confirmation.

Six-Twelve Months Ahead:

- 1) Determine the needs for audio visual aids, equipment and microphones. Find the least expensive way to obtain them if no member can provide them.
- 2) Contact exhibitors, if any are to be used, then tell the Facilities Chairman of their needs in the hotel.
- 3) Write up a brief description of the seminars and give it to the Printing Committee for inclusion in the brochure.
- 4) Designate a chapter member to serve as a facilitator at each seminar to ensure that the room is ready and to introduce the presenter.

Just Before the Meeting:

- 1) Work with the Facilities Chairman to arrange for chairs, tables, extension cords, and any audiovisual equipment needed.
- 2) Prepare signage for seminar rooms.
- 3) Prepare an information sheet for each registrant's packet describing the educational seminars, workshops, etc., and a brief biographical sketch of each presenter.

During the Meeting:

- 1) Have someone meet the guest speaker at the airport and personally escort him/her to the hotel and plan to take him/her back to the airport for departure.
- 2) See that the Master of Ceremonies has biographical information and correct name pronunciation to introduce the guest speaker, if needed at the banquet.
- 3) Designate a chapter member to check the rooms ahead of time to be sure they ready as requested.
- 4) Keep a list of the people to whom Thank You notes are to be sent and send them promptly after the Meeting ends.

**SOUTH CENTRAL SECTION 99s
STANDARD OPERATING PROCEDURES
SECTION BUSINESS MEETINGS
TOURS & GUEST ACTIVITIES CHAIRMAN**

As Soon as You Know the Dates:

Research tours that guests would probably like to take on Friday and/or Saturday afternoon. Check with tour agencies for prices and numbers needed, etc., then set up a tentative schedule. Look at the interesting features of your city to determine what the guests could do during the Business Meeting and make the necessary arrangements. Chapter members should visit potential sites personally to determine attractiveness and suitability. Consider ease of access and degree of difficulty before booking a strenuous activity.

One Year Ahead:

Get information about the tours and guest activities to the Registration Committee to be included in their mailings. Include times, prices, description of events or places to tour, transportation arrangements etc.

Shortly before Meeting:

- 1) Drive the route of the guest activity ahead of time to verify traffic conditions, roads, and time required.
- 2) Verify parking arrangements at tour sites.
- 3) Consider alternate plans in case of weather issues or other causes for cancellation.

During the Meeting:

- 1) Designate a hostess for each tour or activity, even if the company provides a tour guide.
- 2) Make arrangements for collecting the tickets.
- 3) Have a coordinator at the hotel to see that people get on the right bus or other transportation.
- 4) Communicate loading and departure time clearly on final schedule.
- 5) Keep the Hospitality Room and Registration Desk workers informed as to plans and activities.
- 6) Report to the General Chairman the total number taking each tour.

**SOUTH CENTRAL SECTION 99s
STANDARD OPERATING PROCEDURES
SECTION BUSINESS MEETINGS
AIRPORT HOSPITALITY CHAIRMAN**

GENERAL AVIATION TERMINAL

One Year Ahead:

- 1) Choose a Fixed Base Operator
- 2) If there is more than one FBO at the airport of choice, select one to recommend in your brochure and include a map of the airport with the designated FBO highlighted.
- 3) Try to arrange for free tie downs, a reduced gasoline price and keeping the airplanes close together, if possible. Check on the availability of a mechanic and include in the brochure.

Shortly Before the Meeting:

Advise the FBO of the number of planes expected and probable time of arrivals.

During the Meeting:

Arrange for transportation crews to be on hand at the FBO to welcome the arrivals and drive them to the hotel. Have a welcome sign and refreshments on hand for the arrivals.

COMMERCIAL TERMINAL

Six Months Ahead:

- 1) Meet with the FBO Manager to clear all arrangements for a welcoming table.
- 2) Advise the Tower that a number of small planes will be flying in for this event. The actual number will be known closer to that weekend.

During the Meeting:

- 1) Confirm arrangements with the FBO Manager.
- 2) Arrange for transportation from the terminal to the hotel, either by the hotel's courtesy van, commercial shuttles or members of the Transportation Committee. See that all VIPs are met and personally escorted to the hotel.
- 3) Publicize the hours the airport hospitality table will be staffed
- 4) Notify the Tower of the approximate arrival times of the private airplanes and the number expected.
- 5) Keep records of expected arrival times from Registration Committee and record the actual arrival time. Information may be used for awards door prizes, etc. An attempt should be made to be sure people scheduled for early tours make it to the hotel promptly.
- 6) Have refreshments at the welcoming table, if allowed by the Airport Manager.
- 7) Keep a list of airplanes and people that flew in.

COORDINATION WITH THE TRANSPORTATION COMMITTEE IS ESSENTIAL!

**SOUTH CENTRAL SECTION 99s
STANDARD OPERATING PROCEDURES**

SECTION BUSINESS MEETINGS

TRANSPORTATION CHAIRMAN

Transportation can be one of the most challenging areas to plan; try to keep the non-hotel events as close to the hotel as possible.

It will take longer to move people than you expect so don't schedule events too close together.

Have a bad weather contingency plan if tours or events are impacted.

Consider your volunteer capability. Chapters often provide transportation to/from the GA airport only.

Airport Arrivals:

- 1) Arrange to pick up people at the airport or make prior arrangements with the hotel for their shuttle.
- 2) Provide hotel phone number to all registrants.
- 3) Keep a list of the arrival schedules and check off the individuals as they are met and taken to the hotel.
- 4) Have the VIPs and special guests' planes met and personally escort them to the hotel.

Personal Cars, Vans, etc:

- 1) Have an identifying symbol on the cars, vans, etc that are used for official transportation.
- 3) Consider traffic flow at the hotel and the airport of private cars used as official transportation.
- 4) Leave a contact number at the hotel so a committee member may be reached for late arrivals or early departures.
- 5) Have a sign-up sheet, usually in the Hospitality Room or Information Board at Registration Desk, for individual and group departure times on Sunday. Committee should decide who will drive which time and coordinate the trips to and from the hotel to the airport.

Charter Bus Transportation:

- 1) Make detailed arrangements for times of pick-up and deliveries.
- 2) Check total travel time with the bus company between your points of pick-up and delivery.
- 3) Make sure pick-up and delivery times are included in the registration packets. Emphasize the hotel departure times for all non-hotel events. Make it clear where the bus will load prior to departing the hotel.
LEAVE ON TIME!
- 4) Coordinate with the Registration Committee the numbers of people buses are to transport.
- 5) Make specific arrangements for payment of the bus, and impart such information to the Finance Committee.

**SOUTH CENTRAL SECTION 99s
STANDARD OPERATING PROCEDURES
SECTION BUSINESS MEETINGS
PROTOCOL**

Speakers and Special Guests:

- should be met, made to feel expected and welcome, and personally escorted to the hotel.
- should be sent a program and schedule before the meeting if possible.
- should be asked if they need any special equipment.

The Governor of the Section should have a complimentary registration and room. She should pay for tours and other options and her guests if any. If necessary, the chapter may collect registration and then reimburse if funds are available.

The International President or her official representative should have a complimentary room and paid registration.

The International President or her representative, the SCS Governor, and the special guest speaker should receive the same special treatment, such as flowers, fruit basket, etc., whether given by the hotel or the Hostess Chapter. (Not required, appropriate only if funds are available.)

**SOUTH CENTRAL SECTION 99s
STANDARD OPERATING PROCEDURES**

SECTION BUSINESS MEETINGS

QUICK START: Hosting a Section Meeting

Target Timeline	Tasks
18-24 months out	<ul style="list-style-type: none"> • Determine meeting date • Contract with hotel for guest rooms, meeting rooms, and meals • Create meeting logo and/or slogan which reflects your location or meeting theme • Consider fundraising to subsidize costs of meeting • Appoint committee chairmen • Encourage chapter members to attend upcoming SCS meetings
12-18 months out	<ul style="list-style-type: none"> • Communicate dates and location to Vice-Governor and SCS Webmaster • Designate recommended GA and Commercial airports; contact airports as needed • Plan optional activities and/or tours for members and guests • Plan seminars; contact speakers • Develop meeting schedule; examine previous schedules for ideas • Calculate registration fee: determine which costs are fixed regardless of registration numbers and which costs are per person; whether any events or costs will be underwritten donors; what will be included in registration and what will be optional
6-12 months out	<ul style="list-style-type: none"> • Determine early/regular registration dates and deadlines • Create registration form; try to have ready for SCS meeting prior to yours • Plan invitation/skit to be delivered at SCS meeting prior to yours
6 months out	<ul style="list-style-type: none"> • Send registration information to SCS Webmaster and <i>Approach</i> (check <i>Approach</i> deadlines) • Plan Hospitality Room hours, snacks, beverages, and staffing • Confirm seminar speakers • Procure bags and gather items for goody bags, if applicable • Plan menus for hotel meals • Plan transportation to/from airports and events; recruit drivers as needed • Attend SCS meeting prior to yours; deliver invitation (such as a skit); bring available print materials including registration forms if ready • Send meeting information to <i>Approach</i> editor and SCS Webmaster • Reserve hotel rooms for International Board representative and SCS Governor
3 months out	<ul style="list-style-type: none"> • Contact International Board representative with meeting details; include her in registration count although fee is waived • Communicate with Governor and Vice-Governor regarding any special requests
1 month out	<ul style="list-style-type: none"> • Consider sending email blast as a reminder to register
2-3 weeks out	<ul style="list-style-type: none"> • Adjust attendance numbers if necessary for any activity or event • Confirm tours and activities with vendors • Finalize work schedule for chapter members: transportation, registration, hospitality, banquet set-up; seminar facilitation • Fill goody bags if applicable
1 week out	<ul style="list-style-type: none"> • Print/prepare name badges for members and guests; have blanks for walk-in's • Print tickets for optional activities if needed; place in envelopes • Purchase food, beverages, paper goods for hospitality room • Print blank registration forms for on-site registrants and final schedules for attendees