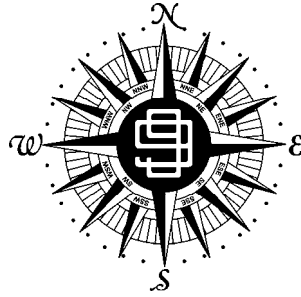
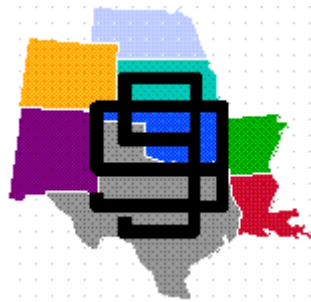


South Central Section



Ninety-Nines



Section Meeting Standard Operating Procedures

**SOUTH CENTRAL SECTION 99S
SECTION MEETING
STANDARD OPERATING PROCEDURES**

TABLE OF CONTENTS

GENERAL REMARKS / HISTORY	3
CHAIR	5
FINANCE	7
HOST-TO-HOST FUND.....	10
REGISTRATION.....	11
PRINTING.....	13
PUBLICITY	15
HOSPITALITY.....	16
FACILITIES.....	17
DECORATIONS.....	19
PROGRAMS	20
TOURS & GUEST ACTIVITIES	21
AIRPORT HOSPITALITY.....	22
TRANSPORTATION.....	23
PROTOCOL.....	24

SOUTH CENTRAL SECTION 99S SECTION MEETING STANDARD OPERATING PROCEDURES

GENERAL REMARKS / HISTORY

South Central Section Beginning, Structure, and Meeting 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. The obvious precedent has been set that two business and educational meetings are held each year, one in the fall and one in the spring.

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 Standard Operating Procedures are set out in full detail under the Host-to-Host Fund section.

Getting Started

Hosting the Section Business Meeting is challenging and can be a rewarding experience for the Host Chapter. Good organization in the beginning, a wise choice of committee chairs, and delegation of authority will go a long way toward making this experience positive and strengthening. As soon as the Chapter Chair receives confirmation of the meeting, a General Chair and all Committee Chairs should be selected.

Minimum 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

**SOUTH CENTRAL SECTION 99S
SECTION MEETING
STANDARD OPERATING PROCEDURES**

calendar, the SCS Board members, and activities in your local area for dates to avoid conflict with already scheduled events.

- 2) Survey the hotels in your city, choose one, and make reservations. See Facilities for specifics with respect to appropriate contractual terms.
- 3) Review the facilities in your area to see what is available on meeting dates. Those activities/facilities that may seem “old hat” to you could be very interesting to the rest of SCS. What's unique to your city and the season?

Rules of the Meeting

The ‘Rules of the Meeting’ which are used to conduct the actual business meeting will be found in the SCS Standing Rules under “MEETINGS (SR-4)”

SOUTH CENTRAL SECTION 99S SECTION MEETING STANDARD OPERATING PROCEDURES

CHAIR

Download 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. If you cannot download the SOPs, contact the Vice-Governor and have her send you a copy.

At your first general planning meeting, educate your members and let them know what will be expected of the chapter as Hostess. Get commitments from members to work in different area and pick the Committee Chairs. GENERAL HINT: It is important to use people with a positive attitude for committee chairs, considering also their interests and individual strengths. Stress the fact that as committee chairs they need to keep you as General Chair informed of their progress or problems -- to work as a team. Each Committee Chair should be provided with a copy of the Section Meeting Standard Operating Procedures for their Committee -- this will help Committee Chairs understand how their respective committees interrelate. The General Chair should stay free to do overall coordination.

Establish a “tickler file” 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.

Determine the number of planning meetings needed, according to your personal style and the temperament of the chapter. Some General Chairs have meetings every two weeks; others have hardly any meetings and handle all details one-to-one. It might work at the early planning stage to do a “Conference Newsletter,” thereby keeping all Committee Chairs informed of overall progress. Do what will work for you and your Chapter.

Make arrangements for a speaker and/or other entertainment, if applicable. Confirm your speaker and entertainment 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 Chair. A planning budget should be initiated at the first general meeting. Use estimates of prices 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 headquarters.

You will want to have input into the information passed out at the Registration Desk. Work with the Registration and Printing Committees on this. Do not be responsible for picking things up from the printer. Your time is too valuable. Look at sample printed materials from other SCS Business Meetings for ideas. Be sure to incorporate your theme or special logo into the design for all printed matter used. Printed matter could include:

- Announcement Brochure (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. It is general practice to send a personal invitation to attend your SCS Business Meeting to members of the International Board and Governors of other Sections. It is important to send a personal invitation to the International President. This invitation should be sent early enough so that she can work it into her busy schedule. If she is unable to attend, she will appoint an International Board member to represent her. Decide on the “little touches” that will make all of the VIPs and Governor feel special (see the Protocol Section).

**SOUTH CENTRAL SECTION 99S
SECTION MEETING
STANDARD OPERATING PROCEDURES**

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. Since you will have your hands full just troubleshooting and answering questions, delegate all little jobs during the weekend.

Meeting with the Chairs of the two upcoming SCS Business Meetings

If possible, Sunday morning, or at the earliest convenient time, meet with the Chairs of the two upcoming Section Meetings to pass on what you have learned. It would be a good idea to set up this meeting in advance. If this is not possible, then write to them. This meeting will help make the future Host Chapter Chairs feel more comfortable in their planning and will also probably relieve some of their stress. With close cooperation, each SCS Business Meeting will go more smoothly than the one before.

Wrap Up of the Meeting with Committee Chairs

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

- 1) Get reports from the Committee Chairs 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 Chair complies with the SOPs of the Host-to-Host Fund.
- 5) **Very important:** Send thank you notes to all the Committee Chairs, speakers, etc. At the earliest opportunity, compliment the Chapter members as a whole for a job well done! Then YOU can relax!

**SOUTH CENTRAL SECTION 99S
SECTION MEETING
STANDARD OPERATING PROCEDURES**

FINANCE

Banking Procedures

The Finance Committee Chair 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 Host Chapter accounts. This will better enable the Host Chapter to comply with the Host-to-Host Fund SOPs, for the preparation of the final report for the General Chair and will make it simpler to 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 (never delay depositing checks as payers also need to keep their account balances current and their canceled checks will also serve as their personal registration receipt). Being diligent in the depositing of 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 Chair. The Registration Committee Chair may be a signatory along with the Finance Committee Chair. The checkbook and related records should be under the care of the Finance Committee Chair. The Registration Committee Chair may be supplied with deposit slips for her use in depositing registration checks as they are received. The Registration Committee Chair 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 Chair (see related information under Registration Committee Section).

The purchase of an endorsement deposit stamp will save time and aid in accuracy.

Expenses To Expect and To Plan For

Printing and mailing

- Promotions/brochures at SCS Business Meetings prior to your date
- Programs - Weekend Agenda and Banquet Program
- Stationery and/or Thank You Notes
- Tickets for meals and events **
- Registration Form and schedule in the SCS APPROACH \$\$
- Postage \$\$

Publicity

- Possible skit at SCS Business Meeting prior to your event
- Flyer for the SCS APPROACH prior to your event \$\$

Registration

- Name Tags **
- Goodie Bag or Packet Folder, if used **

Airport Hospitality

- Signs
- Refreshments
- Welcome booth or table

Hospitality Room

- Refreshments
- Telephone
- Rent (perhaps the hotel will comp the room)

Transportation

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

Meals (Accommodations) dependent upon your schedule and registration fees

- Friday - lunch and/or dinner
- Saturday - continental breakfast, luncheon and/or dinner banquet
- Sunday - continental breakfast
- Complimentary meals for guest speakers, SCS Governor, International President or representative, special guests

**SOUTH CENTRAL SECTION 99S
SECTION MEETING
STANDARD OPERATING PROCEDURES**

Meeting Rooms (hotel generally comps the meeting rooms)

Seminars (workshops)
SCS Board Meetings
SCS Business Meeting
Governor's Forum (Chapter Chair Meeting)
Fly Market and/or Hospitality Room

Protocol

Registration fee for SCS Governor, International President or representative, special guests, speakers should be waived.

Hotel rooms for SCS Governor, International President or representative, special guests, speakers should be provided (Hotel will generally comp a room for every 20(+/-) 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
Registration Desk
Others

Tours and Guest Activities

Transportation
Entry fees

Educational Seminars

Printing, sign, etc.
Meal 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.

\$\$ At the April 1, 1995 Tyler, Texas SCS Business Meeting, the following motion made by Sally VanZandt, was approved: "I move that the fee for use of the SCS APPROACH for advertising and registration for Section meetings be \$200." Purpose and result: The Host Chapter, for the cost of \$200, will submit to the SCS APPROACH Editor a flyer publicizing its event in the issue prior to date of such event as well as the publication of the Registration Form and Section Meeting Schedule (generally three-page total). This procedure will reduce the considerable usual costs for printing and mailing. It will also reduce the Host Chapter's workload. It will be important to carefully coordinate the date of your event with the publication date of the *APPROACH*.

Because of mailing delays in the Post Office please ask the Webmaster to send an announcement that Registration Forms are available on the SCS Web page.

** Many Host Chapters have used the "Name Tag" as the "ticket" to meals and events -- thus eliminating the necessity of having to issue several pieces of paper to the registrants. Some Host Chapters have found a "Goodie Bag" to be too expensive, and have, instead, put funds and effort into providing "door prizes" at the luncheon/dinner banquet.

Planning Budget

It is very important to initiate a planning budget at the very beginning. Decide on a tentative registration cost. See what you can offer for \$65 or \$75, or less. Multiply that number by estimated number of attendees. That figure can then be your target budget. Or, you can 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 cost of the package. You will need to add in overhead expense. This could be somewhere in the neighborhood of \$3 to \$5. Overhead includes your printing/mailing, publicity, and refreshments for Airport Hospitality and Hospitality Room, supplies, etc. If you receive a large contribution

**SOUTH CENTRAL SECTION 99S
SECTION MEETING
STANDARD OPERATING PROCEDURES**

or subsidy from a community member or entity, you may choose to use that amount to defray the cost of a particular event or educational seminar -- dependent upon the amount of the contribution and other factors. Check with the Chapters who have hosted some of the previous meetings to get an idea on attendance. However, 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 or third bus is not full. If the average you use is for 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 make a discount for early registration, add the discount into the base price of the offered package. You will need to make the package price/incentives as attractive as possible, because you'll need to sell enough packages so that you will come out financially. You might consider giving a free or extra raffle ticket, free drink ticket, extra meal, or whatever it takes to make the package look irresistible.

Rule of thumb: 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.

Chapters may now request a \$300 speaker fee from the SCS Treasurer, which does not have to be repaid.

NOTE: Many chapters combine the Finance and Registration Committees.

**SOUTH CENTRAL SECTION 99S
SECTION MEETING
STANDARD OPERATING PROCEDURES**

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 with 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 reinitiate 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.

**SOUTH CENTRAL SECTION 99S
SECTION MEETING
STANDARD OPERATING PROCEDURES**

REGISTRATION

Receipt and Processing of Registration Forms

The Registration Committee Chair should receive and process all the Registration Forms. The Registration Chair will coordinate with the Finance Committee, the Facilities Committee, and the General Chair.

- 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, the process the registration as set out under "Banking Procedures" of the Finance Committee Section. It is very important that those procedures be followed. The Registration Committee Chair 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 for her records and the second attached to the copy of the deposit slip for the records of the Finance Committee Chair. This will also enable the Finance Committee Chair to keep her records and checkbook balance current.
- 3) The Chair should, either by use of a database or by copy of the registration form, keep the Facilities Committee Chair and the General Chair 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 Chairs.
- 4) The General Chair will keep the Chairs 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 Chairs. The Facilities Committee Chair will need the number of registrants/guests/VIPs to attend all meal functions in the hotel. Review paragraph (4) above.
- 6) Keep a separate list of registrants by their Chapters for the Vice-Governor. She will need information to determine the winner of the Travel Trophy.

Registration Desk

- 1) Registration Committee Chair sets the hours that the Registration Desk will be open and gets volunteers to work specific shifts throughout the weekend.
- 2) The Registration Desk is usually an information center. The Desk volunteers should know the schedule and location of all events.
- 3) The Facilities Committee Chair will need to know the specific equipment needed for the Registration Desk and how long it will be needed. It is a good idea to have signs on the doors of the meeting rooms and other areas that will be used.

Ways to Manage the Registration

A. By Hand:

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. By Computer:

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.

A Year to Six Months in Advance of Event if your Chapter is planning to have 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

**SOUTH CENTRAL SECTION 99S
SECTION MEETING
STANDARD OPERATING PROCEDURES**

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.)

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; then, as new people register, their name can be added to each event involved, giving a constant up-to-date number of how many are registered for a given event. The VIPs tickets should be marked "complimentary" on the master list.

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

- 1) Use the registrant's nametag 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 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 in soliciting special "door prizes" for the Luncheon/Dinner Banquet. Your registrants may enjoy that more and adds fun to the Banquet.

Providing Registration Forms to SCS Membership

As advised in the Finance Committee Section and the Printing Committee Section, Host Chapters will utilize the SCS APPROACH for publication of its pre-event advertising and registration forms. As of April 1, 1995, the Host Chapter's cost to the SCS APPROACH for this use is \$200.00. This sum is far less than the actual cost of printing, mailing, cost of labels, not to mention the intensive labor and time saving the Host Chapter would benefit from. Your Chapter members will appreciate this!

Credentials

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

NOTE: Many chapters combine the Finance and Registration Committees.

**SOUTH CENTRAL SECTION 99S
SECTION MEETING
STANDARD OPERATING PROCEDURES**

PRINTING

One of the big factors in the success of the SCS Business Meeting is the quality of the information and registration form that is placed in the *APPROACH*. Choose a detail person to chair this Committee. She may be the one to design the format of the announcements, SCS *APPROACH* advertisement, brochures, registration form, weekend agenda, banquet program, tickets, etc., with input of ideas from other Chapter members.

At Least One Year Ahead

- 1) Prepare an informative one-page "advertisement" for the SCS *APPROACH* two issues ahead of your event. Example, if yours will be a Fall event, the promo should be published in the Spring issue of the same year as the date of your event.
- 2) Prepare the one-page schedule for the SCS *APPROACH* for the issue prior to your meeting.
- 3) Prepare the one-page Registration Form for the SCS *APPROACH* for the issue prior to your meeting. Design a clear easy to read Registration Form with:
 - return address and directions for making out the check
 - outline the events and meals with prices of each extra ticket,
 - or provide a separate Schedule of Date/Time, with simple description of Activity to help them to plan arrival time
 - give the package price with incentives listed, the early registration price (if giving one), and a late registration price
 - be sure to state the closing date for registration
 - mention that their canceled check will be their confirmation of registration
 - state the refund and cancellation policy in a prominent place
 - include ETAs and type of transportation (for Transportation Committee), N numbers for Airport Courtesy Committee, etc.
 - special meal requirements
 - blanks for registrant to complete for Chapter name, Title, Fly Market Table,
 - place to indicate current Section/Chapter offices
 - place to indicate past Section/International offices
 - hotel reservation informationBEFORE the final draft, have several Chapter members proof for errors, consistency and clarity -- rewrite as necessary.
- 4) As of January 1, 1996, the total cost for this printing in the *APPROACH* is \$200.00. (For more information, refer to the Finance Committee Section.)
- 5) Check the previous issues of the SCS *APPROACH* for examples.
- 6) Remember to include your theme and/or logo on all printed matter.

Six Weeks to Two Months Ahead

- 1) In the literature -- information and "advertisement" in the SCS *APPROACH* -- be sure to mention:
 - the event is a SCS Business meeting with educational seminars and tours
 - the dates and the location
 - the hotel and its address
 - the airport with arrival procedures and name of FBO using
 - a tentative schedule listing the seminars and guest presenters
 - mention the special activities for 49½s and non-99s
 - cut-off date for registration (including cancellation and refund policy)
 - names and phone numbers of Host Chapter General Chair and Facilities Committee Chair
- 2) In addition, in the *APPROACH*, give some information about the Host City and what the attendees can do in their free time. Describe the tour packages that will be offered. Be sure to include the cost and if a meal is included.
- 3) Be sure to state the day and beginning times for all events so participants will know what time to arrive.
- 4) Design the Banquet Program. Check with the General Chairs 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.

**SOUTH CENTRAL SECTION 99S
SECTION MEETING
STANDARD OPERATING PROCEDURES**

Shortly Before the Event

- 1) Meet with the General Chair, Tours & Guest Activities Chair, and the Program Chair to design and print approved schedule agenda for the event.
- 2) Include with the Agenda a brief biographical sketch of the guest speakers, seminar presenters and a description of all seminars.

**SOUTH CENTRAL SECTION 99S
SECTION MEETING
STANDARD OPERATING PROCEDURES**

PUBLICITY

Advertising the SCS Section Meeting increases attendance which results in a more successful meeting.

Local advertising will help in your solicitation of community support, contributions, and door prizes.

At least six months in advance, notify the following:

- 1) Aviation calendars such as the The 99s News, Headquarters Dispatch, SCS APPROACH, AOPA, pilot magazines, especially those in your local area.
- 2) Contact the local media (radio, newspapers, and television stations) and submit concise articles (or press releases) with pictures, at the appropriate time.
- 3) Review the aviation calendars in the sources you wish to reach so that you are able to provide the appropriate information and format each one uses.

As soon as you know the date of your event:

- 1) 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 as well as the SCS Section Meeting 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.

This is a big job, don't be bashful; it requires persistence and follow-up.

Special Note: Chapter Scrapbook judging is scheduled for the Fall SCS Business Meetings only. The SCS Governor will appoint a committee to judge the scrapbooks.

**SOUTH CENTRAL SECTION 99S
SECTION MEETING
STANDARD OPERATING PROCEDURES**

HOSPITALITY

At least six months ahead of the event

- 1) Begin to contact 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) Line up coffee urns -- nice to have three, one for regular, one for decaf, one for hot water for tea, hot chocolate, etc.

Publicize the opening and closing times and the hotel room number in the Agenda to be printed and provided to the registrants.

Put a “Hospitality Room” sign on the door of the Room. You might also like to put the “hours open” on the sign as well.

Have the following available

- refreshments, keep them simple and easy to keep
- use the bathtub for keeping drinks cold with ice
- maps of the area for those who wish to explore

Consider renting the room next door

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

Sunday Continental Breakfast

Some Host Chapters have used the Hospitality Room for a simple Goodbye Continental Breakfast.

Some hours recommended not to be open or to be open

- The Hospitality Room is generally closed during Seminars and Educational Events, the Saturday Luncheon and/or Banquet, and the Business Meeting.
- A closing time of 10:00 pm should be considered for nearby guestrooms -- depends on circumstances.

Thank You's

Keep a list of people and vendors to whom you should send “Thank You” notes. Send them promptly after the event.

**SOUTH CENTRAL SECTION 99S
SECTION MEETING
STANDARD OPERATING PROCEDURES**

FACILITIES

Two Years Ahead:

SELECT THE HOTEL!

It might be advisable for the General Chair and all or as many of the committee chairs as possible to conduct the hotel survey and as a group make the selection. One of the things to consider when selecting a hotel, is how many sales managers have there been in the last year.

Once the hotel has been selected it is best to have JUST THE FACILITIES CHAIR DEALING WITH THE HOTEL.

Contact the hotel manager and discuss the needs for the meeting as soon as the hotel has been chosen.

1) Room needs:

- Approximate number of guests
- Rates for single and double private rooms
- Hospitality Suite (not the Governor's room)
- Business Meeting room for the Friday evening Governor's Forum and Saturday Business Meeting with a head table and rostrum, and chairs theater style or 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, rostrum on head table or free standing microphone if not using head table.
- Check on equipment rental and possibility of using personal equipment instead of the hotels.
- Negotiate with the hotel manager to have some of these rooms donated based on the number of room reservations made by the Section members.

2) Meal needs:

- Saturday and/or Sunday Continental Breakfast
- Saturday lunch and/or evening banquet

**** 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 Chair 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 President or her official representative. The General Chair 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 which will have access to electricity for a computer with printer.

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.

IF YOU HAVE A BANQUET:

Ask the Governor if she wants to use 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, be sure to notify the people to be seated there ahead of time. If no Head Table is

SOUTH CENTRAL SECTION 99S SECTION MEETING STANDARD OPERATING PROCEDURES

used then one option is to have a VIP sit at each round table. Mark their place at each table with a name card and single flower.

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

Arrange for a time, at least one hour ahead, to have access to the room to decorate it.

Be certain there is a working public address system. Check it out in advance to be sure you and the Master of Ceremonies know how to adjust volume, squelch, etc. TIP: Ask to have the Head Table (or just the microphone) on a platform so that the person at the podium is raised a step, making it easier for everyone to see.

Make specific arrangements for taking tickets and determining the count of number to be served. There can be a big difference in how many tickets you have sold and how many meals the hotel restaurant says they served.

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. Remember that if you must fill a room to its capacity, it will be VERY FULL.

Have a photographer to take pictures. Think about where people should be standing as awards are made. "See" the setting in your mind to determine the best location where your decorations will show up.

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 number counts more than one day in advance

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

- 1) that people might slip in without a ticket
- 2) that the restaurant charges you only for meals eaten and no extra ones.

Breakfast should be flexible, such as buffet or continental.

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

Report to the General Chair the number served at each meal.

**SOUTH CENTRAL SECTION 99S
SECTION MEETING
STANDARD OPERATING PROCEDURES**

DECORATIONS

Decide how to carry out the theme and/or logo being used in the printed materials.

Decide if there will be individual favors.

Determine which meals require decorations.

Give the estimated cost of the decorations to the Financial Chair 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.

Decide if the table decorations are to be given away or kept. If given away, decide criteria for winning.

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
SECTION MEETING
STANDARD OPERATING PROCEDURES**

PROGRAMS

The Section Meeting usually begins on Friday with an activity that can have flexible attendance because of varied arrival times. On Friday, preferably in the evening, there will be a Governor's Forum Meeting to review and discuss the issues brought up by those present. The Business Meeting is to be held on Saturday, preferably in the morning.

As Soon as You Know the Dates:

- 1) Arrange for the seminars, workshops, demonstrations, etc. Write to the perspective leaders 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 you plan to have one and get written confirmation.

At Least One Year 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 Chair 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) Plan to have plenty of time between seminars for people to move from one to another without rushing. People will move slower than expected, so don't put programs too close together. Have someone to introduce the presenters at each session

Just Before the Meeting:

- 1) Work with the Facilities Chair to arrange for chairs, tables, extension cords, and any audiovisual equipment needed.
- 2) Publicize extensively both prior to the meeting and by signs, etc., at the meeting.
- 3) Have a special information sheet in 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.
- 3) Have someone check the rooms ahead of time to be sure they are set up 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
SECTION MEETING
STANDARD OPERATING PROCEDURES**

TOURS & GUEST ACTIVITIES

As Soon as You Know the Dates:

Determine the tours that guests would probably like to take on Friday before the Meeting begins 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.

One Year Ahead:

Get information about the tours and guest activities to the Registration Committee to be included in their mailings. Need 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 strike or other unforeseen crisis.

During the Meeting:

- 1) Have a hostess on the buses and if appropriate maps and travelogues of areas to be covered.
- 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) The published bus loading and departure time should be adhered to so program stays on time.
- 5) Keep the Hospitality Room and Registration Desk workers informed as to plans and activities.
- 6) Keep a list of the people to whom Thank You notes are to be sent and send them promptly after the Meeting ends.
- 7) Report to the General Chair the total number taking each tour.

**SOUTH CENTRAL SECTION 99S
SECTION MEETING
STANDARD OPERATING PROCEDURES**

AIRPORT HOSPITALITY

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.

COORDINATION WITH THE TRANSPORTATION COMMITTEE IS ESSENTIAL!

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

Report to the General Chair the number of airplanes that flew in as soon as you know it.

**SOUTH CENTRAL SECTION 99S
SECTION MEETING
STANDARD OPERATING PROCEDURES**

TRANSPORTATION

Having to wait for transportation causes one of the biggest complaints about a section meeting; therefore try to keep the non-hotel events as close to the hotel as possible. Commercial buses are expensive and, if feasible, use them as little as possible.

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

Airport Arrivals:

- 1) Arrange for picking 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 home number at the hotel where 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.
- 6) 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
SECTION MEETING
STANDARD OPERATING PROCEDURES**

PROTOCOL

Be sure to invite all candidates for International Office in an election year.

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. May collect registration and then reimburse if funds are available.

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

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, needed only if an abundance of money is available.)