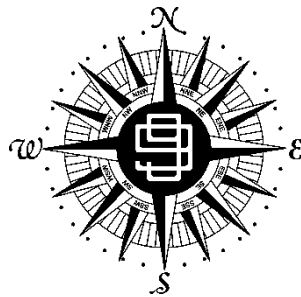


South Central Section



Ninety-Nines



Section Meeting Standard Operating Procedures

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

SECTION BUSINESS MEETINGS

TABLE OF CONTENTS

GENERAL REMARKS / SCS HISTORY	3
GENERAL CHAIRMAN	4
FINANCE CHAIRMAN	6
HOST-TO-HOST FUND	8
REGISTRATION CHAIRMAN	9
PUBLICITY CHAIRMAN: Promoting the Meeting To SCS Members	11
HOSPITALITY CHAIRMAN	13
FACILITIES CHAIRMAN	14
DECORATIONS CHAIRMAN	16
PROGRAMS CHAIRMAN	17
TOURS & GUEST ACTIVITIES CHAIRMAN	18
AIRPORT HOSPITALITY CHAIRMAN	19
TRANSPORTATION CHAIRMAN	20
PROTOCOL	21
QUICK START: Hosting a Section Meeting	22

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

SOUTH CENTRAL SECTION 99s STANDARD OPERATING PROCEDURES

SECTION BUSINESS MEETINGS

business of the Section. Delegates to such meetings must hold a current membership card in The Ninety-Nines, Inc. to vote.” Further: “Sixty (60) percent 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 October 1, 2005) 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?

GENERAL CHAIRMAN

Obtain the Standard Operating Procedures from the SCS website. Study the contents to become familiar with the requirements. 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 areas and select 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 Registration and Finance Chairman.

It is important to select people with a positive attitude, considering their interests and individual talents. 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 to help Committee Chairmen understand how their respective committees interrelate. The General Chairman is responsible for 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.

SOUTH CENTRAL SECTION 99s STANDARD OPERATING PROCEDURES

SECTION BUSINESS MEETINGS

Establish a “tickler file” or set up calendar reminders of deadlines as they draw near. Use whatever system works best to keep track of all ‘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.

General Chairman to determine the number of planning meetings needed, in-person or electronically.

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. Review previous section meeting materials. Incorporate your theme or special logo into the design for all material. These could include:

- Announcement Brochure or Invitation (to be distributed at preceding 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, contact her to find out her travel arrangements. It is customary for the host chapter to provide two nights 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

At the earliest convenient time, discuss with the Chairmen of the two upcoming Section Meetings 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,
- 2) complete the Section Statistical Report (**Attachment A**) with suggestions from your experience and send a copy of the completed report to the Vice-Governor.
- 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.

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

SECTION BUSINESS MEETINGS

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's 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 a 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 as well as any online registrations and payments. The checkbook and related records should be under the care of the Finance Committee Chairman or Treasurer. 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). Note: This may all be electronically recorded and tracked.

Expenses to Expect and To Plan For

Printed Materials/Postage

- Promotions/brochures/invitations for preceding SCS Business Meeting
- Registration Form and schedule for mail-in registrants
- Final Schedule and other materials including Goodie Bag or Packet Folder, if used ** when participants arrive
- Banquet Program if applicable
- Stationery and/or Thank You Notes
- Tickets for meals and events **
- Postage
- Name Tags **

Airport Hospitality (Usually at GA Airport), if able

- 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. Be educated in advance regarding insurance requirements.
- Sightseeing trips for early arrivals

Typical Meals (dependent upon your schedule)

- Friday – dinner or reception
- Saturday - continental breakfast, if hotel provides, luncheon (optional) and/or dinner banquet
- Sunday - continental breakfast, if hotel provides

- Complimentary meals for guest speakers, SCS Governor, International Board Rep, special guests, if funds available

SOUTH CENTRAL SECTION 99s STANDARD OPERATING PROCEDURES

SECTION BUSINESS MEETINGS

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 (see attached list)

Protocol

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

Educational Seminars

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

Cocktail/Cash Bar

- This is usually a No-Host Cash Bar

Host-to-Host Fund

As described in the Standing Rule "Host-to-Host Fund (SR-7)", Host Chapters may request to receive funds as "seed money." Your Chapter as Host is expected to reimburse the section treasurer (Refer to the Fund SOPs.)

** May use the "Name Tag" as the "ticket" to meals and events. "Goody bags" and door prizes are optional, depending on funds available. Goody bags may be donated by area Visitors Center and supplemented with free gift items by airlines, flight schools, aviation vendors, etc.

Budget Planning

It is very important to plan a 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. **(See previous Host Statistical Report)**

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 the number of attendees** (See previous Host Statistical Report).

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

SECTION BUSINESS MEETINGS

If you decide to offer a discount for early registration, base the budget on the discounted amount.

Try to keep the price of registration as low as possible without having to subsidize from Chapter funds. Plan to make money via raffles, silent auction or goodies for sale in-person or virtually, 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 \$300.00 speaker fee from the SCS Treasurer, which does not have to be repaid.

HOST-TO-HOST FUND

[Authorized by SCS Standing Rules revision of October 1, 2005] 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.

**HOST-TO-HOST
SEED FUND**

- 1) The Host-to-Host Seed Fund is also referred to as the SCS Meeting Seed Fund. The seed money will be available as a loan to a Chapter at any time in advance of the South Central Section (SCS) Meeting the Chapter is hosting. The money is to be used to cover expenses which must be paid before the Chapter begins to receive income from registrations. The SCS Treasurer will maintain a ledger to track Chapters that have or will host an SCS Meeting, to record monies (loaned) paid to a Chapter and repayment received from a Chapter.
- 2) In October 2018, the SCS members approved an increase in the fund to \$1,500. That amount is sufficient to cover 3 loans of up to \$500 each. For example, the fund could support a loan to a Chapter that recently hosted an SCS Meeting but has not yet finalized their financial reports, plus 2 loans to 2 Chapters which will be hosting an SCS Meeting in the following 12 months. Other scenarios will be possible.
- 3) A Chapter hosting an SCS Meeting may request a loan from this fund, in writing, to the SCS Treasurer, with a copy to the Vice-Governor. The request may be for any amount up to \$500.00. The check will be made out to the Chapter. Include in the written request the name and address of the Chapter Treasurer in case The 99's online directory is not current. Note that it is expected that the Host Chapter will budget income and expenses so that the seed money can be repaid to the Section, who can then make the money available to another Host Chapter.
- 4) Upon receipt of the check, the Host Chapter shall set up its records to record the receipt of the money as an advance ("seed money", "loan"). This loan is a liability due to be repaid to the Section upon conclusion of the SCS Meeting that the Chapter is hosting. Be sure to retain all receipts of income and expenses to substantiate your Income/Expense report.
- 5) Within 60 days of the conclusion of the SCS Meeting, the Host Chapter shall submit its Income/Expense Report for the SCS Meeting to the Vice-Governor.

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

SECTION BUSINESS MEETINGS

1. If the Chapter cannot repay the full amount of the loan, the Chapter may request forgiveness for some or all of the loan, and give reasons for forgiveness, when submitting its report to the Vice-Governor. The SCS board will review the report and decide to approve or modify the request.
2. When repaying the loan, send a check for the full amount of the loan, or the amount approved by the SCS board, to the SCS Treasurer, along with a copy of the Income/Expense Report.

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) Registration Chairman/Finance Chairman should track all registrants, either electronically or paper, to include: names of registrants, Chapter, dates of arrival/departure, mode of transportation, private A/C type/N number, tours/activities, any special needs, and any other information that is desired by the other Committee Chairmen.
- 2) Upon receipt of the registration forms and payment, follow the process for registration as set out under "Banking Procedures" of the Finance Committee Section.
- 3) 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.
- 4) 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) The 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 the 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.)

SOUTH CENTRAL SECTION 99s STANDARD OPERATING PROCEDURES

SECTION BUSINESS MEETINGS

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 the purpose of online registration and payment via the SCS website. A printable version of the registration form will be available.

As much information as possible should be presented at the preceding SCS Meeting.

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.

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 an article 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 it to the SCS Webmaster as well.

The Registration Form should include this information:

- address and instructions for making out the check, if not completed electronically
- outline of events and prices of each, ticket and any additional guest costs
- 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
- confirmation of registration to be sent via email and/or online
- refund and cancellation policy in a prominent place
- hotel information

SOUTH CENTRAL SECTION 99s STANDARD OPERATING PROCEDURES

SECTION BUSINESS MEETINGS

Collect the following information on the Registration Form:

- participant name, address, primary phone number, email address, guest name, Chapter
- current and past Chapter, Section, and International Offices held
- ETAs and type of transportation- private aircraft or commercial (for Transportation Committee), N numbers for Airport Hospitality Committee, etc.
- special meal requirements or any other special needs
- request for Fly Market table
- Tours and activities
- Attending Chapter Chair meeting (contact Vice-Governor for specific information pertaining to this)

BEFORE the final draft, have several Chapter members proof for errors, consistency and clarity-rewrite as necessary; send corrected version to Vice-Governor for final review.

Check the previous issues of the SCS APPROACH for examples.

- 4) 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.

Other Publicity

Six-Twelve Months Ahead:

- 1) Send event information to aviation sites such as *The 99s Straight and Level*, SocialFlight, social media, SCS Approach and website, etc.
- 2) Contact the local media (radio, newspapers, and television stations) and submit concise articles (or press releases) with pictures, at the appropriate time. Please see The 99s press release forms and releases.
- 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.

HOSPITALITY CHAIRMAN

Six months ahead of the event

- 1) Consider contacting vendors in your area for donations of drinks, food items and /or supplies. 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. However, confirm in advance if the hotel will allow such food to be distributed due to health code requirements and restrictions.
- 3) Determine the schedule for the Hospitality Room, the type of refreshments to be offered, and the

SOUTH CENTRAL SECTION 99s STANDARD OPERATING PROCEDURES

SECTION BUSINESS MEETINGS

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, snacks, paper products, utensils, etc.
- Ice and Cooler(s)
- Information about the local area
- Chapter memorabilia, for display
- Music or games
- Extra folding tables or chairs

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 (if the hotel allows you to bring in food) and a “breather” place for those working.

Hours of Operation

- Consider what kinds of food you wish to provide, if the hotel will allow you to bring in outside food or will it require you to purchase all food through them 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.

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, if the hotel provides free transportation to and from airport, 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 (or as indicated by the Governor)
- 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 if hotel will allow 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:

- Friday Night Reception
- Saturday and/or Sunday Continental Breakfast

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

SECTION BUSINESS MEETINGS

- 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 for review to designated person (request from Vice-Governor) and to the Ninety-Nines General Council for review if directed.**

Provide all hotel costs 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.

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 the 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 (in writing) 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 anecdotes 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

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

SECTION BUSINESS MEETINGS

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.

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 or raffled.

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

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 well as any requirements for the Chapter Chair meeting.

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, Chapter Chair meeting and Business meeting. Get her approval of the schedule BEFORE printing it.
- 3) Arrange for the guest speaker, if applicable, and get written confirmation that outlines any cost or benefits associated with the speaker so as to avoid a misunderstanding.

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

SECTION BUSINESS MEETINGS

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. Contact the Governor for any setup requirements.
- 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 program.
- 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 are 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.

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 or checking off participant names.
- 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 program 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 program.

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 (does not apply to large airports such as Class Bravo or Charlie)

Six Months Ahead:

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

Week Before the Meeting:

- 1) Confirm arrangements with the FBO Manager.
- 2) See that all VIPs are met and personally escorted to the hotel, if no other transportation arrangements are made.
- 3) Publicize the hours the airport hospitality table will be staffed
- 4) Obtain most recent records of expected arrival times from the Registration Committee Chair, and notify the FBO of the approximate arrival times of the private airplanes and the number expected.
- 5) Be sure people scheduled for early tours make it to the hotel promptly.
- 6) Have refreshments at the welcoming table, if allowed by the FBO Manager.

COORDINATION WITH THE TRANSPORTATION COMMITTEE IS ESSENTIAL!

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 a 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. This can be as simple as a piece of paper in the car window.
- 3) Consider traffic flow at the hotel and the airport of private cars used as official transportation.

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

SECTION BUSINESS MEETINGS

- 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.
6. Know if the hotel will charge for parking

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 provide information to the Finance Committee.
- 6) Review insurance requirements – the company's being used and if 99s requires coverage.

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 and meeting 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 ● 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 special requests of the hosting chapter
1 month out	<ul style="list-style-type: none"> ● Consider sending email blasts 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