



Hospitality

Hospitality is: The friendly reception and treatment of guests or strangers.

Most importantly your “Hospitality Hostess” needs to be a people person.

A good Hostess can add to the success of your membership. She is the person who makes the first and possibly the last impression on guests and members. Remember, you also want to retain your existing members.

There is always seems to someone who feels alone and left out at your table. Be aware, don't let that happened. The Board of Directors usually is not aware until it is too late and the person has left your club.

You must always be alert, attentive and efficient. Familiarize your guest with the room, coffee and water stations, bar and restrooms. Most importantly, seat them and introduce them to others at the table. Remember, all our membership needs to be coddled at times.

A good hostess can put out quick fires that can easily erupt by confidently making decisions as needed and assist the President by knowing her wishes such as: temperature control of the room, seating etc.

This might sound stressful, it's not! I have always enjoyed helping and welcoming everyone. What a great way to get to know your membership and make new friends.

Each and every member is an ambassador for your club. How you greet and welcome them will determine if they will feel welcome to ever return.

Make sure every member welcomes our guests.

In planning your meeting, the hospitality hostess should assist the president and reservation chair. Arrange for a flag unless someone else is designated that duty.

Arrange for extra tables and chairs upon request.

Receive names of all guests (including vendors and speakers) prior to each meeting . Be advised of any special seating arrangements for guests or special set-up requirements for speakers/vendors.

List guests for your President & Check-in ladies ASAP.

If you have a member of the Press in attendance, give them preferential seating.

Always arrived early. It is your responsibility to make sure that everything is in order.

Ask the President if she needs any assistance passing out literature etc. If you are too busy, find someone to assist her.

Determine the name of the person to whom any discomfort (such as temperature and noise) should be reported. Make sure the venue knows who that charge person is and tell them do not respond to anyone else requests or complaints.