HOSPITALITY COMMITTEE

The responsibility of the Hospitality Committee is to provide a central location at the Annual Meeting for conference participants to obtain information, exchange messages, and locate services. The actions of this Committee and Chairperson will vary somewhat depending on whether the Annual Meeting is taking place at a Resort Hotel or in a City Hotel.

The Chairperson begins and ends the year of service with at a meeting of Coordinators and other Annual Meeting Chairs. This meeting usually takes place at or after lunch on the last day of the Annual Meeting. A suggested timetable for the chairperson follows.

At the Previous Annual Meeting

1. Obtain Hospitality file and supplies from the past chairperson. Request a list of the volunteers who served on the current Hospitality Committee.

2. Consult with the Coordinator on ideas for next year’s meeting.

At the Spring Committee Chairs’ Meeting

1. Attend the meeting of committee chairpersons at the site of the Annual Meeting. Discuss details of responsibilities with other Chairpersons to avoid overlaps.

2. Tour the facilities. Determine the location of the Hospitality table.

3. Discuss with the Coordinator any special arrangements that may be needed such as tables, phones, bulletin boards, directional signs, etc.

4. Determine if the conference site provides services such as daily schedules, coat-check facilities, or luggage storage rooms.

5. Locate sources of information on local restaurants and attractions.

Spring/Summer

1. Recruit Hospitality volunteers from the schools in the Annual Meeting region.

2. Collect, develop and/or duplicate appropriate maps, floor plans, tourist activity lists, shopping information, restaurant guides, and tax exemption forms.

3. Check the supplies that you received from the last Hospitality Chair. If not already in the box, obtain items that may be useful at the table: pens, tape, thumbtacks, visible clock, first aid supplies, candy, etc.
September

1. After the preliminary program booklet is distributed, contact committee members to determine schedule availability.

2. Make up a schedule of assignments for committee members. Schedule in 1, 2, or 3 hour intervals with two people at the Hospitality Desk at all times. Times should align with the conference program so members can attend sessions without missing part of the time. The table should be open the same hours as registration.

3. Send letters of welcome, appropriate floor maps and list of duties with specific assignments to members of the committee.

4. Obtain additional volunteers if needed, develop final desk coverage schedule, and confirm volunteer commitment.

At the Annual Meeting

1. Check that Hospitality ribbons have been given to committee members.

2. Duplicate final desk coverage schedule and information sheet for volunteers.

3. Post information regarding parking credit/validation, transportation between hotels, and the locations of alternate hotels (if applicable).

4. Check on the arrangements for the message bulletin board and a secure coat-check room.

5. Obtain extra copies of the program booklet for the Hospitality Desk

6. Obtain local items that may be useful at the desk: telephone directory, area events, etc.

7. Obtain copies of next year’s volunteer forms and Distinguished Service Award nomination forms. Have a box available for collection of these and the conference evaluation forms. Deliver all forms collected to the President, Vice President, or Past President Advisory Committee Chair at the end of the conference.

8. Meet with and give supplies to the new chairperson of Hospitality.

After the Annual Meeting

1. Write letters to thank committee members for their participation.

2. Inform the next chairperson of any suggestions for changes in the committee’s workings.
3. Process any claim forms as soon as possible.

4. Give final report to the Coordinator.