

Greeter Responsibilities

Summary:

Set up the reception table and ensure that the meeting room is ready, make members and guests feel welcome, take attendance, collect Happy Dollars and other funds, confirm the attendance with Lake Forest Club staff and get the completed Attendance Sheet and collected funds to the Rotary Club Bookkeeper.

Lake Forest Club staff (Andrew or Miguel) will:

Unlock the front doors and set up the reception table, speaker's podium, bell, flag, Four Way-Test banner, and monitor. LFC staff will typically place the name badge and supplies briefcases on the reception table.

Greeter:

- One or two days prior to the meeting, email the Club President, Membership Chair and program host to get the names of expected guests. Create a greeting sheet to be posted at the reception table with the names of the speaker, guests and the names of the members that have the Blessing / Inspiration, Member's Corner and Program assignments for that week.
- Arrive by 6:45am.
- Set up the reception table with: the name badge and supplies briefcases, greeting sheet, guest name tag labels, and the Attendance Sheet. If the LFC staff have not placed the briefcases on the reception table, the cases may be in the coatroom or storage room in the northeast corner of the LFC.
- Post the greeting sheet in the holder.
- Write out the name tag labels for the speaker(s) and expected guests.
- The Club Bookkeeper will arrange to have delivered to the Greeter, mail, checks for signature, etc. Distribute these to the intended recipients as they arrive. If the recipient is not present, put the items in the supplies briefcase for distribution at the next meeting.
- Get the cordless microphone from the AV box and test it.
- Welcome attendees as they arrive.
 - Hand members their name badges and provide speakers and guests with name tag labels.
 - Connect the speaker(s) with their host member, if the host member is not present, introduce the speaker(s) to the meeting presider and tech coordinator.
 - Introduce guests to other members.
 - Answer questions that attendees may have.
 - Record all attendees on the Attendance Sheet, including speakers and guests.
 - Collect fees:
 - Speakers and those attending with the speaker (e.g., an assistant), prospective members who have been approved for Guesting, and guests of members, are not charged for breakfast. A list of prospective members and their payment status is kept in the supplies briefcase.
 - For guests of members, note their name on the Attendance Sheet and the member's name to be billed for the breakfast.
 - Collect the breakfast fee noted on the Attendance Sheet for: visiting Rotarians, Honorary Members and all other visitors. The LFC charges the Rotary Club for each attendee whether or not they eat. For paying guests that do not have cash, there is a handout in the supplies briefcase that should be given to the guest that describes alternative payment options.
 - Record all fees collected on the Attendance Sheet.

- Throughout the meeting monitor the beverage station and advise LFC staff if refills are needed.
- The LFC typically sets up five tables with eight place settings. Late arrivals that cannot find a vacant place setting at those tables can sit in the section of the dining room to the right of the podium. However, if before the program begins, it appears that more than 3 – 4 attendees will not have seats at the tables in the main seating area, advise the LFC to setup another table and assist with setup if necessary.
- Prior to the start of the meeting give the presider a list of guests and their host member, visiting Rotarians, Honorary Members and other visitors so the presider can introduce them.
- Bring the cordless microphone to attendees that do the Blessing / Inspiration, make announcements or share Happy Dollars.
- Collect Happy Dollars and record the amount on the Attendance Sheet.
- Tally the number of attendees and funds received on the Attendance Sheet. Scan the dining room and complete the tallies after the program begins since attendees may arrive well at the meeting. Make notes on the Attendance Sheet to explain funds that are collected for reasons not listed on the Attendance Sheet (e.g., dues).
- Have Andrew or Miguel review the headcount on the Attendance Sheet, make any needed adjustments and once the LFC and Greeter headcounts agree, have either of them initial the Attendance Sheet. Take a photo of the completed and LFC initialed Attendance Sheet and email it to the Club President, Club Treasurer and Club Bookkeeper. A list of email addresses is kept in the supplies briefcase.
- Get an envelope from the supplies briefcase and write the date and amount of money collected on the envelope and place the Attendance Sheet and money in the envelope and give it to John Looby if he is at the meeting, or to the Club Treasurer to give to the Club Bookkeeper. If neither are present, put the envelope in the supplies briefcase to be handed off at the next meeting.
- A convenient time to eat breakfast is after the above steps are completed.
- At the conclusion of the meeting, pack up and close the supplies briefcase and leave it on the reception table. LFC staff will close the name badge case and put both cases away.
- When the meeting is conducted offsite:
 - Assure that the name badge and supplies briefcases get to the meeting location and are returned to wherever they are being stored at .
 - Coordinate with the presider to assure that items that may be needed to conduct the meeting such as the flag, 4-Way-Test banner, podium and bell get to the meeting location and are returned to the LFC.
 - Assist with meeting set-up and tear down.

Greeter Coordinator Responsibilities:

Summary:

Ensure that the responsibilities of the Greeters are communicated to them and fulfilled and serve as the point of contact with the Lake Forest Club for meeting logistics.

- Ensure that the Greeter Responsibilities document is up to date and that Greeters are aware of and fulfilling their responsibilities.
- Work with the Greeters to identify and resolve issues and as needed, involve others such as Club Committee Chairs and Club Officers.
- Coordinate with the Treasurer to assure that the document explaining guest breakfast payment options is up to date.
- Update the Attendance Sheet as membership or other changes occur and make copies. The Membership Chair is responsible for providing this information.
- A few weeks prior to the end of a calendar quarter, circulate an email among the Greeters to sign up for dates for the upcoming quarter. Email the Greeters and the Program Chair with the final dates.
- Ensure that the supplies briefcase has adequate quantities of Attendance Sheets, envelopes, name-tag labels, etc.
- Maintain the name badge briefcase to assure that badges are more or less alphabetical, that badges of ex-members are given to the Membership Chair and work with the Club Membership Chair to ensure that new members receive badges.
- Along with the Club Membership Chair, encourage new members to work with the Greeters for a few meetings to facilitate new and existing members becoming acquainted.
- Recruit and train new Greeters as needed.
- Provide meeting logistics information to the LFC Manager and Dining Room Manager:
 - By June 1st, or as soon as the upcoming fiscal year meeting schedule is final, provide the list of dates that the Rotary Club will **not** meet during the upcoming FY. Ask the Program Chair for the calendar if they do not provide it.
 - Several weeks prior to a date when the Rotary Club will not be meeting, remind the LFC.
 - Advise the LFC of higher than normal attendance. The LFC is currently putting out food that is adequate for 40 to 45 attendees. If the expected attendance will exceed 45 (e.g., Madrigal Singers; RYLA Program) the LFC will need to be provided with a revised attendance number. The Bookkeeper should be asked for the attendance for that event, in the prior year, as a guide. Then the appropriate Club Chair (e.g., Program Chair, Youth Services Chair) should be consulted for their estimate of attendance. Note that the LFC will bill the Rotary Club for the greater of the actual attendance or the attendance they were told to expect so the Rotary Club's practice has been to reduce the attendance estimate by 5, so if 60 are expected, advise the LFC to expect 55. In that way the Rotary Club will not be billed for expected attendees that did not attend. The LFC's food preparation overage may change so the above guidance should be adjusted based on then current experience.
 - Additionally, if advising the LFC of a higher attendance, remind them **not** to have the omelet station on that day so that movement through the buffet line is expedited.