

***ZETA PHI BETA SORORITY, INCORPORATED***



# **PROTOCOL MANUAL**

***DOING THE RIGHT THING AT THE RIGHT TIME***

**Barbara Crockett Moore  
International Grand Basileus**

**Mary Breaux Wright**  
*Workshop Presenter*  
13911 Fair Park Drive  
Houston, TX 77014  
281-875-2247  
[mary.wright@duchesne.org](mailto:mary.wright@duchesne.org)

## TABLE of CONTENTS

<b>INTRODUCTION.....</b>	<b>1</b>
Communicating official business .....	1
Greek terminology.....	1
Addressing Sorors/Sigma Brothers.....	1
National officers visiting chapters .....	1
<b>RECOGNITION of OFFICERS and DIGNITARIES.....</b>	<b>3</b>
Receiving Line.....	3
Dais Lineup and Seating.....	4
Formal Seating .....	4
Place cards.....	4
Introduction of dais and dignitaries .....	4
Introduction of Guests of Honor.....	4
Addressing the assemblage.....	4
Reserved seating.....	5
<b>SPECIAL GUESTS and SPEAKERS .....</b>	<b>6</b>
Invitations and follow-up communications .....	6
Introducing guest speakers.....	6
Thanking the guest speaker.....	7
<b>PROTOCOL and COURTESIES EXTENDED to OFFICERS.....</b>	<b>8</b>
International Grand Basileus .....	8
Past Grand Basilei and Elected National Officers.....	9
Appointed National Officers.....	9
Regional Directors.....	10
State Directors.....	11
<b>DIGNITARIES and OTHER OFFICIALS.....</b>	<b>12</b>
<b>HUSBANDS and ESCORTS.....</b>	<b>12</b>
<b>FRATERS .....</b>	<b>12</b>
<b>CONFERENCES and MEETINGS.....</b>	<b>14</b>
Pre-registration.....	15
Room amenities .....	15
Corsages and Boutonnieres.....	15
Transportation.....	15
Hostesses/Escorts.....	15
Protocol for meetings and social activities .....	16
Committees.....	16

Regional Conferences/Meetings .....	16
State Conferences/Meetings.....	17
Chapter Meetings.....	17
<b>ZETA and SIGMA ESCORTS .....</b>	<b>17</b>
<b>ZETA ATTIRE .....</b>	<b>18</b>
<b>SOCIAL AMENITIES GUIDELINES .....</b>	<b>20</b>
<b>CHAPTER BASILEUS .....</b>	<b>21</b>
<b>MEETING DECORUM .....</b>	<b>21</b>
<b>COMMITTEE FUNCTIONING and PLANNING .....</b>	<b>23</b>
<b>DINING DO's and DON'Ts .....</b>	<b>25</b>
Grace before meals.....	25
When to start eating.....	26
Formal table setting.....	26
When you have finished .....	26
<b>TIPPING.....</b>	<b>27</b>
Restaurants.....	27
Hotels.....	27
Doormen.....	27
Bellman.....	27
Maid .....	27
<b>ACKNOWLEDGMENTS .....</b>	<b>29</b>
<b>APPENDICES .....</b>	<b>30</b>

## INTRODUCTION

Protocol is defined as the code of ceremonial forms and courtesies, or precedence accepted as proper and correct in official dealings; as between heads of state or diplomatic officials. The expected outcome is uniformity and efficiency in accomplishing goals by applying tenets of protocol in communication, introduction, lineup and seating, utilizing Zeta documents and carrying out the official business of the sorority.

All financial members of Zeta Phi Beta Sorority, Inc., should receive the courtesy and respect of Sorors at all times. Sorors should wear their pins and other identification when visiting or attending professional and academic meetings so that special recognition and courtesies may be extended as appropriate.

The Grand Basileus is the “First Lady” of the sorority and at all times should be accorded all the courtesies and respect that are due her office. Past Grand Basilei, national, regional, state and local officers are to be given recognition, respect and extended courtesies appropriate for the occasion or as the region, state, local chapter or Soror deems necessary.

### **Communicating of official business**

Communication of official business is conducted through the chapter Basileus, who sees that material from the Grand Basileus is distributed to the members. The Basileus should make certain that action required is taken on correspondence from the national office.

### **Use of Greek Terms**

Greek wording should be reserved for inter-sorority occasions. Public mail, news releases, etc., should have regular terminology for officers rather than Greek terms.

### **Addressing Sorors/Sigma Brothers**

- There is no abbreviation of the word Soror.
- When referring to a Soror who has a Doctorate, she is referred to as “Dr. ....,” never “Soror Dr. ....”
- When addressing or introducing sorority officials in a public venue, use the English name for the officer, not the Greek name. E.g. ....and now ladies and gentleman, I introduce to you Barbara Moore, International President.
- Never introduce a Soror as “Ms. or Mrs. ....”

When addressing Phi Beta Sigma Brothers in a public venue, introduce them as follows: “...and now I introduce to you Sigma Brother Dr. Kevin Brown, Nu Nu Sigma Chapter President”, or Sigma Brother Kevin Brown. Never introduce a Sigma Brother as Mr.

### **National officers visiting a chapter**

National officers, visiting a chapter should be introduced by the chapter president, except when she chooses to delegate the responsibility. The order should always be:

- a. **National**: Grand Basileus, Past Grand Basilei, elected officers, appointed officers, local graduate or undergraduate Basilei, elected officers, appointed officers.
- b. **Regional**: Director, State Directors, elected officers, appointed officers, local graduate or undergraduate Basilei, elected officers, appointed officers.
- c. **State**: Director, elected officers, appointed officers, local graduate or undergraduate Basilei, elected officers.

## OFFICIAL RECOGNITION OF OFFICERS AND DIGNITARIES

Recognition and respect should be given to officers in the following order:

### NATIONAL LEVEL

1. Grand Basileus
2. Past Grand Basilei
3. Elected Officers
4. Appointed Officers

### REGIONAL LEVEL

1. Regional Director
2. State Directors
3. National Elected Officers
4. National Appointed Officers
5. Regional Amicae President
6. State Amicae Presidents
7. Regional Elected Officers
8. Regional Appointed Officers

### STATE LEVEL

1. State Director
2. Elected Officers
3. Appointed Officers
4. State Amicae President
5. State Elected Officers
6. State Appointed Officers

### LOCAL LEVEL

1. Graduate or Undergraduate Basilei
2. Elected Officers
3. Appointed Officers
4. Amicae President
5. Local Elected Officers
6. Local Appointed Officers

### Receiving Line

A receiving line is customarily assembled whenever a reception is held as a means of introducing dignitaries and greeting the guests to the function. The order is as follows:

#### National Conference

Boulé Marshal  
Presiding Officer  
Grand Basileus  
Speaker (*if appropriate*)  
National Officers  
Past Grand Basilei  
Sigma National President

#### Regional Conference

Regional Marshal  
Regional Director  
Grand Basileus  
Speaker (*if appropriate*)  
National Officers  
Past Grand Basilei  
State Directors  
Basileus of Host Chapter  
Regional Amicae President  
State Amicae President  
Sigma Regional Director

.....

### **Lineup and Seating on the Dais**

Persons should be placed in the positions they will appear on the Dais. If there are two tiers, start with those on the lower tier. The Grand Basileus should be the last to enter the room after everyone on the Dais has reached their assigned seat. She is given a special introduction as she approaches the dais. E.g. the mistress of ceremonies should ask everyone to “rise to receive our International Grand Basileus, Soror \_\_\_\_\_.” Upon the Grand Basileus reaching her seat, the program should proceed with the next scheduled item.

**Note:** *The Regional and State meetings are in units of a larger system for operating the national program assigned to the Grand Basileus, but implemented through Regional and State Directors.*

### **Formal Seating**

At the head table (*the highest if the dais has two or more levels*). The presiding officer (*mistress of ceremonies*) is always seated at the first place to the right of the podium or center. The special guest (*guest of honor*) sits to the immediate right of the presiding officer. The next person to the right would be the Grand Basileus (*then her spouse, if appropriate*). The Regional Director should be seated to the left of the podium or center. Other dais guests should be seated to the right or left of the persons noted above. (*See sample Head Table Seating Chart*)

### **Place Cards**

The use of place cards can be helpful to avoid confusion especially if a member of the dais is expected to be late in arriving and a seat is being provided. If known sufficiently in advance, it might be expedient to leave that person’s seat at the end of the table to make their entrance as inconspicuous as possible.

### **Introduction of dais guests and dignitaries**

When the dais guests are introduced, each individual should rise when their name is called and bow slightly to the audience. The presiding officer (*mistress of ceremonies*) may request the audience to hold their applause until all of the dais guests have been introduced. The proper order of introductions is that of right to left as seated. All introductions should be both short and gracious. The introduction of the guest of honor or main speaker may be deferred until the time for the formal presentation or speech. If desired, the person might be acknowledged during the introductions of the dais guests noting that a formal introduction will be made later in the program.

### **Introduction of Guests of Honor**

When guests of honor are introduced, they rise and bow only. The highest-ranking guest is introduced first. If guests are asked to say a few words of greetings or congratulations, start with the guest of the lowest rank and go up the list so that last expressions come from your top ranking officer or guest. Do not hesitate to ask all to be brief.

### **Addressing the assemblage**

Presiding Officer

Grand Basileus  
Past Basilei  
Regional Director (*if she is not presiding*)  
Other National and Regional Officers  
Sorors  
Brothers  
Amicae  
Archonettes, Amicettes, Pearlettes  
Fellow Greeks  
Friends (*audience*)

**Reserved seating**

Should be provided, near to or in front of the dais, for the following persons at:

**National meetings:**

- Spouses or special guests of persons seated on the dais, if there are no provisions made for them to be seated on the dais
- Past Grand Basilei
- National Officers
- Life Members

**Regional Meetings**

- Spouses or special guests of persons seated on the dais, if there are no provisions made for them to be seated on the dais
- Past Grand Basilei
- National Officers
- Regional Officers

**State Meetings**

- Spouses or special guests of persons seated on the dais, if there are no provisions made for them to be seated on the dais
- Past Grand Basilei
- National Officers
- Regional Officers
- State Officers

.....

## **SPECIAL GUESTS AND SPEAKERS**

Before deciding on having a speaker it is very important to determine if it is appropriate to have one on the program. When a program contains the giving of a number of awards having a speaker might be 'too much'. A very long program can kill the audience's enthusiasm to hear a speaker no matter how noted or good he or she is. The speaker's portion of the program to include the introduction, the speech and the acknowledgment of or a presentation to the speaker should not exceed 30 minutes at a luncheon, dinner or banquet.

### **Invitations and follow-up communications**

- The first contact may be made in person or by telephone but must be followed up in writing.

**It is necessary to establish with the special guest or guest speaker the following items:**

- Place, date and hour of the program
- Arrange for hotel reservations
- Name of host, escort or contact person in the local area (*to include telephone number*)
- Arrangements for transportation
- Type of clothing required (*climate and degree of formality for the affair might be suggested*)
- General subject for speech (*suggestions may be made*)
- Time expected to speak, for how long and approximate size of audience
- When appropriate, names of other key guests participating in the program
- Honorarium arrangements

**The local chapter (if necessary, assisted by the National or Regional Director of Publicity) should arrange for getting:**

- Biographical information for publicity and introduction
- Photo for publicity (*return the photo to the speaker after it is used*)

**The introduction of the guest speaker:**

- May be made by the presiding officer, program chairman, or other designated Soror
- Give a brief summary of the speaker's background and qualifications. **Do not** read the speaker's resume, biographical sketch or the background material printed in the program or program journal.
- Subject of speech and/or name of speaker are given last
- The person introducing the speaker remains standing until the speaker has acknowledged the introduction
- When the speaker takes too much time, the presiding officer should remind him or her, preferably by note, that "time is almost gone" or "one minute more" - and later, if the speaker continues, should state that the "time is up and unfortunately..."

**Thanking the guest speaker**

- Time should be allowed for the assembly to applaud
- Brief words of appreciation but not a recap or statement of the speech should be expressed by the mistress of ceremonies
- Letter of thanks should be sent out promptly by the President or designated person
- Honorariums and any other monetary arrangements/presentations must be taken care of promptly

.....

## PROTOCOL AND COURTESIES EXTENDED TO OFFICERS

By virtue of their rank in the sorority, the Grand Basileus, Past Grand Basilei, National, Regional and State Officers are to be extended various courtesies.

### **The Grand Basileus**

The Grand Basileus is the First Lady of the sorority and at all times should be accorded all the courtesies and deference due her office.

Courtesies which should be extended are as follows:

- a) All Sorors, Amicae, Archonettes, Sigma Brothers and guests should rise upon the initial entrance of the Grand Basileus.
- b) Appropriate representatives should meet the Grand Basileus upon her arrival and transportation should be provided at all times.
- c) Floral arrangements should be provided for her housing
- d) Fruit baskets, beverages (*juices, ginger ale, ice, etc.*) and other light snacks should be provided in all appropriate locations
- e) Corsages should be provided, more distinctive than those given other officers. The official flower is the white rose. If these are not available, orchids, carnations or flowers of her choice should be substituted.
- f) Various forms of presentations should be made at special occasions
- g) Sight-seeing should be arranged to enable her to become more familiar with the locality (*Optional*)
- h) Comfortable quarters (*housing, meeting, entertaining space*) should be provided. Efforts should be made to obtain a suite or similar space if a suite is not available.
- I) Hotel managers should be informed of her visit to ensure that she receives all of the amenities provided dignitaries who utilize the facilities.
- j) A personal escort should be provided to and from all functions.
- k) Depending upon the nature of her visit, churches and other local dignitaries should be informed of the arrival and provided an opportunity to meet her or allow her to serve as their public speaker.
- l) Other forms of entertainment should be provided as appropriate, (*i.e. cocktail parties, dinners, brunches, and theater parties*), to enable her to relax and socialize with Sorors and other guests
- m) Articles should be placed in the print media and other forms of public communication to ensure that she is given visibility at all times.
- n) She should be provided an opportunity to address the assemblage on all programs even if she is not the keynote speaker, or attend state or other government assemblages if one is in session, or go to the office to meet local and state officials.

**Note:** If the Grand Basileus is the official guest of the Region, State or a chapter, specific amenities should be provided as listed above.

If the Grand Basileus is in the community for other types of business (*e.g. professional meetings, visiting relatives*) the following amenities are suggested:

- a) Floral arrangement or corsage provided by the local chapter to welcome her to the city
- b) Transportation to and from the airport, train depot, or bus station, if arrangements can be made
- c) Various forms of gifts
- d) Telephone call by the local Basileus, welcoming her to the city
- e) Entertainment by the local chapter (*e.g. dinner, brunch, cocktail party*)
- f) Encouragement to attend the chapter meeting, if held while the Grand Basileus is in town

**Note:** The Regional Director and the State Director should keep chapters informed of the dates that the Grand Basileus will be in the community.

### **Past Grand Basilei and Elected National Officers**

Past Grand Basilei and elected National Officers should be accorded all the courtesies due their position in the sorority. Courtesies which should be extended are as follows:

- a) Should be met upon arrival and provided transportation until departure and to the final point of departure
- b) Floral arrangements should be provided for their housing
- c) Comfortable quarters should be provided (*housing and meetings*) with fruit baskets, beverages (*juices, ginger ale, ice, etc.*) and light refreshments
- d) Corsages should be provided. The official flower is the white rose. If these are not available, provide carnations or other flowers.
- e) Various forms of gifts should be presented, dependent upon the occasion.
- f) Sight-seeing should be arranged to enable them to become more familiar with the locality. (*Optional*)
- g) Other forms of entertainment should be provided as appropriate (*e.g. dinner, brunches*) to enable them to relax and socialize with Sorors and other guests.
- h) They should be provided an opportunity to address the assemblage on programs if they are not the keynote speaker
- i) They should be given an opportunity to personally meet dignitaries during formal and informal affairs
- j) A personal escort should be provided to and from all functions.
- k) As a courtesy to the Past Grand Basilei, national dues, conference registration, expenses to National Boulés (*transportation and hotel*) will be paid.

**Note:** If the National Officer is the official guest of the Region, State or Chapter, specific amenities should be provided as listed above.

### **Appointed National Officers**

Appointed National Officers should be accorded all the courtesies due their position in the sorority. Courtesies which should be extended are as follows:

- a) Appointed Officers should be met upon arrival and provided transportation until departure and to the final point of departure. (*If special guest, by arrangement; otherwise optional*)

- b) Floral arrangements, fruit baskets, beverages (*juices, ginger ale, ice, etc.*) and light snacks should be provided for their room.
- c) Comfortable quarters should be provided. (*Optional*)
- d) Corsages should be provided. The official flower is the white rose. If these are not available, carnations or other flowers should be provided.
- e) Various forms of gifts should be presented, dependent upon the occasion.
- f) Sight-seeing should be arranged to enable them to become more familiar with the locality. (*Optional*)
- g) A personal escort should be provided to and from all functions.
- h) Other forms of entertainment should be provided as appropriate (*e.g. dinners, brunches*) to enable them to relax and socialize with Sorors and other guests. (*Optional*)
- i) They should be recognized by the moderator on all programs as a National Officer.

**Note:** If the National Appointed Officer is an official guest of the Region, State or Chapter specific amenities should be provided as listed above.

### **Regional Directors**

The Regional Director is the First Lady of the Region and at all times should be accorded all the courtesies and deference due her office. The Regional Director is also the emissary of the Grand Basileus for the respective Region. Courtesies which should be extended are as follows:

- a) Representative(s) should meet the Regional Director upon arrival and provide transportation at all times.
- b) Floral arrangements, fruit baskets, beverages, (*juice, ginger ale, ice, etc.*) and other light snacks should be provided for her room.
- c) Corsages should be provided. The official flower is the white rose. If these are not available, carnations or other flowers should be provided.
- d) Various forms of gifts should be presented dependent upon the occasion.
- e) Sight-seeing should be arranged to enable her to become more familiar with the locality. (*Optional*)
- f) Comfortable quarters (*sleeping, meeting, and entertaining space*) should be provided. When appropriate, a suite should be provided for the Regional Conference and Boulé. (*Optional*)
- g) A personal escort should be provided to and from all functions.
- h) Depending upon the nature of her visit, local dignitaries should be informed of her arrival and provided an opportunity to meet her.
- i) Other forms of entertainment should be provided as appropriate (*e.g. cocktail parties, dinners, brunches, theater parties*) to enable her to relax and socialize with Sorors and other guests.
- j) Articles should be placed in the print media and other forms of media to ensure that she is given visibility at all times.
- k) She should be provided an opportunity to address the assemblages on all programs even if she is not the keynote speaker.

- l) Hotel managers should be informed of the visit to ensure that she receives all of the amenities provided dignitaries who utilize the facilities.

**Note:** If the Regional Director is an official guest of the State or local chapter, specific amenities should be provided as listed above.

**State Directors**

Courtesies which should be extended are as follows:

- a) Chapter/State Representative should meet the State Director upon arrival and provide transportation until departure and to the final point of departure.
- b) Fruit baskets, beverages (*juice, ginger ale, ice, etc.*)
- c) Corsages should be provided. The official flower is the white rose. If these are not available, carnations or other flowers should be substituted.
- d) Various forms of gifts should be presented dependent upon the occasion.
- e) Sight-seeing should be arranged to enable her to become familiar with the locality. (*Optional*)
- f) Depending upon the nature of her visit, local dignitaries should be informed of her arrival and provided an opportunity to meet her.
- g) Other forms of entertainment should be provided as appropriate, (*e.g. dinners, brunches, theater parties*) to enable her to relax and socialize with Sorors and other guests.
- h) She should be provided an opportunity to address the assemblage on all programs and be recognized by the body.
- i) A personal escort should be provided to and from all functions.

**Note:** If the State Director is the official guest of the Region, State or Chapter specific amenities should be provided as listed above.

.....

## DIGNITARIES AND OTHER OFFICIALS

Dignitaries and other officials should always be treated warmly as guests of the sorority. Courtesies should be extended to them as follows:

- a) Corsages for female guests and boutonnieres for male guests should be provided.
- b) Comfortable housing should be provided. *(Optional)*
- c) Beverages (*juice, ginger ale, ice, etc.*) and other light snacks should be provided for their rooms. *(Optional)*
- d) Transportation should be arranged from the point of arrival to the point of departure. *(Optional)*
- e) Guests should always be personally introduced to the Grand Basileus, National Officers and the assemblage.
- f) Honorariums or other tokens of appreciation should be provided for participating in official affairs of the sorority. *(Optional)*
- g) Invitations should be extended to attend meals, receptions and other forms of entertainment during official affairs of the sorority.

.....

## HUSBANDS AND ESCORTS

The Grand Basileus' husband should be included in official functions sponsored by the sorority, (*e.g. sitting on the dais*) at public meetings if other guests are included on the program.

The husband of the Grand Basileus should be housed with the Grand Basileus in the suite provided by the Conference, accorded the courtesies, complimentary entry to the luncheon, banquet, Sunday breakfast, and other functions held during the conference. Boutonnieres should be provided him as a courtesy.

The same courtesies above should be accorded the Regional Director and the State Director.

.....

## SIGMA BROTHERS

- ★ Sigma's National President should always be in a position of high honor close to our Grand Basileus to demonstrate the strong bond emanating from our constitutionally based sister-brother relationship.
- ★ Zetas should rise upon the initial entrance and the introduction of the National President of Phi Beta Sigma Fraternity, Incorporated.

- ★ Phi Beta Sigma Fraternity, Incorporated, should be provided with a white carnation boutonniere. He should also be afforded an opportunity for providing greetings or remarks at some appropriate point in the program.
  
- ★ The local chapter of Phi Beta Sigma Fraternity, Incorporated, should be contacted and whenever possible, included in the planning and activities of Zeta events. They should be both publicly recognized and thanked for their participation in the effort to make Zeta's function(s) successful. In turn, the Zetas should reciprocate and help the Sigmas whenever they put on an activity. Special effort should be forthcoming from the Zetas whenever the Sigmas host a Conclave, Regional, State meeting or other event that would bring Sigma VIP's into the area.

.....

## CONFERENCES & MEETINGS

Consummate planning is the key to the success of any event, whether it is a social dinner in your home, a Board meeting or an International Boulé. Whatever the occasion, preplanning is of the utmost importance. The following areas of consideration must be given particular attention when planning for Protocol and Social Amenities for conferences:

1. Pre-registration
2. Room Amenities
3. Corsages/ boutonnières and floral arrangements
4. Transportation
5. Hostesses and Escorts
6. Protocol for meetings and social activities during the convention etc.

**Note:** These six planning areas must be utilized whether planning a Chapter/Auxiliary event, Leadership conference, Board meeting or Boulé. The difference is the fact that some planning activities will be less extensive than others due to the size and projected number of attendees.

Before any of these planning structures can be addressed, preplanning must be done with the conference Chief Executive Officer (CEO). In the case of Boulé, the Grand Basileus or her designee; Regional Conference, the Regional Director; State Conference, the State Director; Chapter function, the Chapter Basileus; Auxiliary function, Auxiliary President; etc. At that time she will discuss her plans, programs, wishes and the budget. She will also share catering room plans. After determining the total configuration of the conference, now you will be ready to flesh out the Protocol and Social Amenities configuration of the total Program Process.

Protocol and Social Amenities is a **VERY** large part of any convention/meeting. **IT IS YOUR IMAGE MAKER!**

- ★ What happens when National officers arrive at a banquet and do not know where to sit? (*Chaos!*)
- ★ What happens when customary corsages are not ordered for officers? (*Frustration!*)
- ★ What happens when the Grand Basileus is not picked up from the airport? (*Embarrassment!*)

Inadequate or lack of protocol and social amenities most likely will cause the failure of your affair. Protocol is your image-maker; therefore it cannot be the sole responsibility of one person. The Chairperson for protocol should be a member of the conference planning committee. She should assemble a committee to work with her for the event(s). The duties should then be divided among the committee members who in turn should also get other Sorors to assist them with pre-planning and on the day(s) of the event(s).

### **Pre-Registration**

1. Via the conference CEO, determine who will be pre-registered and on the hotel master billing.
2. Ask CEO, who will prepare registrations for pre-registrants.
3. Work with registrar to determine who will attend the conference.

### **Room amenities**

1. Via the CEO, determine who will buy the room amenities. What is the budget?
2. From CEO, determine who will receive room amenities.
3. Determine dissemination process to rooms/ suites.

### **Corsages and Boutonnieres**

1. To whom and for what events?
2. Silk or fresh flowers?
3. Colors?
4. How many per person, per day and per event?

### **Transportation**

1. Via CEO, determine who will receive transportation to and from the hotel.
2. Establish a “pick up and delivery to place of departure” schedule.
3. Schedule a specific committee. Example:

Meet at the airport/ train/ Hotel

Sorors:

1. Soror Barbara C. Moore, Grand Basileus

Place: XYZ Airport

Date:

Time:

Husband/ male guest: Yes \_\_\_ No \_\_\_

### **Hostesses/ Escorts**

1. CEO may determine the number of hostess/ escorts that are needed..
2. Responsibilities are *(but not limited to)*:
  - ◇ Welcome guests to the city and hotel
  - ◇ Settle guests in their rooms; give individual conference itineraries to each guest. *(Where they should be during the conference and at what time)*
  - ◇ Wake-up calls in the AM. *(Optional)*
  - ◇ Escort guests from room to meetings and activities.
  - ◇ Total availability. Lots of energy.
  - ◇ Check on guests
  - ◇ Place pre-registration materials and kits in guest rooms. The hotel will assign a limited number of suites/ rooms to VIP's. Place the kits, etc. in the suites/

rooms prior to the person's arrival. For all other VIP's place them in rooms immediately upon their arrival.

### **Protocol for meetings and social activities**

1. Receiving Line
2. Line-up for entrance
3. Dais Seating
4. Seating for meal functions
5. Seating for meetings.
6. Floral arrangement/ flowers (*where to place*)
7. Program dissemination (*When? Where?*)
8. Assignments for hostesses and escorts

### **Committees**

- Should amply staff each committee
- Must be knowledgeable about the total hotel logistical configuration. Committee members should study the hotel layout map. Guests will request information about restaurants, bathrooms, meeting rooms, etc.
- Should be housed in the hotel facility
- Must be committed to her responsibility
- Must have the proclivity to fulfill her responsibility
- Must work well as a team member!

**PLAN! PLAN! PLAN! Yes consummate protocol and social amenities planning equals a successful convention. It is your image!**

.....

### **Regional Conferences/ Meetings**

#### **Registration**

The Grand Basileus, visiting National Officers, Past Grand Basilei, Regional Director, and State Directors should receive complimentary registration if invited as guests. Complimentary registration should also be provided to Regional Officers if funds are available in the Budget.

#### **Housing**

The Grand Basileus, Past Grand Basileus, Regional Director and guest National Officers should receive complimentary housing. (*The latter is optional*)

#### **Head Table Seating**

The luncheon and/or banquet seating should be reserved for the Grand Basileus, her escort, National Officers, Regional Officers, Regional and State Directors, local host chapter

Basileus, the Marshal, Guest Speaker, and local dignitaries. (*Special tables may be provided for National Officers*)

Courtesies should be extended as requested by the Regional Director and/or Executive Board of the region.

.....

**State Conferences/ Meetings**

**Registration**

The Grand Basileus, visiting National Officers, Past Grand Basilei, Regional Director, and State Directors should receive complimentary registration if invited as guests. Complimentary registration should also be provided to Regional or State Officers if funds are available in the Budget.

**Housing**

The Grand Basileus, Past Grand Basileus, Regional Director, State Director and guest National Officers should receive complimentary housing. (*The latter is optional*)

**Head Table Seating**

The luncheon and/or banquet seating should be reserved for the Grand Basileus, her escort, National Officers, Regional Officers, Regional and State Directors, local host chapter Basileus, the Marshal, Guest Speaker, and local dignitaries. (*Special tables may be provided for National Officers*)

Courtesies should be extended as requested by the State Director and/or Executive Board of the state.

.....

**Chapter Meetings**

Any Soror may attend Zeta chapter meetings, Regional, State and National functions including Board meetings. The Grand Basileus, Regional Director, National Officers, and State Directors may attend chapter meeting and functions, however, they should notify the Chapter Basileus prior to their attendance.

.....

**SIGMAS AND ZETA ESCORTS**

The host chapter should request the assistance of the local Sigma Chapter in program participation, hosting the visiting Sigmas, Zeta husbands, or escorts by providing them with sight-seeing, hospitality rooms, and other planned activities.

Sigma representatives should be asked to meet the entourage. *(Optional)*

Specific information concerning luncheon prices, other costs, attendance and attire at conference functions should be included in registration information sent out prior to conferences for the benefit of Sigmas and Zeta escorts.

.....

## DRESS FOR ZETA FUNCTIONS

“Clothes Doth Not Make the Woman”; however, it is important to remember that your personal appearances should always be appropriate for the occasion because others see you as representing Zeta and Zeta expects you to reflect a positive image at all times. The occasion, the invitation or local customs and traditions determine appropriate attire:

- **Formal** *(strict)*: properly requires full dress tails for the men and long gowns for the ladies. (That is black tie)
- **Formal**, *(in today’s societal interpretation)*: normally requires tuxedos or suits for the men and for the women, after five attire, gowns or cocktail dresses for dances, dinners and other special events.
- **Business attire**: Suits, pantsuits, skirt and blouse, sweaters may be considered informal wear suitable for attending meetings, conferences, luncheons etc. **Shorts and blue jeans are NOT acceptable at State, Regional or National Leadership Conferences during business meetings and luncheons or banquets.**

*if in doubt as to what is the appropriate attire, dress up rather than dress down.  
Also, check with your Basileus or advisor on the proper attire for the occasion*

### COLORS: What is the policy?

**Zeta:** Royal Blue and White *(Attire and corsages)*  
**Flower:** White rose

**Amicae:** Predominantly Light Blue with small amount of Royal Blue trim.  
**Flower:** White Carnation. *(Light blue ribbon only)*

Zetas and Amicae: It is necessary to read registration materials and request information about appropriate dress colors to wear during certain conference Boulé sessions:

**Proudly wear your colors: Zetas - Royal Blue and White**

**Amicae** - predominantly Light Blue with a small amount of Royal Blue trim.

- When wearing **white** is **mandatory**:
  - Renewal of pledge
  - Necrology service
  - Ceremonial Ritual Numbers 1 and 2 of the Membership/Selection Intake Process
  - Ceremony for organizing a chapter
  
- When wearing **black** is **mandatory**:
  - Burial Service for a Soror
  
- When to wear **royal blue**:
  - Zeta functions
  - Sigma functions
  - Any other time is just fine

.....

## **SOCIAL AMENITIES GUIDELINES**

### **Sudden illness or incapacitation of the Grand Basileus and other National Officers, Past Grand Basilei:**

1. Flowers - roses
2. Special Honors - Flowers
3. Telegram or Mail-o-gram - Regional

### **Death in the immediate family**

1. Telegram or planter

### **Death of Grand Basileus or other National Officers**

1. Check for appropriate program of sorority.
2. Floral design - price at the discretion of the Regional Director
3. Written expression of sympathy - Region Director at the family's request, to the family, and the records of the National Body.

### **Marriage**

1. Gift

### **Sigma Brothers (National/Regional Elected Officers)**

1. Mail-o-gram of best wishes

### **Sigma Brothers' Regional Conference**

1. Ad or Mail-o-gram of best wishes

### **Fellow Greeks' Regional Conference in the Region**

1. Mail-o-gram of best wishes

.....

## CHAPTER BASILEUS

The Chapter Basileus has both the responsibility and the opportunity to affect the direction of the chapter by providing dynamic leadership to its members. As Basileus, should bring experience, leadership qualities, and dedication to the chapter's work. The Basileus also represents the chapter in dealing with other groups.

- The Chapter Basileus is the official representative of the chapter.
- She should attend the state, regional and national meetings as the chapter's official representative. Every effort should be made to provide her with the funds necessary to attend these and any other functions designated by the chapter.
- Communication of official business between the national office and the local chapter is conducted through the chapter Basileus, who sees that material from the Grand Basileus is distributed to the members. The Basileus should make certain that action required is taken on correspondence from the national office.
- While representing the chapter, the Basileus should be afforded appropriate courtesies.
- The Chapter Basileus should:
  - a) Preside over all meetings
    - ★ Make up a written/typed agenda for all present
  - b) Have general supervision of the chapter
    - ★ Become familiar with all handbooks, forms, policies and procedures.
    - ★ Become mentally prepared for the job - set personal goals and objectives for term of office.
    - ★ Review the agenda minutes, before meetings.
  - c) Enforce due observance of the constitution, by-laws, and regulations.
    - ★ Be sure the chapter has calendar, membership and budget committees.
    - ★ Appoint possible special event committees at the beginning of the year (*e.g. Finer Womanhood, Founder's Day, Election Committee, Community Service Projects*)
  - d) Be informed of all meetings (*committee, called, special, etc.*)
  - e) Be aware of all communications going out and she should sign these
  - f) Be allowed to give greetings, acknowledgment or remarks at each program given by the chapter.
  - g) Have a copy of the program for events ahead of time and allowed to make suggestions.

### **Suggestions for a successful year as a Basileus**

- a) Give plenty of notice to chapter members in regard to deadlines.
- b) Deal with and mail information as it arrives.
- c) Bring all pertinent documents to all meetings.
- d) Put deadlines and reminders on a calendar and refer to it frequently.

### **DECORUM FOR CONDUCTING MEETINGS**

#### **The Basileus or Presiding Officer:**

- a) Is always courteous and diplomatic; remains impersonal in attitude and remarks.
- b) Presides impartially, speaking clearly so all may understand.
- c) Refers to herself as 'the chair' avoiding the use of the first person pronoun.
- d) Uses the third person in calling for reports or motions. The next item of business is the '... committee report'
- e) Refers to a member as 'the Soror' - using a Soror's name only when it is absolutely necessary, except in small informal meetings.
- f) Normally leaves the chair when she wishes to debate, or make a presentation on an issue except at board and committee meetings.
- g) Remains in the chair throughout a meeting; never "turns the meeting over" to another, e.g. to the program committee for presentation of a program.
- h) Ask the vice-president to preside when a motion concerning the president personally is on the floor.
- I) May ask, "What is the body's pleasure?" or "Is there a motion to ....?" when the Sorors fail to respond to a situation.
- j) Courteously suggests a proper motion when a Soror has difficulty with phrasing.
- k) Suggests circumstances under which a motion may be in order after a Soror has made a motion at an improper time.
- l) Rules an improper motion "out of order" or not in order at this time". A Soror should never be ruled out of order for having made the motion.
- m) Is kind but firm in making rules
- n) Is professional in handling point of order and appeals
- o) Consults quietly and unobtrusively with the parliamentarian when advice is needed or requested.
- p) For the sake of clarity, sometimes asks the parliamentarian to explain or interpret a point to the assembly.
- q) Presents the gavel to the newly installed President as the occasion demands.

**Sorors should:**

- a) Give full attention to the chair
- b) Address the chair to gain recognition.
- c) Identify themselves by name
- d) Obtain floor before addressing the body - except in a dire emergency
- e) Willingly observe all of the rules of debate, especially as it pertains to the amount of time allowed to each speaker.
- f) Confine remarks to the merit of the pending question.
- g) Refrain from attacking the motives of others.
- h) Address all remarks through the chair (*no cross-talk*).
- I) Avoid the use of Sorors names in debate
- j) Refrain from speaking about action or matters not actually or officially before the assembly.
- k) Do not read from a book or make a lengthy quotation without permission of the body.
- l) Never speak out against own motion.

- m) Speak to the chair as “Madame Basileus”, or “Madame President”.
- n) Speak of the presiding officer as “the chair”
- o) Refrain from calling out a motion to “Adjourn” or “Questions!” when another has the floor.
- p) Make no effort to “explain the vote” during voting.
- q) Abstain from voting on a question of direct personal interest.
- r) Obey all legitimate orders of the presiding officer.
- s) Avoid waling between the chair and the body or around the room during the meeting.
- t) Refrain from disturbing the body and the presiding officer through talking restless or other disrespectful behavior.
- u) Accept appointment and carry out assignments expeditiously or formally request permission to be excused from the duty.

.....

## COMMITTEE FUNCTIONING AND PLANNING

Regardless of the purpose or function of a committee, there are some basic mechanics needed to get off the ground. Handling these mechanics in the order suggested will insure you, as a committee chairman, an effective, meaningful year.

So, first things first:

- a) After you say, “Yes will chair that committee,” make notes (*for your own use*) on how you see it functioning, what you believe its purpose is, and how you would like to see it operate.
- b) Review its purpose and how it has been run in the past by reading bylaws, files, and talking to the person (*president or other officer*) to whom you are accountable. Be 100% sure you know what is expected of you and when. During this review, make notes for later.
- c) Find out reporting dates and due dates on action required-- make notes.
- d) Find out who you report to and what authority you and your committee have. Check bylaws, files and person in charge.
- e) Find out how many members you are required to have. Can you have more or less?
- f) How will members become part of your committee? Will they be assigned by you or by someone else?
- g) Now you’re ready to do a proposed objectives plan. Include in your plan the following:
  - Names of committee members.
  - Dates for meetings during the fiscal year.
  - List four or more objectives (*be specific*) you wish to accomplish and who on the committee will be accountable for each.
  - Reporting dates for members, progress reports, final reports. Include form, if desired.

- Budget projections.
  - How you will function: policy, procedures and decorum.
- h) Now call your first meeting. Send out to committee members:
- Notice of meeting, date, place and time.
  - Copy of proposed objectives (*make sure they know they are proposed*) and ask them to review and come to the meeting with changes in mind.
  - Agenda for the first meeting.
  - Ask members to bring bylaws, ideas and suggestions as this will be the planning meeting.
- I) Make a first meeting agenda and include:
- Call to order.
  - Invocation (*assign a member*).
  - Review purpose of the committee as given you by the bylaws and or person to whom you are accountable.
  - Review purpose objectives item by item and brainstorm as a group till you reach a plan you are all committed to. Be sure, once you agree, that you: 1) assign the retyping of the objectives, copying and distribution. 2) A person is made accountable for each objective.
  - Action-needed items - list
  - Problems and concerns.
  - Miscellaneous.
  - One-minute evaluation by each committee member attending, regarding meeting.
  - Set next meeting date, time and place.
  - Adjourn.
- j) Now all you must do is work your plan for the year based on your defined objectives. Be sure you, as leader set up some type of monitoring system to evaluate where you are at all times in relation to the plan. Effective committee functioning is not the result of luck or dedication; it's the first result of an effective plan acted upon.

.....

## DINING DO's AND DON'Ts

Being at ease at the diner table (*or breakfast or lunch table, too*), means being able to thoroughly enjoy the company and the cuisine. If one's focus is on anxieties about doing the right thing at the right time, all the pleasure that shared mealtime can bring is dissipated. A review of the following "do's and don'ts" will help make any host or guest at any table comfortable and relaxed about the process of gracious dining.

- Do remember to say "please" and thank you frequently, Say, "John would you please pass the potatoes," not "pass the potatoes." When you receive the potatoes, say "Thank you".
- Do taste before seasoning. A cook or chef who has worked hard to prepare a menu item has to be appalled to see you drowning it in ketchup or covering it in salt before you even taste it.
- Don't encircle your plate with one arm while eating with the other hand.
- Don't push back your plate when finished. It remains exactly where it is until the person serving you removes it. If you wait on yourself, get up and carry it to the kitchen.
- Don't lean back and announce, "I'm through," or "I'm stuffed." Do place your knife and fork beside each other on the dinner plate diagonally from upper left to lower right when finished. You may however, turn to your host or hostess and say, "I enjoyed that very much. Thank you."
- Don't *ever* put liquid into your mouth if it is already filled with food. You might have a little toast in your mouth when you drink your coffee, but it should be so little as to be undetectable by others. The best habit is *never*.
- Don't wipe off the tableware in a restaurant. If you do happen to find a dirty piece of silver at your place, call your waiter or waitress, show him the utensil, and ask for a clean one.
- Do cut your food one or a few pieces at a time. Only small children may have their entire plate of food cut for them at once so that they can eat it. Cut one piece, eat it, then cut another.
- Don't, if you are a woman, wear an excessive amount of lipstick to the table, out of consideration for your hostess' napkin, and also because it is very unattractive on the rim of a glass or on the silver.
- Don't -- ever -- leave your spoon in your cup. Not only does it look unattractive, it is almost certain to result in an accident.
- Do eat quietly. Do not slurp, smack your lips, crunch or make other noises as you chew or swallow.
- Don't leave food on your spoon or fork to be waved about during conversation. In fact, don't ever wave your utensils in the air.
- Do take a manageable mouthful of what you are eating.
- Do chew your food sufficiently, putting your fork down between bites. Unless you are about to catch a train, there should be no rush.
- Do wipe your fingers and your mouth frequently with your napkin. Use a corner of the napkin and blot at your mouth, don't wad up the napkin and scrub your face with it.

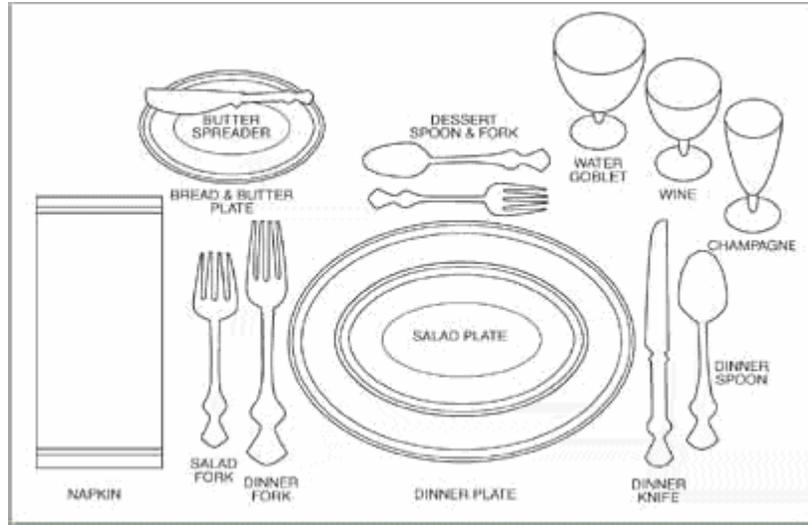
### Grace before meals

Giving thanks before meals -- saying grace -- is done before the meal is begun.

### When to start eating

At a small table of two, four or even six people, when the delay will not be sufficient to cause the food to become cold or the soufflé to fall, it is certainly polite to wait to start eating until all have been served.

### Formal Table Setting



1. Water Goblet (*Glass*)
2. Wine Glass
3. Champagne Glass
4. Dinner Spoon
5. Dinner Knife
6. Dinner Plate
7. Salad Plate
8. Dinner Fork
9. Salad Fork
10. Napkin
11. Bread & Butter Plate
12. Butter Spreader
13. Dessert Spoon & Fork

### When you have finished

The main course the knife and fork are placed beside each other on the dinner plate diagonally from upper left to the lower right. The handles extend slightly over the edge of the plate. Flatware placed on the side of your plate in this position signals that you are finished with your meal and that your plate may be removed.

.....

# TIPPING

## **In Restaurants**

It wasn't long ago that 15 percent of the bill, excluding tax, was considered a generous tip in elegant restaurants. Now the figure is moving toward 20 percent for excellent service. In ordinary family-style restaurants, 15 percent is still the norm.

## **In Hotels**

Hotel workers, like restaurant workers, depend on tips to augment their usually small salaries. Rather than being annoyed at having to tip the doorman who greets you, consider it part of the cost of travel and be prepared with the dollar bill you will need to hand out before you even get to your room.

## **Doormen**

Depending on the amount of luggage, tip \$1 to \$2 to the doorman who takes your bags and turns them over to the bellman. If you are visiting and have no luggage, you naturally do not tip him for simply opening the door for you. Tip him again when you leave with your luggage as he takes it from the bellman and assists you in loading it in your car or into your taxi.

## **Bellman**

Tip \$1 a bag but not less than \$2 to the bellman who carries or delivers your luggage to your room.

## **Maid**

For stays of one night or more, the maid should be tipped \$2 per night per person in a large hotel; \$1 per night per person in a less expensive hotel. Give the maid her tip in person, if she can be found. If not, put it in a sealed envelope marked "chambermaid." If you are staying more than one night, tips should be left on a daily basis because chambermaids usually work in shifts and your maid on Tuesday when you check in may not work Thursday when you check out. Therefore, when you leave a tip upon your departure, a maid who has not done a thing might receive it and the maid who has taken care of your room will receive nothing.

.....

# NETIQUETTE<sup>1</sup>

Here are some tips to keep in mind when minding your online manners:

**1. Always Respond**

Junk mail and forwards are one thing, but you should always respond to a real message, whether it's to invite you to a meeting or a hello from an old friend.

**2. What's the Story?**

Don't keep your readers in suspense, use the Subject line to alert the receiver to the subject matter of your message. You're likely to get a faster response.

**3. Addresses Ad-nauseam**

When sending out an e-mail to a long list of recipients, consider using an address book function that doesn't list all recipients in the "to" header. Having to scroll past a long list of addresses to get to the message itself is annoying to many. Plus, many people may not like having their e-mail address displayed to others.

**4. Rapid Fire Responses**

If you only check your e-mail once a week, let people know. Otherwise, they may take offense at not receiving a timely (*which when it comes to e-mail can mean immediate*) response from you.

**5. Watch your language**

While our e-mail culture is full of its own shorthand, it's best to always reread your messages before sending to make sure there are no grammatical or spelling errors in your message.

**6. Know your Role**

If you're sending out e-mail that is religious or political be sure to know that your intended recipient wants to receive it.

**7. Avoid Spam**

When you surf or shop retail sites on the Internet, watch out for the "free newsletter" and "customer update" e-mail check boxes. If you sign up, you will be receiving regular e-mail that may not interest you.

**8. Keep it Professional**

At work, keep all personal information out of e-mail. This isn't the venue for 'dissing' co-workers or spilling the beans about your weekend adventures with the copier man.

---

<sup>1</sup> [http://www.emilypost.com/etiquette\\_tips/netiquette.html](http://www.emilypost.com/etiquette_tips/netiquette.html)

## ACKNOWLEDGMENTS

**T.E.A.M.** - Together Everyone Achieves More. This acronym has become my personal motto because I know that I cannot do everything by myself. Therefore, I would be remiss if I did not acknowledge all of the assistance and encouragement I received in producing this manual.

First and foremost I would like to express my gratitude to our International Grand Basileus, **Soror Barbara C. Moore** for appointing me to the position of National Director of Protocol. I am honored and humbled by this appointment and pledge to give my best at all times.

Secondly, I would like to acknowledge two dynamic Sorors whose published documents were used to create this manual. They are: **Soror Mary Wright**, Immediate Past National Director of Protocol and National Observances and, **Dr. Kathryn T. Malvern**, Chair of the National Educational Foundation and Immediate Past Atlantic Region Director of Protocol. Mere words cannot express the love and gratitude I have for them because they made a seemingly monumental task easier to complete.

To **Soror Valerie Hollingsworth**, a million thanks for your support and guidance. You are the sister I do not have.

To those who assisted with proofing and editing and/or provided advice, **THANK YOU**. To my sisters of **Delta Mu Zeta**, your love, support and encouragement as always, are greatly appreciated.

To the many Sorors and Amicae who will be using this manual, I hope that the information provided will make the planning and coordinating of your many events that much easier.

May God continue to bless each and every one of you.

- GJY

# APPENDICES