

It's About Respect!



**The Importance of Protocol
How to Meet Them,
Greet Them,
Seat Them, and
Treat Them!**

**Presented by
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THE IMPORTANCE OF PROTOCOL

- **Protocol is the rules for correct behavior.**
- It's all about respect for our dedicated Lion leaders.
- It's part of the “culture and tradition” of our organization.
- This recognition is part “compensation” for their Lions work.
- It's a way of thanking them for their dedication to our organization

PROTOCOL RELATES TO MANY THINGS

- Reception and entertainment of Lion dignitaries.
- Especially International, Multiple District/District, and past officers.
- Introduction of Lion dignitaries at meetings and social events.
- Seating arrangements at conventions, charter nights, etc.
- Visitations of District Governors.
- Respect for speakers, proper attitude and correct behavior.

PLANNING YOUR EVENT BEFORE THE VISIT

- Provide advance information to your Special Guest, including contact lists with home, cell numbers and email addresses.
- An agenda - let the guest know which events they are expected to attend.
- Discuss points you would like them to cover.
- Special awards to be presented, inductions. No surprises!
- Determine what they need for audio/video equipment.

PLANNING YOUR EVENT BEFORE THE VISIT

- Make sure there is a podium and a working microphone.
- Review dress code (formal, business, etc.) for each event.
- Check for any special needs/dietary requirements, etc.
- Provide background information (newsletters, bulletins, etc.).
- Ask if their spouse or others will be attending.
- Local project or attraction they may be interested in seeing.

PLANNING YOUR EVENT BEFORE THE VISIT

- Communicate fully and often.
- Weather conditions in the area.
- Publicize the event to the public
(local newspapers, etc.)
- Provide Driving Directions or obtain airline
schedules.

PLANNING THE DISTRICT GOVERNOR'S CLUB VISITATION

- No other speaker should be scheduled during this visit.
- Publicize this event to the public.
- Have special seating for the DG and guests.
- Will a meal be provided? Who will be paying for the meal?
- Offer to arrange housing if required.

PLANNING THE DISTRICT GOVERNOR'S CLUB VISITATION

- Educate the DG on the club prior to the visit (ongoing activities, etc.).
- Time should be available to meet with the Clubs BOD
- Review subjects you would like addressed with the membership.
- Club members should welcome the DG, and wear their nametags.

PLANNING THE DISTRICT GOVERNOR'S CLUB VISITATION

- Official Club greeter should make sure the DG meets everyone.
- Club President should welcome the DG and read their bio.

PLANNING FOR AN INTERNATIONAL GUEST

For Air Travel

- The Chairperson of the meeting or convention (CC, DG, etc.) should head the group meeting your guest. A proper welcoming delegation is impressive.
- Plan to be at airport early to meet them as they leave security.
- Make sure you are readily identifiable with Lions clothing and name badges.

PLANNING FOR AN INTERNATIONAL GUEST

- Plan on carrying your guest's luggage and have enough vehicles large enough for guests and luggage.
- It is also nice to have a welcoming delegation at their hotel.
- Plan for their departure in the same manner. Confirm their flights, handle check out, etc.

PLANNING FOR AN INTERNATIONAL GUEST

For Arrival by Car

- If the guest is arriving by car, please be sure to provide the guest with complete directions, including a map.
- If the directions are too complicated, plan on meeting the guest at a predetermined point and escort them to the location.

MAKE THE STAY AN ENJOYABLE EXPERIENCE!

- Appoint a full time host and hostess to your guests. Usually a PID and spouse.
- Before your guests' arrival, handle check-in and inspect the room thoroughly.
- Amenities are always a nice touch - review Personal Preference Sheet sent by LCI.
- Prepare a welcome packet with the final agenda along with information about the area.

MAKE THE STAY AN ENJOYABLE EXPERIENCE!

- Include a list of room numbers/phone numbers of key Lions.
- Plan time to review the schedule in detail with your guests; pickup times, dress, etc.
- Allow time for your guests to unpack and relax prior to any scheduled activity.
- Provide free time in your guests' schedule.

THE REQUIREMENTS AND IMPORTANCE OF A GOOD HOST

- The host couple should be familiar with proper protocol and details of hospitality and courtesy.
- Well versed in club/district activities and information about the geographical area.
- Have the physical stamina to maintain the demanding schedule and be organized and punctual.
- Look for couples who enjoy people and can prevent one person from monopolizing the officer.
- Have no conflicting Lions duties during the visit.

PROGRAM SUGGESTIONS

- At an evening banquet, particular attention should be given to the time schedule.
- Avoid lengthy introductions. Avoid having a time-consuming Toastmaster.
- A welcoming on the part of the mayor or other leading citizen could be a part of the program.
- Your guest's address should be the centerpiece of the banquet or event.

PROGRAM SUGGESTIONS

- Plan to have the speaker on no later than 8:30.
- Do not let entertainment interfere with the importance of the address.
- Your guest should only be expected to make **one** major address.
- If you expect your guest to assist in giving out awards during the event, make sure a script is prepared, including background info on recipients.

PROGRAM SUGGESTIONS



- You should present your guest and spouse with a gift at the banquet or other major event.
 - Keep in mind space and travel considerations. If possible, offer to mail larger gifts.
 - Remember that a donation to LCIF in the guest's name is always appropriate if they have not made another request.

PUBLICITY

- Publicize your event as well as your International guest to the public.
- Newspapers, local television, radio, would be appropriate forums.
- Make sure your international guest is aware before the visit this will take place.
- Remember, we always say that Lionism is the world's best-kept secret. The visit of an International guest is our chance to shine!

PLANNING THE DEPARTURE OF YOUR INTERNATIONAL GUEST

- Attend to your guests; departure with the same care that you gave to their arrival.
- Handle check-out for your guests and arrange for luggage pick-up.
- Escort them from their hotel room all the way to airport security.
- Check that your guest's flight is leaving on time. If there is a serious delay, make necessary transportation and hotel arrangements.

FINAL THOUGHTS

- Treat your guests as you would a family member or a close friend.
- Ask yourself, 'How would I wish to be treated if I was the guest?' Act accordingly.
- Remember to follow up with a Thank You Note to your guest!