

Protocol

Protocol is the proper etiquette for recognizing and honoring IAAP[®] leadership positions at meetings and events.

Invitations to IAAP Functions

Invitations to IAAP functions should be issued as early as possible. Follow up should be made in writing to confirm date, time or place and expense reimbursement.

All invitations should include:

- 1) the name of the sponsoring unit,
- 2) the name of the function/event,
- 3) the day, date, hour, and location,
- 4) the topic the speaker will talk on, length of presentation, description of audience,
- 5) clarify payment of expenses and include an expense report,
- 6) hotel accommodations,
- 7) dress attire,
- 8) purpose of the function and any other information pertinent to the function, provide entire program agenda when available,
- 9) request for bio and picture.

Sample invitation letters may be found in Appendix A.

The speaker should be advised whether there will be radio or television coverage of the function and if they will be meeting with media. Permission should be obtained from the speaker in advance of setting up media interviews.

International officers, district directors of the applicable district and division officers should be sent announcements and/or invitations for all chapter functions of special interest, such as chapter installations, certification presentations, seminars, etc. Invitations may be sent for other activities such as honoring employers, membership orientations, APD[®]/APW[®] activities, etc.

Expenses

Be sure arrangements are made for expenses. In some divisions, each chapter is entitled to one visit at division expense per year by a division officer. Other visits are made at the expense of the chapter, and these expenses may include meals, transportation, and hotel accommodations if required.

When an IAAP International officer/trustee or division officer is invited to attend a function, the sponsoring unit should ensure all applicable expenses are paid. If the officer attends by choice, it is courteous to waive registration and associated meals. This is another way of showing appreciation for the time given to support the unit's activities.

Do not hesitate to discuss expenses; it is beneficial to all involved to have a complete understanding before the event.

Speaker Protocol

Introduction of the speaker should be:

1. brief, but not so brief as to make the speaker feel unimportant,
2. factual and enthusiastic,
3. do not mention the speaker's name until you are ready for him/her to speak,
4. prior to stating speaker's name, refer to speaker as "our guest," "he" or "she," or in a similar vein. After announcing the name of the speaker, step back from the microphone and out of the limelight -- it's the speaker's turn now.

When a guest speaker finishes, the chairman extends thanks and compliments, and presents gift, if appropriate. A contracted speaker should receive their fee after leaving the room, but a letter of thanks should be sent by the chairman or president the day following the meeting. Board officers and headquarters staff are excluded from receiving any honorarium.

Head Table Protocol

Head Table Introduction

Note: All seating introductions referenced are as you face the audience.

Introduce from the far left to the center, then from the far right to the center, as a general rule. All persons at the head table should remain standing until the introductions are complete.

Note: The President (or individual making the introductions) always looks at the audience during the introductions . . . he/she *never* looks at those he/she introduces.

IAAP Members - If Not Seated at Head Table

Introduce according to rank:

1. International President
2. International President Elect
3. International Vice President
4. International Secretary
5. International Treasurer
6. International Directors & Affiliate Representative
7. Executive Director
8. International Trustees
9. International Appointees
 - IB&SR Committee Chairman and members
 - International Committee on Nominations Chairman and members
 - The Trust Committee members

10. Division Officers
11. Chapter Presidents
12. Headquarters Managers

Depending on the function/event, **past** International officers, International trustees, division officers/committee chairs, and chapter officers should be given recognition at official functions.

Seating

The basic rules of precedence should be followed when seating guests at a head table. Precedence is based on one's official position or rank.

Note: Whether an International officer or Trustee was invited to attend the program or not, they still receive the courtesy of their office and are placed at the head table.

Highest ranking officers are seated at the head table. Supplementary honorary tables may be reserved immediately in front of the head table for past officers and Trustees (international and division), committee chairman, and other guests.

Seating for programs and business meetings usually differ since it is often desired that the parliamentarian (or parliamentary advisor) be easily accessible to the presiding officer. The final decision on seating is the prerogative of the president.

Head Table Seating

1. Determine the size of your head table.
 - a. At the chapter level, this would include the chapter officers, speaker, division and international officers in attendance.
 - b. At the Division level, this would include Division officers, International officers and speaker, coordinator, invocator, etc.
2. Prepare place cards with the last names of those seated at the head table
3. Decide which way you will seat the head table -- alternate (also called zigzag), or straight line.
4. Patterns are adjusted to allow parliamentarian and secretary to be positioned for convenience of presiding officer (usually to the immediate left) when business is being conducted.

If you have a guest speaker who is not a member of IAAP, this person should sit to the right of the presiding officer. If the speaker is a member, you should place this person as close as possible to the presiding officer.

If an officer of a certain level is seated at the head table, include all officers of that level.

Where a number of IAAP officers, Trustees and HQ managers are present, the following order is maintained unless one is the guest of honor or principal speaker:

1. International President
2. International Officers
3. International Directors & Affiliate Representative
4. Executive Director

5. Trustees
6. Headquarters Staff

If the program is to follow a meal, the guest speaker is seated to the right of the president at the table.

If government or civic officials are present at any meeting, they should be given preferential seating before chapter officers and, depending on the official's importance, perhaps before Division and/or International officers.

If the president is not to introduce the speaker, the person introducing the speaker sits at the right of the speaker.

Reserved Tables

There are times when you may choose not to use a head table (e.g. banquet). In these instances you may have a few reserved tables toward the front of the room for special guests. You may want to combine people who have similar offices so dinner conversation will be more enjoyable and pleasant. When the time comes for introductions, the speaker moves to a standing podium and introduces those at the reserved tables in the same order as if they were seated at a head table. In the event that there will be a head table following a dinner, reserved table seating should be sufficiently mixed so as not to leave a vacant table.

Head Table Seating - Zigzag Pattern

1. Presiding officer is seated in center, or when number of seats is even, at first seat to right of center.
2. Guests are seated alternately, according to rank, first to the right, then left, right, left, etc., of presiding officer.
3. Highest ranking guest is always seated at the right of the presiding officer.
4. Person who is to introduce speaker is seated at immediate left of presiding officer.

Head Table Seating - Straight Line Pattern

1. Presiding officer is seated in center, or when number of seats is even, at first seat to right of center.
2. Guests are seated to the right of the presiding officer in order of rank, with the highest next to the presiding officer.
3. Officers are seated to the left of the presiding officer in order of rank, with the highest at the immediate right of the presiding officer.
4. Highest ranking guest is always seated to the immediate right of the presiding officer.
5. Person who is to introduce speaker is seated at immediate left of the presiding officer.

Chapter Events

The Division president, if a guest, would be seated at the left of the chairman of the event, unless she/he is the guest speaker, in which case the Division president would sit at the right of the chapter president.

The Division president takes precedence over all other guests except the guest speaker or an International officer.

Other Points to Consider Regarding Seating

If the function is an all-day program during which people to be seated at the head table may vary, they should be informed when to come to the head table (preferably at some break) and where to be seated. It is a courtesy to appoint an escort for people who have to move to the head table.

If guests are present for a short period and must leave for business reasons or because the session is not open to guests (civic officials, etc.), they should be informed in advance that they may leave and be advised what their cue will be. The cue must also be of utmost tact, coupled with appreciation, etc.

The presiding chairman should make arrangements to be informed of important people attending any function, such as:

- Past International President and/or International officers.
- Past Division President and/or other Division officers.
- The Trust Trustees
- International personnel, such as department and committee members and professional staff.

Presentations & Installations

Established procedure requires that, wherever possible, invitations to present be made according to:

- An International Officer
- A Division Officer
- A Chapter Officer

Publicity

Refer to the IAAP web site (www.iaap-hq.org) under Chapter Resources and Tools, Leadership Guide, Publicity and Public Relations, for further details.

Chapter inviting Division/International officers

Chapter inviting Division/International officer(s) on Chapter letterhead:

Dear _____,

On behalf of the XYZ Chapter, this is confirmation of our telephone conversation of January 2, and your commitment to be our keynote luncheon speaker in Smalltown, USA, at the Friendly Neighborhood Hotel for our Administrative Professionals Day[®] event on April 25, 2007. As previously discussed, your topic will be "Shaping Your Future." You will have 45 minutes for your program, including Q&A time if you so desire.

We will be applying for CEU for the entire event. Accordingly, enclosed is the information that we will need from you no later than March 1.

The XYZ Chapter has chosen "*Shaping the Future*" as its theme the event. We have planned a full day event, with professional education sessions in the morning and afternoon. Our function will start at 9 am and conclude at 4 pm. Enclosed is a detailed program agenda for your reference. We would love to have you spend the entire day with us, but understand if that is not possible. To ensure appropriate seating, please let us know your plans for the day.

We will cover your travel and lodging expenses, along with any other associated expenses as our keynote luncheon speaker. Airfare reimbursement will be at the lowest coach fare available and mileage will be at the current federal reimbursement rate of _____¢ per mile. Should you require an overnight stay, we will make arrangements with the hotel to place your room on the master account and provide you with a confirmation number.

We look forward to your participation in our APD event!

Kind regards,

Chapter President CPS/CAP

Copy: Chapter Officers
APW/APD Meeting Coordinator

Division inviting International officers

Division inviting International officer(s) on Division letterhead:

Dear _____,

On behalf of the Excellent Division, I want to officially invite you to join us in Smalltown, USA, at the Friendly Neighborhood Hotel for our 45th ABC Division Annual Meeting and Education Forum on June ____, 2007, hosted by the Career-Minded Admin Professional Chapter.

The Excellent Division, in conjunction with the Career-Minded Admin Professional Chapter, has chosen *Shaping the Future* as its theme. Excellent seminars have been planned for Friday afternoon, as well as an Open House event on Friday evening. The Saturday morning keynoter will be International President Chandler CPS. Our newly certified and recertified members will be recognized during the Saturday luncheon. On Sunday morning Mother Ruth will be presenting *Bob Rules* (reference Roberts Rules of Order).

We are unable to financially support your attendance, and will certainly understand if you must decline due to this reason or other commitments. However, if you are able to join us, please let me know. I will have a complete Annual Meeting registration packet sent to you, as well as comp your registration fee.

If you are unable to attend the Annual Meeting, then we look forward to seeing you at the International Convention and Education Forum in Tampa next July!

Kind regards,

Division President CPS/CAP

Copy: Division Officers
Annual Meeting Coordinator

Appendix B, Seating Chart Example 1

Alternate or Zigzag suggested seating chart for Division Annual Meeting

(Looking at Seated Audience)

D-AM Coordinator	Division Corresponding Secretary	Division Vice President	International Director	International President	Lectern	Division President	International Secretary	Division President-Elect	Division Recording Secretary	Division Treasurer
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With International officers, The Trust Chair and HQ personnel.

D-AM Coordinator	Division Treasurer	Division Recording Secretary	Division President-Elect	Int'l Director	Int'l President	Lectern	Division President	Int'l Secretary	The Trust Chairman	Executive Director	Division VP	Division Corresp. Secretary
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Straight Line Seating suggested seating chart for Division Annual Meeting

Division Treasurer	Division Corresponding Secretary	Division Recording Secretary	Division Vice President	Division President-Elect	Lectern	Division President	International President	International Secretary	International Director	D-AM Coordinator
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If the Parliamentarian or Parliamentary Advisor will be seated at the head table, the following straight line seating chart is suggested:

Division Treasurer	Division Corresponding Secretary	Division Recording Secretary	Division Vice President	Division President-Elect	Lectern	Division President	Parliamentarian/Parliamentary Advisor	International President	Executive Director	D-AM Coordinator
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Alternate or Zigzag suggested seating chart for Chapter Annual Meeting

r	Chapter Treasurer	Chapter Recording Secretary	Chapter President-Elect	International Secretary	Lectern	Chapter President	Guest Speaker	Chapter VP	Chapter Corresponding Secretary	
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If the Parliamentarian or Parliamentary Advisor will be seated at the head table, the following alternate or zigzag seating chart is suggested:

	Chapter Treasurer	Chapter Recording Secretary	Chapter PE	International VP	Lectern	Chapter President	Parliamentarian/Parliamentary Advisor	Division Treasurer	Chapter VP	
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