Waterman Alumnae Group Job Descriptions – Town Hall

## Hospitality

**April:**

1. As soon as the brochure for the new Lecture season is confirmed and sent out reservations need to be completed for all participating out-of-town speakers at the Bell Tower Hotel
2. Point of contact at Bell Tower is Sarah Komar
3. Fill any Host vacancies on the Hospitality committee schedule

## May-June

1. Make arrangements for planning committee luncheon for the purpose of:
	1. Assigning a Host to each speaker for the upcoming year
	2. Reviewing any problems from previous yea
	3. Handing out Host guidelines and duties to any new committee members

## 4-6 Weeks prior to EACH lecture (times change each year due to lecture schedule):

1. Prior to each lecture/luncheon receive copy of introductory letter from Town Hall Chair
2. Having been introduced to the speaker via the Town Hall chair, send out your own email or letter to speaker and include:
	1. Information about the Margaret Waterman Alumnae group
	2. Introduce the Host to speaker using Host full name
	3. Give time table as to the events planned during stay and if escorting speaker to dinner include means of transportation
	4. Inquire about meal preference for day of lecture and any special needs speaker may have while staying with us. Availability for dinner/food preferences, etc
	5. Include name and number of limousine service to be used to transport them to and from airport
	6. Request cell phone number of speaker and permission to pass along to limousine service
	7. Request airline schedule from speaker

## weeks prior to lecture:

1. Once airline schedule has been received from speaker make arrangements with limousine service for airport pickup and return trip.
2. Review any special needs indicated by the speaker and make arrangements. This might include:
	1. type of hotel room (e.g. handicap)
	2. Special items needed during lecture, such as extra table or chair on the stage, use of easel during lecture
	3. Special type of microphone/A-V/computer hook-ups, etc.
3. If speaker has difficulty walking need to make arrangements for transportation from the Bell Tower to the Michigan Union
4. Assemble the welcome or thank you bag
5. Contact venue events. employee for mike/computer/A-V equipment request, special items

## 1-2 weeks prior to lecture:

1. Make dinner reservations if speaker is staying overnight and send all information to Host
2. Send Host names of individuals attending the dinner and guests sitting at the head table the following day. (Town Hall Chair arranges/invites dinner/luncheon guests)
3. Confirm limousine schedule with driver
4. Confirm via email all plans and schedules with speaker and give instructions for navigating thru Detroit Metro airport and where to meet limousine driver
5. Host send out introductory email or letter to speaker

## Day of arrival:

Deliver welcome bag to the desk of the Bell Tower Hotel by 10:00 a.m.

## Host duties during speaker’s stay:

1. Greet speaker in lobby upon arrival at the Bell Tower Hotel
2. Arrange transportation and pick up time to escort our speaker to and from dinner the evening prior to lecture
3. On day of lecture pick up the speaker at 10:45 am in the Bell Tower lobby and escort to Michigan League
4. Assist speaker with any last minute problems
5. If book signing is planned after Q/A, assist speaker at table
6. Escort speaker back to Bell Tower for return trip to Detroit Metro
7. If time allows, tours of campus or special exhibits are encouraged

## One week after luncheon/lecture:

1. Send thank you note visa email or letter to speaker
2. Follow up to make sure all receipts (e.g. dinner, Limo, or other) have been sent to the Treasurer