

Guidelines for Social Break Hosts

Contents:

1. Recruitment, appointment & mentoring
2. Process of allocating a host to a Social Break
3. Expectations of the Host and Member Communities
4. Promotion of other Boundless events & member benefits
5. Social Breaks Panel
6. Reporting & Evaluation
7. Finance

Introduction

Our volunteer hosts help to create a supportive, welcoming, and inclusive group experience. Member led breaks are very popular and showcase the best of Boundless by CSMA and these guidelines have been produced to help and support Social Break Hosts in their role as a volunteer for Boundless by CSMA to successfully deliver a very important member benefit.

These guidelines are in place to standardise the delivery of the social breaks to deliver the best experience for our members.

1. Recruitment, appointment and mentoring of additional hosts.

Potential hosts will be identified by:

- Personal recommendation
- Advertising in Communique
- Publicity during social breaks
- Advertising to local groups in vicinity of future breaks

Application

Members expressing an interest in becoming a host will be contacted by one of the Member Communities team and asked to complete a short application form asking about their motivation, experience, availability, and knowledge of Boundless. (See Appendix 5).

The application will be considered by an experienced member of the Member Communities team with reference to a member of the Club Leadership team or other Social Breaks hosts if appropriate. Hosts need to be able to take a professional, non-judgemental approach whilst being able to deal tactfully and discretely with any difficult situations that may arise.

Member Communities is empowered to accept or refuse any application without giving a reason.

Training & Support

All successful applicants will receive a copy of the guidelines and be invited to a discussion about the role, preferably in person, but online if more convenient. Member Communities team and experienced hosts will be available for support if required.

A new host who has not previously attended a social break may be offered the opportunity to attend part of a social break to aid familiarisation.

Mentoring

If a new host requires it, they may be supported by an experienced host for their first 'meet and greet' session and/or welcome meeting.

Monitoring

Hosts will be asked for feedback about their experience after the event on:

- a) what went well?
- b) what improvements could be made?
- c) ideas for future hosting.

2. Process of allocating a host to a break.

All hosts will be notified of future breaks with as much notice as possible and asked to indicate their availability and reason for their interest in hosting a particular break.

Allocation will be undertaken by an experienced member of the Member Communities team with reference to other social break hosts if appropriate. Distance from home, knowledge of the area/hotel and other special requests will be taken into account when considering a suitable person to host each break.

3. Expectations of the host/Member Communities.

Member Communities:

When a host is appointed, Member Communities will provide all the details as stated below, but you are encouraged to do your own research about the local area, facilities, etc. in order to provide an excellent experience for the members attending.

Hosts:

When appointed to host a break, familiarise yourself with all the details of the hotel, price, maximum numbers, closing date, and other relevant agreed contract details and who is the hotel contact for 'on event' support. Hosts are not responsible for sorting members' issues with the hotel and must refer the member to contact the hotel directly.

- ***Pre-event communication:***

All publicity of the social breaks will state that members who have booked will be contacted 2-4 weeks before the break or at the closing date of bookings if later.

Member Communities:

A template letter will be prepared by Member Communities at a suitable time in advance of the break and shared with the host including the details that have been negotiated for the contract and can be supplemented with additional information from the host specific to the break:

For example: Welcome meeting time and location

Dining arrangements

Inclusion of any entertainment

Coach trips or excursions

Parking arrangements at the hotel (including any discounts/offers available)

Accessibility for guests with limited mobility

Arrangements for pets at the hotel

.....plus any other relevant information for the Break.

The pre-break communications will also include the relevant contact details for the hotel and any other providers (i.e. coach companies, etc.).

This letter/email should be distributed by the agent/hotel within the agreed time scale.

Hosts:

Respond to Member Communication prepared welcome letter as early as possible. If you have any restrictions on your availability to carry this out, please let Member Communities team know.

Members can be provided with the hosts contact details (email/phone); however, this is not essential. If you do wish to share your contact details with attendees it will be emphasised in the letter that if the member has any issues such as accommodation, dietary requirements, disabled access, delayed arrival etc, they must contact the hotel directly (give the hotel contact number)

Once the letter is finalised Member Communities will print copies of the welcome letter, as well as paper feedback forms and any other Boundless materials which can be used when welcoming members to the break.

Member Communities will enquire with individual Hosts as to whether they would like a pull-up banner for use at the break. This will help to identify the hosts in the reception area as guests arrived. If required, the pull-up banner will be sent via courier to the host and should be returned after the break.

- ***Be present in the Check in/Reception area to greet all participants:***

Hosts:

Before the break starts, you may wish to familiarise yourself with the key hotel staff and the layout of the hotel and main facilities. It would also be a good opportunity to check the agreed arrangements for the group, such as dining, welcome drinks, etc..

Hosts are expected to be present at the start of the check in time to greet the members on arrival and wait until the hotel confirm that all guests have arrived. Hosts should use the supplied pull up banner to help identify who they are to guests as they arrive at the venue. Unless it has been agreed in the contract with the hotel, it is the host's choice as to how this is done, usually having a Boundless branded welcome desk provides a good focal point for arriving guests. You can hand out your welcome letters and feedback forms to members as well as any extras you may have been sent such as pens, badges, etc.. If any guest is delayed, plan with the hotel to advise you when they arrive. Hosts should be aware that some guests may already be at the hotel having been staying prior to the Break starting and hence may not check in with other guests.

Ask if the guests are members (possibly ask for their membership card) If the person is a guest (other than spouse/partner) *tactfully* advise them of the benefits of membership and encourage them to consider becoming a member. You should be in possession of sufficient Membership Information Packs (which you will receive with your welcome letters/feedback forms) to provide non-members with details of the Boundless membership offering, including partner offerings, leisure properties, Member Communities groups and events, etc..

- ***Welcome meeting:***

Attend the welcome meeting prior to dinner on the first evening to introduce yourself and give any last- minute information, ideas for visits, details of breakfast/dinner times and arrangements etc. If possible, provide information regarding activities and places to visit. Many hosts provide this as a handout prepared in advance.

- ***During the Break:***

Encourage members to mix if willing but try to ensure that you speak with as many members as possible during the break and provide a friendly face!

Be prepared to offer help if required but be aware that the hotel staff are responsible for all issues with accommodation and other hotel facilities.

Ensure you are visible on each day of the break to answer any queries that may arise. How you do this will be at the host's discretion; however, breakfast and dinner are ideal times for being available to speak with members.

Prepare for obtaining feedback by asking members to remember to fill out feedback forms and return to you or the hotel reception for you to collect at the end of the break. If they would like to keep the

feedback private you can let them know to post them back to the Boundless office address at the bottom of the form.

Tipping:

It is advised that hosts do not to arrange collections for tipping staff/providers. Hosts should advise that should individual guests wish to tip staff directly then that is acceptable. However, should an individual host decided to undertake a gratuities collection, at their own discretion, they should advise all guests they will be doing this at the commencement of the break.

- **Post Event:**

Remember to collect any feedback forms that may have been handed into reception before leaving the venue. Collect all feedback forms up and post to Member Communities, Boundless by CSMA, Britannia House, 21 Station Street, Brighton BN1 4DE.

We'd also appreciate you sending Member Communities your comments/suggestions using the Social Breaks Feedback Report (this will be sent to you prior to the Break). This information will be shared with the Social Breaks Hosts panel to better inform future Breaks.



Social Breaks Feedback Report:

Social Breaks Feedback Report

Break Title										
Hotel										
Dates	From					Depart				
Participation Nos.	Members and Live in Guests		Other Guests		Total					
Accommodation (Please delete inapplicable)	Very Good	Good	Fair	Poor						
Comments:										
Food (Please delete inapplicable)	Very Good	Good	Fair	Poor						
Comments:										
Service (Please delete inapplicable)	Very Good	Good	Fair	Poor						
Comments:										
Activities / Entertainment (Please delete inapplicable)	Very Good	Good	Fair	Poor						
Comments:										
Transport (Please delete inapplicable)	Very Good	Good	Fair	Poor						
Comments:										
Social Atmosphere (Please delete inapplicable)	Very Good	Good	Fair	Poor						
Comments:										
Overall Assessment (Please delete inapplicable)	Very Good	Good	Fair	Poor						
Comments:										
Remarks										
Host/s Name								Date		

4. Promote other Boundless events, breaks and member benefits.

Member Communities:

Social Breaks are an integral part of the wider Member Communities and hosts should ensure they have a good understanding (found in the Membership 'At a Glance' literature) regarding the benefits available to all members of Boundless, in particular the details of future events for members and social breaks.

Hosts:

We'd ask you to promote the benefits of being a Boundless by CSMA member. We'd also ask you to inform members of the local and interest groups and the events they provide. This information can be found on the Boundless website; please familiarise yourself so that you can direct members to find out more information. Be aware of the membership eligibility criteria (*anyone who works or has worked in the public sector and/or civil service*), it should also be considered that if an individual is seen as an asset to the organisation, they can also be recommended for membership. These recommendations for membership should be passed to the Member Communities team to confirm as this aspect of eligibility is removed from time to time.



5. Social Breaks Panel

All volunteer Social Break hosts will be invited to join a panel of other hosts. This will serve to share best practice and experiences of hosting. A member of the Social Breaks hosting panel will also be invited to attend Club Council meetings - a rota system will be established for hosts to attend these meetings.

6. Reporting and Evaluation

The Social Breaks panel will meet on average twice a year to review member feedback and update hosts on Membership information. Hosts will be asked to give feedback after a Break to advise Member Communities of their opinion of:

- a) what went well,
- b) what improvements could be made before, during or after the Break or
- c) ideas for future hosting opportunities.

7. Finance

Travel expenses will be reimbursed at 35p per mile by Member Communities on completion of an expenses claim form plus 3p per mile for a second person in the same vehicle, plus allowable absence from home expenses e.g. lunches, etc.