INTRODUCTION

This protocol material was originally compiled and written in 1995, and has been revised by NGC Protocol Chairman Jo Ann Guise. The protocol booklet, with a sample Courtesy Resolution now included, is for use by State Garden Club Presidents, local club Presidents and District Directors or District Presidents. It is a guide especially for visits by the National President to State or Region Conventions, or visits by the Region Director to State or Region Conventions. Policies and procedures adopted in your State or Region should be followed. This booklet is now based on the procedures followed at the NGC, Inc. Conventions and Board of Directors' Meetings. The material on flag etiquette is from a booklet called THE FLAG CODE, distributed by the National Society Daughters of the American Revolution.

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PROTOCOL
What is protocol?

According to the American College Dictionary, one definition of protocol states "customs and regulations dealing with the ceremonies and etiquette of the diplomatic corps and others at a court or capital." We like to think of it as basically good manners, good order and graciousness, which is essential in the plans and procedure of any meeting, while honoring your officers. Written invitations, correct seating of those at a Head Table, introductions, position in a receiving line are all forms of protocol etiquette. It also includes complimentary tickets, accommodations, travel and meals, special reserved parking, gifts and corsages for honored guests. It involves more than just seating and sending out invitations. We have presidential protocol, protocol for officers, chairmen of committees and members, for speakers and also installation. We have listed some of the basics in this handbook and hope it will prove of value in the planning of your meetings and Conventions.

First impressions are important, and only happen once! A first impression might be the phone call to verify if the speaker or guest is available on the date you have chosen. How much better it is if you are able at the time of the phone call to give them a choice of several dates. Necessary questions need to be asked in this phone call, such as the fee or honorarium expected by the speaker or guest, whether accommodations are to be provided, and other expenses, such as transportation and meals. Most speakers and guests are accustomed to these questions and are most grateful that when they accept your invitation, both parties know what is expected of them. The follow-up written communication verifies these facts.

This handbook is divided into suggested protocol for State and Region Conventions, Meetings, and also local club meetings which will include District Meetings.

STATE--REGION MEETINGS
National Officer--President

1. One to two years in advance, contact the National President or President-Elect to be invited to attend your Convention. If you have contacted the Officer well in advance, the Officer might have the choice of either year.

2. Follow this up with a letter written by the President, the Corresponding Secretary, or the Chairman of the Convention (always with copies for the President or Region Director) confirming the dates, the city, state and any details available at this early date. Assure the Officer that follow-up communications will be sent with additional information. Make sure there is a name, address -both home and email, with cell and home phone numbers included in this letter so the Officer can file this information with the dates.
3. As more detailed information is available, send the name of the hotel, the address and phone number, the nearest airport, the name of the person with cell phone number who will be at the airport to meet the Officer, and what type of identification will be carried.

4. Additional information needed for the Officer is the meal function at which the Officer is to speak. A National President will speak at a banquet, and if the Region Director is attending the same meeting, usually the Region Director is asked to speak at a luncheon. Breakfasts are NOT the appropriate meal function, and if both are in attendance, they will speak at different meal functions. There should be no other speaker on the program with the National President. Awards and other presentations are acceptable. The Officer should be informed of the other items on the program with a suggested time frame from you for the message—no less than 30 minutes. The Officer might choose a shorter time.

5. After receipt of information from the National President as to arrival, airline, and departure, communication re-affirming who will be meeting the Officer, with contact details, will be sent along with information regarding the usual dress of your members. If your members do not wear long dresses or sequins, the Officer should be informed, or if very formal dress is the usual dress for banquets in your State or Region, the Officer should know that too.

6. Meetings are usually held in Hotels or Motels and as soon as possible, book the room for the National Officer. Sometimes Hotels, especially, will give a complimentary room for your special guest. The President rooms alone unless the Officer requests a roommate. Inquire of the Hotel or Motel if an iron and ironing board are available and notify the President in advance of this. It may help the Officer decide on certain clothes to bring. Inform the Officer of any tours expected to attend so that the proper shoes and clothes are packed. In some information, you might wish to include the usual weather for the time of year. The Officer should know how many meal functions there are and any other special events, such as formal or informal receptions.

7. Keep everyone informed. If the State President or Corresponding Secretary is giving the information to the National Officer, the Chairman of the Convention needs to know what is expected of the Chairman and that committee. The Chairman needs to make the arrangements with the Hotel or Motel so that all charges on this bill will come to the Convention Committee. Do not require the National President to present a credit card upon arrival for incidentals. The President knows any incidentals will be her expense and will make arrangements. It might be possible to have the President checked in so that the person meeting at the airport or someone greeting at the Hotel will
already have the key. The person meeting the National Officer at the airport or at the Hotel needs dollar bills ready to take care of tips.

8. Upon arrival at the Hotel or Motel, make sure the National President is given a program immediately to verify the times of the various functions. A typewritten list of the various functions to attend is most appreciated. A small gift from the Convention Committee might already be placed in the room. This should not be a large basket, which must be left behind, but something small to be tucked in the suitcase. The President will be attending three meals a day plus receptions, so many snacks are not needed. Perhaps small cheeses and crackers, a small bag of Hershey kisses and bottled water are suggestions. Bananas and/or small packages of prunes are easy to manage. A small bouquet is nice--something in an inexpensive container as it will be left behind.

9. A page will have been assigned to this National Officer. A separate page will be assigned to the Region Director should the Region Director be at the same State Convention. The page should be waiting in the lobby, at the airport or train station. This page should not have other duties as she will be needed to assist the Officer. She arrives at the Hotel room in sufficient time to escort the Officer to the functions. As the Officer may be seated at the Head Table or Honor Seating for many meals, the page needs to accompany the Officer to the correct area. The page might bring the corsage for the function or it may be available ahead of time. The page should be able to find room on a crowded elevator for the Officer, and will be able to make a way through the crowds of members. The page should not be possessive of the Officer, but take the responsibility of introducing the members to the honored guest making sure none of the members monopolize the Officer. The page notifies the Officer where she will be sitting in case she is needed. If the Officer agrees, it is a help if the page has an extra key to the room in case she needs to go back to the room for a forgotten item, or it will keep the Officer from worrying whether she has the key. The page escorts the Officer to and from the Hotel room and the other meeting rooms. The page informs the Officer what time she will appear in the morning, and arrangements are made for the morning call or for any additional information needed for that day. The page carries briefcases, bags, papers and other items: door prizes, centerpieces, or favors from the meal functions.

10. Gifts may be presented during the meeting immediately after the National Officer has spoken or at the end of the Convention. The National President is usually presented a gift by the State President but could also be presented one from the Convention Committee or others.

11. As the time for departure nears for the Officer, arrangements are
made to ship items to the home if the Officer is unable to carry them. Someone connected with the Convention should make these arrangements with UPS or Federal Express, and should check with the Officer to make sure they can be sent immediately or whether they are to be held for a certain time.

12. Arrangements should be made to take the Officer back to the airport or train station, checking the Officer out of the room, making sure the luggage is transported, and tips paid.

13. Thank you notes are written to the Officer by the State President or Region Director and others, such as the Convention Chairman, the Corresponding Secretary or even the page.

14. The same procedures will be used if the Officer attending the State Convention is the Region Director. The same amenities should be offered. Often the Region Director arrives by car, so there will be a need for a map with explicit directions. If the Region Director or the Officer is coming by car, the Officer should be accorded the privilege of asking someone to accompany the Officer. If a Region Director is arriving by car in a large city, it is nice to pick a spot easily located on the edge of town and members meet her there. One of the members can accompany the Region Director in her car instead of attempting to follow the other car. The reverse can be true when the Convention is finished.

15. If a Region Director or Officer coming by car brings someone with her, this person should be provided with a room, usually with the Region Director or Officer. They should be offered all meals offered to the others. If they choose to eat elsewhere, it will not be an expense of the Convention Committee. This person should be given special seating at all meal functions and introduced at one of them.

16. If this is a Region Convention and the National President will be a part of the meeting, the amenities named above will apply.

State President—Region Director

1. Depending whether this is a State Convention or a Region Convention, the Chairman of the Convention should contact the State President or Region Director with the information needed about the hotel, its location and any other information needed.

2. It is the duty of the State President or Region Director to pick the speakers and workshop presenters at the Convention. The Convention Chairman usually submits a list of those available in the area with fees and/or honorariums listed, the subject matter, whether members have heard the speaker and other pertinent information for the President or Region Director to make the final choice. Usually the
workshop presenters are members of the State or Region and would be attending the Convention. They are contacted by the Convention Committee after being chosen and invited, and asked what equipment will be needed for the workshop or presentation.

3. The State President and/or Region Director will be met at the meeting by the Convention Chairman or the page, checked in and luggage taken to the room. Usually the State President rooms with someone, perhaps the Corresponding Secretary or someone with whom the Officer has driven. The same courtesies are for the Region Director if the Region Director is accompanied.

4. Snacks, flowers, a program and other information should be in the room or arrive shortly after.

5. A meeting should be scheduled with the State President and/or Region Director and the Chairman of the Convention and some of the committee to make sure everything is in order.

6. Pages are assigned to these Officers with the same basic duties as for the National Officer.

7. Gifts and corsages are given in the custom of the State or Region meetings.

8. Arrangements are made for departure of these Officers and thank-you notes are written.

Speakers

1. The speaker should be contacted as soon as possible giving the date and time of day for the program or workshop. The subject of fees or honorarium should be discussed as well as other expenses, such as flowers for a design presentation or a slide projector or video equipment. In all cases, a contract will need to be signed. The President of the State Organization or Region Director may be asked to sign the contract or the Chairman of the Convention might be given that duty.

2. A follow-up letter giving all the details of the program or workshop is sent along with the contract. Arrangements for a room should be made if the speaker is at a banquet unless he/she desires to return home. Verification in writing should be made for the materials and equipment needed for the presentation.

3. You might suggest that someone come with the speaker if it is a long drive. If the speaker is coming by plane, the same procedures should be followed as for the National Officer or Region Director. If they are coming by car, make sure there are good directions to the Hotel or Motel.

4. Give the speaker or presenter a name, address, cell and phone numbers of the contact person. Make sure you know the general arrival time and have someone in the lobby to greet the speaker or presenter, and help with the
luggage or material brought by them.

5. Give the speaker or presenter a program and a complimentary ticket for the meal function, or have a page for the speaker or presenter to make sure he/she is informed. Go to the venue to be sure all electronics are compatible.

6. If the speaker or presenter is coming from a short distance, you are obligated to provide a meal nearest to the time of a workshop or the meal at which he/she is to speak. If a workshop immediately follows the luncheon, that would be the meal offered. If the workshop is to be in the late afternoon, the banquet meal should be offered with a possible overnight stay. Those details would have been worked out before the speaker was booked.

7. If this is to be a speaker at a meal function, he/she will be seated with the others seated at the Head Table. If he/she is giving a workshop immediately following the meal function, they would be seated at an Honor Table and introduced sometime during the meal function. There should be a local hostess at the Honor Table if pages have not been assigned.

8. Corsages or boutonnieres may or may not be provided. Speakers for which a fee is to be paid or an honorarium given, a small gift would be nice but not necessary. The check should be given before the speaker or presenter leaves in case there are immediate expenses.

Local Meetings—District Meetings
State President or Speaker

1. Many clubs or Districts invite the State President for an official visit. In most States, the President or the President with a team of State Officers visit the Districts once or twice a year for official visits. If this is to be an official visit by a touring team, the date of the visit is pre-selected by the State so that the invitation does not really come from the District. Upon receipt of the date of the visit, certain responsibilities must be met or assumed by the District. The host club for the District meeting, having picked the location, will be asked to make arrangements for overnight lodging for the guests. Hostess gifts are considered. Members are assigned to greet the traveling team according to adopted procedures, and other duties are assigned as stipulated in the information supplied by the State.

2. If a club invites the State President, another State Officer or speaker to come to their club, the contact is made, follow-up communication is written, and the information given on travel with maps and specific directions. A suggestion is made that a traveling companion would be welcome. A parking place is reserved. Members are assigned to greet the guests and show them to their special seating. These guests are informed of the dress for the day and whether there will be a luncheon or whether they will be
taken out to lunch. There should be some understanding of the financial responsibilities of the club as to the travel, meals on the road, motel rooms, etc. A speaker might require a fee or honorarium. Guests are made to feel welcome as though they are a guest in your own home.

**Duties of Protocol Chairman**

**State or Region**

1. The Protocol Chairman receives instructions from the State President or Region Director as to individuals and groups to be given special seating at each meal function: Head Table or Honor Tables as well as any special seating during the business meetings.

2. She keeps in touch with the Convention Chairman as to how many seats are needed at the Head Table and how many Honor Tables are to be utilized. She must be aware of whether the Honor Tables seat 8 or 10.

3. **Most states now have those seated at the Head or Honor Tables be at their place five minutes after the Dining Room doors open.** Following are guidelines should they process. The Protocol Chairman needs to contact the Convention Chairman to designate an area in which those seated at the Head Table can assemble. According to the set-up of the room, the processional may be down a center aisle or a side aisle. If the processional is down a center aisle, she needs to determine whether the members will come down in twos, those on the right turning to the right to approach the Head Table, and those on the left to approach it from the left. Those seated at the Head Table may process down the center aisle and have been lined up so that every other one goes to the left or to the right according to the seating. Perhaps there is only one set of steps to the Head Table and everyone must use just the one side and cross behind the lectern to reach the far side. The order in which those seated at the Head Table are lined up is determined by these things. Sometimes the members come in single file, all from one side and cross over behind the lectern and the one presiding. The Protocol Chairman must know this information prior to arriving at the Hotel as she will come with sheets already prepared. She also must realize that she might have to throw out all the work she has done and start over. Either the Hotel has changed the seating arrangements for the room based on numbers of people attending, extra sets of stairs are not available, or for some other reason changes have been made. Protocol Chairmen, above all, must be flexible.

4. After receiving the information from the State President or Region Director, the Protocol Chairman usually is charged with writing/emailing those members who are to be seated at the Head Table or Honor Tables during the Convention. The Honor Tables
are listed usually as A, B, and C or 1, 2, and 3. Include in every communication: “Please reply asap so Protocol knows you understand and have received the message. The word “RECEIVED” is sufficient. The information as to whether they are to process will also be listed and a time, such as fifteen minutes prior to the listed time of the meal function is usually sufficient to be available. Slips may be prepared showing all the meals and only the ones pertaining to that member are filled in. A master list of members by name and where they are to sit should be compiled as members forget. It is easier to look up a name than go through many pages of seating charts. This master list should be sent to the State President or Region Director and the Convention Chairman.

5. Sometimes those seated at the Honor Tables are not in a processional but go directly to the Honor Tables, which will have place cards. Sometimes even those seated at the Head Table do not process but find their own places. This is the preferred way. It is more efficient, faster and a consideration for those who have some difficulty—with either physical limitations or age.

6. As the time comes closer to the event, the Protocol Chairman will be informed by the State President, Region Director, Convention Chairman or Registrar if members seated at the Head Table or Honor Tables will not be coming. The one who originally chose those to be seated at special tables will make the replacements. Communication will be sent again by the Protocol Chairman and the lists revised. (Include: Please reply asap so Protocol knows you understand and have received the message. The word “RECEIVED” is sufficient.) Revision may take place up to and including a few minutes before a meal function. Protocol Chairmen, BE PREPARED for anything to happen.

7. If there is an Assistant or Vice-Protocol Chairman, the above information will be forwarded to that person so that she would be prepared to step in if necessary. The Assistant, Assistants, or Vice-Chairmen of Protocol will be asked to help with the processional if there is one.

8. Check with the Hotel how soon the room will be available to put the place cards at the Head Table and Honor Tables. You may have to move numbers or letters if the Hotel has placed these before you arrive.

9. Usually the Assistant, Assistants or Vice-Chairmen of Protocol will prepare the place cards. These might be ones supplied to you by the Convention Committee, ones you have prepared as a Protocol Committee, or ones used by the organization with their name and logo. Many of these can be prepared in advance with only those last minute changes done at the Convention itself. The place cards should be put into envelopes.
clearly labeled as to which day and meal function. The placement of the place cards at the Head Table will be discussed under the heading of Head Table Seating. If a calligrapher is available, the cards can be prepared in advance; legible graceful writing and computer-generated cards are acceptable.

10. The Protocol Committee or Chairman will be seated at an Honor Table and may have to give up their seat for someone who arrives with a guest you did not expect, such as a speaker who without notice brings his wife, or a speaker or presenter brings a mother or sister. The Committee also contacts members selected by the State President or Region Director who can be called upon to fill extra slots should an expected guest not arrive or someone becomes ill.

11. The Protocol Committee or Chairman will be available to help with receptions and receiving lines, which will be covered under Receptions and Receiving Lines.

Protocol Chairman, Local or District Meeting

1. Very few clubs have a Protocol Chairman. Usually the President will attempt to handle the Protocol, but very often she is much too busy for this responsibility at the meeting.

2. Perhaps one of the Vice-Presidents can handle the general duties of protocol, such as making sure a parking place is saved for the speaker or guest, having someone meet the speaker or guest and show them to their place.

3. The duties at the local or District level may be divided among several of the members: one perhaps furnishing a corsage, another the gift, another making place cards if needed, another making sure that overnight accommodations are made if they are necessary. Others might take the speaker or guest to dinner, breakfast or luncheon as the case might be.

4. All facets of protocol should be covered from the initial invitation to the thank-you letter written after the visit.

Guidelines IF you still Process Processional and Head Table Seating--State or Region Meetings

1. The State President or Region Director will decide on those members to be seated at the Head Table, and they will be contacted by the Protocol Chairman of that fact and of the processional—the time they are to appear and the place if available prior to the Convention.

2. The members will be lined up according to how they will approach the Head Table. This is the duty of the Protocol Chairman.

3. The first person in the line will
be the Protocol Chairman, Assistant or Vice-Chairman as she will be the one to enter the room first, approach the microphone at the Head Table and introduce the Officer presiding. Only at some meal functions will the presiding officer be the President of the organization. The presiding officer, if someone other than the State President or the Region Director, will introduce first the President of the Organization or if at the Region Convention, the Region Director. Should the NGC President attend the Region Convention, the President will be the next one to be introduced. At a State Convention, should both the NGC President and the Region Director be in attendance, the NGC President will be introduced immediately after the State President followed by the Region Director. Should the presiding officer be the State President or Region Director, the NGC President is the next introduced at the Region Convention or the State Convention.

4. The order of the processional will be determined by the Protocol Chairman after examining the layout of the room. Usually the processional comes in from a side door and those seated at the Head Table come in a single file. First the Protocol Chairman, then the presiding officer followed by the State President, the NGC President, the Region Director and then in a sequence established by rank. The ranking officer at a State Convention is the State President. The ranking officer at a Region Convention is the Region Director. We have covered how the ranking should be if the NGC President and/or the Region Director are attending a State Convention and the NGC President attending the Region Convention. After the State President, the officers are ranked as listed in the bylaws or in the printed roster. At meal functions, we also may have a speaker who will be seated according to a ranking.

5. If those seated at the Head Table enter from one side, the presiding officer will be at the microphone, the State President in the second seat to the right of the lectern, the NGC President in the third seat. If the Region Director is also present, you have a choice of seating her to the right of the NGC President, to the immediate left of the lectern, or have the President-Elect or the First Vice-President seated to the immediate left of the lectern and the Region Director to her left. Preferred is for the Region Director to be seated to the right of the NGC President or to the right of the State President should the NGC President not be in attendance. With a Head Table of 16, there would be 8 places on either side of the lectern. To the right of the lectern facing out, seat # 1 would be the presiding officer who let us say is the Second Vice-President, seat # 2 would be the State President, seat # 3 would be the NGC President, seat # 4 would be the Region Director, seat # 5 would be the speaker if this is a meal function when the NGC President is not the speaker, seat
6. The members processing into the room following the Protocol Chairman would be the one in seat # 1 first, followed by the one in seat # 2, followed by the one in seat # 3 followed by the one in seat # 4 if these were the presiding officer, the State President, the NGC President and the Region Director. The Region Director would be followed by the one in seat # 16 and would continue through the one in seat # 9 who would be followed by the one in seat # 5. Should neither the NGC President nor the Region Director be in attendance, the sequence would be the one in seat # 1 followed by the one in seat # 2 followed by the one in seat # 16 who will continue across the stage to the far seat on the left end. After the one in seat # 9, the one in seat # 3 will follow.

7. Sometimes those seated at the Head Table are introduced as they come to the podium. If so, they should wait at the bottom of the steps until their name is spoken and then proceed to their chair. They will all remain standing until the final member has been introduced and all are in place. At that time the presiding officer may request those seated at the Head Table to be seated. At other times, those seated at the Head Table come to their places without being introduced. They sit down and will stand when being introduced. Staying standing until all at the Head Table have been named. The presiding officer will begin with the one seated at the far left (# 16) and continue through # 9 or the one nearest the lectern on the left. She will then begin to the far right ending with the honored guests. Even when the introductions of the others seated at the Head Table are done later, the State President, the NGC President and the Region Director will be introduced as they enter the room. The members at a State Convention will rise in honor of
the State President, the NGC President and the Region Director. At the Region Convention, the members will rise in honor of the Region Director and the NGC President but not the State Presidents. At the NGC Convention, the members rise only in honor of the NGC President.

8. If there is a sub-Head Table those members will line up in sequence from the one seated to the far left of the table and end with the one seated to the far right. When they are introduced, the presiding officer begins at the far left and comes across skipping a lectern if there is one.

9. Finally those seated at the Honor Tables are introduced; those seated at the Head Table and sub-Head Table having already been seated.

10. After the introductions, the blessing will be given. A blessing or a grace is given just prior to a meal. An invocation will be given at a business meeting. An invocation will be longer, having to do with the occasion at hand. The blessing should be short and by and large be a blessing of the food. The blessing will be followed immediately with the serving of the meal--no more introductions nor business.

Receptions--Receiving Lines

1. Receptions are the popular means of honoring officers and guests. They could be scheduled late in the afternoon, early evening, late evening, before or after a meal.

2. Receptions can be informal with no receiving line with the officers and guests circulating and meeting the members.

NGC no longer has Receiving Lines. Following are guidelines if your State wants to have one:

3. The formal receptions usually have a receiving line. This line should not be too long as the members might decide it would take too much time. Only those members who need to be honored at that time should be in the receiving line.

4. At a State Convention, the first person in the receiving line would be the State Protocol Chairman or at a Region Convention, the Region Protocol Chairman, followed in the State by the State President and the Region by the Region Director. Should the NGC President be in attendance, she should stand next to the State President or the Region Director if this were a Region Convention. Should the Region Director and the NGC President be in attendance at a State Convention, the NGC President will be followed by the Region Director. If there are other NGC Officers in your state, you might wish to include them in the line, or perhaps Region Officers. This should be enough as beyond that the line becomes too difficult to
5. Those members standing in receiving lines do not hold drinks in their hands nor plates of food. If it is very warm, they might be able to have a drink of water from time to time, having a place to put the glass. Do not do those standing in line a favor by insisting they have a drink. It is not proper and they should refuse.

6. The Protocol Chairman will ask for the name of the member and introduce the member to the State President or Region Director. Each one in turn should introduce the member to the next in line.

7. After a certain length of time the receiving line should break up, and if there is still a line the officers should themselves go down the line of those waiting so that all will have had a chance to meet the dignitaries.

Receiving Lines—Local or District

1. Informal receptions are much more common at the local club or District level. Usually the President or District Director will accompany the guest so that proper introductions may be made.

2. Formal receiving lines are still used occasionally. In a local club or the District, the first person in line would usually be the President of the Club or the District Director. The next person would be the honored guest according to rank. This might be the State President, other State Officers by rank at a District meeting, or at a local club meeting the most honored guest might be the State President or the District Director. Should both of them be in attendance, the second person in line would be the State President followed by the District Director, the ranking Officer in that District. Others included might be a speaker, dignitary from the town, or special chairmen to be honored. Again do not make this receiving line too long. Members want to be polite but standing in line for long periods of time wears on their patience.

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Business Meeting
Head Table Seating
Conventions

1. State Conventions and Region Conventions are annual meetings of an organization called for the purpose of transacting certain items of business. Delegates are elected to attend these Conventions and have voting status. Others attend the Conventions to participate in other events connected to the Convention.

2. Conventions are unique in that they have a beginning and an ending even though everyone knows there will be another Convention next year. However, the same group of delegates will never be together again, so each year a new Convention body is formed. The opening of a
Convention must be held in a business meeting as there are three motions which must be made in order to form a Convention, and motions cannot be made unless we are in business.

3. There can be an opening luncheon or banquet and some of the preliminary introductions, welcomes and responses can be made. We have already discussed the seating of a Head Table at a meal function.

4. The Convention will be opened at a business meeting with the adoption of three motions: 1. The first is the adoption of the report of the Credentials Committee which will establish who can vote. It must be known who is eligible to vote before any other motions can be adopted. 2. The second motion to be adopted will be the Standing Rules of the Convention. This takes a 2/3 vote instead of majority vote as was the case for the Credentials Report. 3. The third motion which must be adopted is the adoption of the program or the agenda. With the adoption of the program or the agenda, the times for certain functions are set and cannot be changed except by a suspension of the rules which will take a 2/3 vote.

5. At a business meeting of a Convention, the only ones seated at the Head Table will be the Officers, elected and appointed. The person giving the Invocation, if not an Officer, will not be seated at the Head Table nor the one leading the Pledge of Allegiance to the Flag of the United States of America, nor members giving welcomes, nor responses, unless they are Officers.

6. A center table lectern is mandatory for a business meeting. The presiding officer, who will be the President at a State Convention or the Region Director at a Region Convention, will be seated to the immediate right of the lectern. The Parliamentarian is usually seated to the immediate right of the presiding officer. To the right of the Parliamentarian will be the Vice-Presidents in order. To the immediate left of the lectern will be the Recording Secretary followed by the Corresponding Secretary, the Treasurer or these may be reversed followed by the Assistant Treasurer and other needed Officers. It looks better if the Head Table is balanced so one of the Officers might be seated on the right beyond the Vice-Presidents.

7. At a Region Convention, the presiding officer is the Region Director with the Parliamentarian to her right, the Alternate Director beside the Parliamentarian and then perhaps the Historian or some other Officer. To the left of the lectern will be the Recording Secretary, followed by the Corresponding Secretary and the Treasurer or they may be reversed, and finally perhaps the Chaplain who is usually an appointed Officer.

8. The microphone at the Head Table in business meetings is for
the use of the presiding officer. The presiding officer usually grants permission for those seated at the Head Table the use of that microphone. All others should use a floor microphone, or if there is only one microphone, the one at the Head Table. Each member coming to the microphone should be granted permission by the presiding officer.

9. Should the presiding officer need to vacate the chair to present certificates or awards for example, the First Vice-President or President-Elect will move into that chair so that it will not be vacant. Should the presiding officer wish to vacate the chair in order to debate a motion, she leaves the podium and takes a seat in the audience. The ranking Vice-President will preside and continue in the chair until the vote on that particular motion has been completed at which time the presiding officer returns to the chair.

10. The Protocol Chairman is charged with putting the name cards at the Head Table during business meetings. The same Officers will sit in the same places at each of the business meetings.

11. Others are given special seating at the business meetings. Should the NGC President be in attendance at a State Convention or a Region Convention, she will be seated on an aisle seat in the first row with her page seated beside her. Should the Region Director also be in attendance, the Region Director will sit next to the NGC President with the pages seated behind them. Should only the Region Director be attending the State Convention, she would be seated in the aisle seat on the first row.

12. At most State Conventions the District Directors are given special seating as well as the former Presidents. Trustees might have special seating. Those members who will be giving the Invocation, leading the Pledge, giving the Credentials Report, Rules and Program will have special seating. The pages for the Officers seated at the Head Table will have special seating as well. The Protocol Chairman makes sure those seats are available and assists those members by either directing them to their seats or placing slips of paper on the backs of the chairs with names. At Region Conventions, the State Presidents in the Region have special seating as well as former Region Directors and any former NGC Presidents from the Region. When the NGC President attends a Region Convention, she will be seated on an aisle seat in the first row during the business meetings.

13. Although Conventions are called for the purpose of transacting business, the business portions of Conventions are quite short in relation to the other activities that are added, such as meals, workshops, tours, etc.
Head Table Seating Business
Meetings---Local or District

1. At a District Meeting, the Head Table will be set up for business. Usually those State Officers in attendance, along with former State Presidents, will be seated at the Head Table along with the District Director who is presiding, the Parliamentarian who will be seated to her right and the Recording Secretary to the left of the lectern. At District meetings when the State President or a team of Officers are making an official visit to the District, the State President will be seated usually to the right of the District Director and the Parliamentarian will be seated to the immediate left of the lectern with the Recording Secretary next to the Parliamentarian. In most cases, the State has a specified order in which the Head Table for business at District Meetings will be set up. Follow the directions issued by your State.

2. At local club business meetings, the presiding officer should be seated to the immediate right of the lectern if there is one or in the center of the table should there not be one. The Parliamentarian should be on one side of her and the Recording Secretary on the other. Which side will be your custom. The other Officers will be seated according to rank, alternating right, left, right, left. If your business meetings are also meal functions, you might want to include a speaker at the Head Table. He/she would sit to the right of the Parliamentarian.

Installation of Officers

1. At the State Convention, the installation of Officers may be at a banquet or at a luncheon. Usually it will be held at a meal function.

2. The composition of the Head Table will be influenced by several things. Sub-Head Tables may be available for this occasion. However, the Hotel may not have enough risers to have a Head Table which must have higher risers than the sub-Head Table. If a sub-Head Table is available, you might wish to seat the out-going and incoming District Directors if space is available. A choice might have to be made as to whether the in-coming or the out-going will be seated there. If the out-going Directors have already been seated at the Head Table or sub-Head Table during the Convention, you might wish to go with the incoming as they will be the ones to be installed.

3. It is usual for the presiding officer at the installation banquet to be the State President. The President will be closing the meeting with several motions to be adopted. If the President is not presiding at the banquet or luncheon, at some point the President will need to take the chair. If the presiding officer is the State President, usually the Installing Officer will sit to the President’s immediate right. It is
also usual for the President-Elect to be seated to the immediate left of the lectern. The out-going Officers, who may also be some of the incoming Officers, are usually seated to the right of the lectern, after the Installing Officer (except for the President-Elect). The position of those incoming Officers, not serving in this administration, would usually be to the left of the lectern. Others seated at the Head Table at the final meal function would be the Chairman of the Convention, Vice-Chairman, or Chairmen. Since business will be transacted, the Credentials Chairman and the Resolutions Chairman will also be seated at the Head Table. If there are Vice-Chairmen for these, they may also be seated at the Head Table at this final meal function, which is also the final business meeting of this Convention.

4. Sometimes the installation ceremony will take place in an area away from the Head Table. Should the presiding officer be a part of the installation, the highest ranking officer still seated at the Head Table will move into that seat as the Convention is again in business mode. If the presiding officer is not a part of the installation ceremony, the Officer stays in the same seat.

5. If the presiding officer is a part of the installation ceremony and has been out of her seat, the presiding officer returns to the seat right of the lectern to continue with the business of the meeting. The presiding officer needs to call for the final Credentials Report, the Courtesy Resolution, and ask if there is any further business to come before this Convention and finally adjourns the Convention Sine Die. It is assumed that your bylaws state that the newly installed President's term will begin at the close of the Convention. It is much too difficult to change presiders in mid-meeting. Remember to "go home with the one that brung you."

6. Usually after the close of the Convention in the election year, there may be a reception with a receiving line. The Protocol Chairman may or may not be at the head of the line. Usually it begins with the newly installed State President and continues with the elected and appointed officers and the newly installed District Directors. Often this line is broken into several parts with the elected officers in one area, the appointed in another area, and the District Directors in yet another. It does help with avoiding long lines in one place. Remember no food or beverage while standing in the lines. It is a good idea to allow those newly installed to leave the room before the closing of the Convention to visit the rest room and get some water if needed.

7. Custom plays a big part in the installation ceremonies in your State.

8. There is usually no installation at a Region Convention since the Region Directors will be installed
at the NGC Convention. There is no installation at a District Meeting either as the District Directors are installed at the State Convention.

9. Installations at the local club will be primarily the custom of the club, but adhering to protocol for those out-going Officers to be honored and the incoming Officers to be honored by the installation ceremony. The Installing Officer at a local club installation will be seated to the immediate right of the presiding officer.

**Introductions**

1. If you are to introduce a speaker or a guest, make sure you have done your homework. You will introduce someone who is not known to your group and present someone who is known (one of your own members, for example, who might be giving the program).

2. Make sure you have the correct spelling of the name and know how to pronounce it. Ask the person directly how to pronounce the name if you have the time and opportunity, or call someone who can give you that information. Write it phonetically if you need to, as one of the most embarrassing things to do is to pronounce the name incorrectly and have someone from the audience call out the proper way to pronounce it, or tell you privately later how it is to be pronounced. You will also find out the correct title. This may be at the time of change of administration and you have the title for the prior administration.

2. Introductions must be kept short. The members have come to listen to the speaker and what the speaker has to say and not what you say. The speaker is generally given a time frame for the presentation and wouldn’t know whether your long introduction will be counted as a part of that time. The general rule is the more important an individual, the shorter the introduction. If there has been a lengthy biography in the State publication or in the Convention Program booklet, do not repeat that information. Try to find some other information or something you have been told from one of the speaker’s good friends. Where they were born, their education and the positions they have held read well in print, but do not play as well orally.

3. The one who introduces the speaker may be the one who thanks the speaker. The presiding officer will thank the speaker, and perhaps be the one to present a gift should there be one.

4. The Corresponding Secretary is usually the one to write a thank-you note after the presentation, but the presenter might want to send a personal one too.

5. The presiding officer does not turn the meeting over to the Program Chairman or to the one who will be introducing the
speaker. The Presiding Officer will present this member who will introduce the guest or the speaker. Only those who will be speaking will be given a separate introduction in this form. Perhaps workshop presenters are seated at the Head Table at the meal function closest to the workshop. They would only be introduced by name. There would be a complete introduction in the workshop itself.

Flag Etiquette

1. During the singing of the national anthem when the flag is displayed, all present should stand at attention facing the flag with the right hand over the heart, except those in uniform. Men not in uniform should remove any headdress with their right hand and hold it at the left shoulder, the hand being over the heart. Persons in uniform should give the military salute at the first note of the anthem and retain this position until the last note. When the flag is not displayed, those present should face toward the music and act in the same manner they would if the flag were displayed there.

2. The Pledge of Allegiance to the Flag, "I pledge allegiance to the Flag of the United States of America, and to the Republic for which it stands, one Nation under God, indivisible, with liberty and justice for all" should be given by standing at attention facing the flag with the right hand over the heart. When not in uniform men should remove any headdress with their right hand and hold it at the left shoulder, the hand being over the heart. Persons in uniform should remain silent, face the flag, and give the military salute. Notice the placements of the commas in the pledge. One pauses at a comma. Notice especially there is no comma between the words Nation and under, therefore, one says one Nation under God without pausing.

3. The flag, when carried in a procession with another flag or flags, should be either on the marching right; that is, the flag's own right, or, if there is a line of other flags, in front of the center of that line.

4. The flag should not be displayed on a float in a parade except from a staff. The flag should not be draped over the hood, top, sides, or back of a vehicle or of a railroad train or a boat. When the flag is displayed on a car, the staff shall be fixed firmly to the chassis or clamped to the right fender.

5. No other flag or pennant should be placed above or, if on the same level, to the right of the flag of the United States of America.

6. The flag of the United States of America, when it is displayed with another flag against a wall from crossed staffs, should be on the right, the flag's own right, and its staff should be in front of the staff of the other flag.

7. The flag of the United States of America should be at the center
and at the highest point of the group when a number of flags of States or localities or pennants of societies are grouped and displayed from staffs.

8. When flags of States, cities, or localities, or pennants of societies are flown on the same halyards with the flag of the United States, the latter should always be at the peak. When the flags are flown from adjacent staffs, the flag of the United States should be hoisted first and lowered last. No such flag or pennant may be placed above the flag of the United States or to the United State's right.

9. When displayed either horizontally or vertically against a wall, the union should be uppermost and to the flag's own right, that is, to the observer's left. When displayed in a window, the flag should be displayed in the same way, with the union or blue field to the left of the observer in the street.

10. When used on a speaker's platform, the flag, if displayed flat, should be displayed above and behind the speaker. When displayed from a staff in a public auditorium, the flag of the United States of America should hold the position of superior prominence, in advance of the audience, and in the position of honor at the speaker's right as he faces the audience. Any other flag so displayed should be placed on the left of the speaker or to the right of the audience.

11. The flag should never touch anything beneath it, such as the ground, the floor, water, or merchandise. The flag should never be carried flat or horizontally, but always aloft and free.

**What then is Protocol?**

Protocol as we now know is generally being courteous, polite, gracious, treating others as we would like to be treated, using company manners along with recognizing that in meetings of organizations, certain Officers at certain levels have rank. The rank is to be considered in seating, introductions, receiving lines etc. It is an extension of the rules of courtesy. Just as we recognize that when the Mayor of the City comes to our local or District meetings, or the Governor comes to our Region or State Conventions, special honor is given to that rank. We also realize that our Officers are looked upon as having achieved a certain position of honor. In most cases, the higher the rank, the easier it will be to observe all the amenities. **Please** and **thank-you** are fine words, and we need to utilize them always.
<table>
<thead>
<tr>
<th>1. Presiding Officer</th>
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<td>3. NGC President</td>
<td>11. Recording Secretary</td>
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<td>4. Region Director</td>
<td>12. Corresponding Secretary</td>
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<tr>
<td>5. Speaker</td>
<td>13. Treasurer</td>
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<td>6. Presenter of Speaker</td>
<td>14. Assistant Treasurer</td>
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<tr>
<td>7. Convention Chairman</td>
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<tr>
<td>5. Recipient of Award</td>
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</tr>
<tr>
<td>3. Region Director</td>
<td>11. Treasurer</td>
</tr>
<tr>
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<td>12. Chaplain/Member giving the Blessing</td>
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<td>13. Historian</td>
</tr>
<tr>
<td>6. Third Vice-President</td>
<td>14. Parliamentarian</td>
</tr>
<tr>
<td>7. Recording Secretary</td>
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10. 9. 8. 7. 6. 5. 4. 3. 2. 1. Lectern 11. 12. 13. 14. 15. 16. 17. 18. 19. 20,

1. State President (presiding)
2. NGC President or Region Director
3. Region Director (or Speaker)
4. Speaker
5. Presenter of Speaker
6. Second Vice-President
7. Recording Secretary
8. Treasurer
9. Former State President
10. Chairman of Convention

11. First Vice-President or President-Elect
12. Third Vice-President
13. Corresponding Secretary
14. Assistant Treasurer
15. Awards Chairman
16. Awards Vice-Chairman
17. Member giving the Blessing
18. Vice-Chairman of Convention
19. Special Projects Chairman
20. President of Host Club or District

BUSINESS MEETING (STATE)
5. 4. 3. 2. 1. Lectern 6. 7. 8. 9.

1. President (presiding)
2. Parliamentarian
3. First Vice-President
4. Second Vice-President
5. Third Vice-President
6. Recording Secretary
7. Corresponding Secretary
8. Treasurer
9. Assistant Treasurer

LOCAL CLUB—MEAL FUNCTION WITH BUSINESS
4. 3. 2. 1. Lectern 5. 6. 7. 8.

1. President (presiding)
2. Parliamentarian
3. Speaker
4. First Vice-President
5. Recording Secretary
6. Second Vice-President
7. Corresponding Secretary
8. Treasurer

MEAL FUNCTION WITHOUT BUSINESS

1. President (presiding)
2. Speaker
3. Second Vice-President
4. Presenter of Speaker
5. First Vice-President
6. Recording Secretary
7. Corresponding Secretary
8. Treasurer

LOCAL CLUB BUSINESS MEETING

1. President (presiding)
2. Parliamentarian
3. First Vice-President
4. Treasurer
5. Recording Secretary
6. Second Vice-President
7. Corresponding Secretary
8. Assistant Treasurer (or empty)
SAMPLE COURTESY RESOLUTION

Whereas, The members of _______(name of State Garden Club), attending the ______ (thirty-fifth) Annual Convention at the ______(place), ______(date) have benefited from information which will create more constructive programs; and

Whereas, The State Garden Club President____(name), the____(name of State Garden Club) officers, chairmen and members have served this organization with distinction; now therefore be it

Resolved. That sincere thanks be given to____, Chairman of the____(year) Convention; _____and____, Vice-Chairmen; _____Director of the Host District, District____; all those who participated in designing the table decorations and favors; all the exhibitors which include Design Exhibits, Educational Displays and____(any other of this type, perhaps commercial displays); those who contributed to the Hospitality Bags, the VIP gifts and____(any others you need to thank who contributed money, support, etc.); those who served as pages and hostesses; and all the members of the_____ (name of Host District or Host Club) who have planned and participated in the success of this Convention and assured the success by their many courtesies extended; and

Resolved. That our gratitude be expressed to____, President of National Garden Clubs (and/or____ the Director of____Region) for the educational value enjoyed by all through their enlightening and timely messages and warm greetings; and

Resolved. That the____ (name of State Garden Club) President,____, through her gracious presiding; the members, delegates, chairmen and officers, through their dedicated concern in the deliberations of this Convention, be commended for their spirit of cooperation; and

Resolved. That the breakfast, luncheon and banquet speakers and presenters the (name those you feel a need to name, the musicians, the workshops presenters, the names of the speakers and presenters at the breakfasts, luncheons and banquets, anyone who came to give you a special presentation) be extended our appreciation for contributions which will be long remembered; and

Resolved. That appreciation be extended to the management and staff of the_____ (Hotel or Motel) for accommodating us so well in our physical needs and in the services rendered; and

Resolved. That this resolution be incorporated in the minutes and that copies be sent to (name them, such as the State Garden Club President, the Chairman/Vice-Chairmen of the Convention), and the management of the____(Hotel/Motel).

__________ (Name), Resolutions Chairman

Adopted by____(Name of State Garden Club) Convention

Date_______________