

Corporate Events

Contents

Scope.....	1
Objectives/expectations for corporate events.....	1
Publicity.....	1
Bookings and managing them.....	2
Duties of Booking Manager	3
Duties of Helper manager	4
Duties of Team Leaders	4
Club Helpers.....	4
Handouts for players on the day	5
Dealing with rubbish and recycling.....	5
Provision of crockery, cutlery and glasses	5
Charges	5
Other documents associated with this SOP.....	5
Document history	5
Appendix A Website Contact Form.....	6

Scope

This document sets out the procedures for managing corporate events at United Croquet Club.

Objectives/expectations for corporate events

The main benefit of corporate events is income generation. It is now a significant portion of the club income.

Another benefit is exposing croquet to potential members. However, as most people attending corporate events are working, they are likely to start croquet several years later and likely at another club in Christchurch or other parts of New Zealand.

Publicity

In recent years we have had to do very little publicity. It seems that word of mouth has reached a critical mass. Also, people moving between companies are spreading the word.

Other publicity includes:

- Notices on our fence
- Information on our website.

We have kept contact details since 2010. Some people will no longer be contactable, but many should be if we need to actively solicit more groups.

The information in the handout in the file *Corporate events Information.docx* and *Corporate events Information.pdf* is on the website at <https://unitedcroquet.com/corporate-and-social-groups/> and is sent to anyone who enquires about corporate events.

Bookings (in descending order) come from:

- Website – contact form
- Email to the club email (unitedcroquetclub@gmail.com) or John
- Phone call to John's land line, John's mobile or the club
- Walk-in

The website contact form (Appendix B) attempts to capture all the necessary information about corporate events. Not all bookings will have all details. Some groups have not settled on the format when they make a booking.

For most bookings through the website the client has chosen a date using the online calendar. It is therefore essential that the online calendar is accurate and up-to-date. (See UCC SOP-Website for details.)

The confirmation form in the file *Corporate events confirmation.dotx* is sent to all groups as they book.

One week before each event a confirmation is sent to confirm the event is proceeding and find if there are any changes or further details.

The list of events and client contacts is sent to club event leaders so they can contact the client on the day if required.

Current allocation of positions is:

Booking Manager	John Yarrall
Helper Manager	Maurice Cook

Duties of Booking Manager

The duties of the Booking Manager are below.

At beginning of season, and as updates are received, from information from CNZ, CCA and club captain:

1. Prepare Excel workbook with calendar items.
2. Add entries to Google calendar that is available on the club website.
See *UCC SOP - Website-Internet*
3. Circulate Excel workbook to committee.
4. Put copy of Excel workbook on notice board.

On receipt of query:

1. Respond to query.

On receipt of booking request:

1. Check date is available, if not suggest alternatives.
2. Add to Excel workbook with calendar items.
3. Add to Excel workbook with list of corporate events.
4. Add to Google calendar.

5. Prepare booking sheet from the template: *Corporate events confirmation.dotx*. Save as *Corporate events confirmation yyyy-mm-dd.docx* (year-month-day)
If there is more than one booking on a day add suffix -2, -3 etc
6. Confirm with client; send booking sheet and ask for missing information.
7. Add calendar reminder to check with client one week before event.
8. Update as required.

When sufficient bookings accumulated:

1. Send list of bookings to *Helper Manager*.

On receipt of list of volunteers:

1. Update Excel workbook with list of corporate events.

One week before each event:

1. Confirm booking with client
2. When confirmed, send booking sheet and list of helpers for the event to the team leader.

Duties of Helper manager

The duties of the Helper manager are below.

On receipt of list of bookings:

1. Send email (direct or via secretary) to members soliciting helpers.
2. Phone members as required
3. Prepare list of team leaders and helpers for events
4. Send list to Booking Manager

Duties of Team Leaders

The Team Leader is in charge of the event from the club's perspective.

Their duties are listed in the file *Corporate events team leader information.docx*.

Club Helpers

Their duties are listed in the file *Corporate events helper information.docx*.

Club helpers are needed to:

- set up as listed in their instructions
- help players around the lawns
- clean up

Ideally, there should be one helper per game (4 players). The helper can guide them around, explain the rules and provide some suggestions on basic tactics.

After a couple of games the number of helpers can reduce. One helper can manage two games on one lawn, or even more games.

Most groups are very good at cleaning up. However, it often happens that there is still some washing up to do. Therefore, we need some helpers who stay to the end.

Handouts for players on the day

In 2015/16 we had A6 cards with the hoop sequence and some basic rules.

See the file *Golf Croquet Helper.docx*.

Many of these were taken away.

Details of club days and club contacts have been added in the hope they may encourage visitors to come back and play.

Approximate cost for 100 cards is:

Printing	\$4.50
Laminating	\$24.75
Total	\$29.25

Dealing with rubbish and recycling

Most groups take their rubbish away.

The modest amount of recycling left can usually be handled by members taking it home.

Provision of crockery, cutlery and glasses

Some groups make use of our crockery, cutlery and glasses. Some have to partially supply disposables as we don't have enough.

Charges

Since 2014/15 the charge has been \$15 per head with a minimum of \$150. The BBQ can be used at no extra cost.

Club members usually get a discounted price.

Some non-commercial organisations may also get a discount.

Other documents associated with this SOP

Corporate events Information.docx

Corporate events Information.pdf

Corporate events confirmation.dotx

UCC SOP - Website-Internet

Corporate events team leader Information.docx

Corporate events helper Information.docx

Golf Croquet Helper.docx

Document history

Date	Author	Changes
28 Jan 2017	J Yarrall	New document
1 Feb 2017	J Yarrall	Some minor amendments and appendixes moved to separate documents

Appendix A

Website Contact Form

URL: <https://unitedcroquet.com/contact-us/>

There is a link to this form on the page describing corporate events:

<https://unitedcroquet.com/corporate-and-social-groups/>

Contact us

If you wish to book an event, you can check for available times with our calendar.

Name: _____

Email: _____

Phone: _____

Comment: _____

If you are booking for a function

Requested date (check our calendar): _____

Approximate number attending: _____

Arrival time to set up (so we can open up for you): _____

Time to start playing croquet

(so we can have members available to show you how to play): _____

.. We will bring our food/snacks/drinks (please remove your rubbish)

.. We will be arranging caterers

.. We will be using the club BBQ

Expected departure time (bookings cannot be accepted beyond 9pm)

(Note that the gates to Hagley Park are locked around 9pm): _____

Payment method

i We will pay by cash or cheque on the day

i Please invoice me after the event with bank account details