

ACADEMIQUE

DIPLOMA OF BUSINESS BSB50215 or BSB50207

Study Support materials for

Manage Meetings

BSBADM502



STUDENT HANDOUT

Meetings are a fact of everyday business in the corporate world. The goal of any meeting manager is to get the most out of the meeting in the least amount of time and be productive, informative, and motivating.

Poorly managed meetings waste time and can have a negative effect on company morale and teamwork, but following some simple procedures, being well organized, being consistent, and being assertive can help you manage productive meetings.

The aim and test of a well run meeting is that whatever the subject, people feel afterwards that it took care of their needs, as well as the items on the agenda.

WHAT WILL YOU LEARN IN THIS UNIT?

By the end of this four week unit you should be able to undertake all of the above activities and have a thorough understanding of how to run and chair a meeting, whether it be an informal or a formal meeting.

In Assessment One you will prepare an agenda for a meeting that you will have to present in class. The other students will be the attendees at your meeting and you will Chair the meeting and ensure that there are some decisions made; that people all approve with your ideas, etc and that you have followed the agenda.

Assessment Two requires you to write Minutes of that meeting, so you will need to take notes or appoint another student to take notes for you so that you can write up the Minutes following the meeting.

You will be Observed in the role as Chair therefore you need to study up on the role of the Chair.

INFORMATION ON MEETINGS

Knowing the meeting's goals and target attendees. This helps you create agendas that support the goal and keep the meeting on track.

Knowing the tools needed. Are there materials to pass out? Are audio or visual aids needed? Should attendees bring portable computers? Will it be an online meeting or phone conferences? Knowing and providing the answers to these questions help ensure that the meeting moves forward smoothly.

Taking minutes. Make sure someone will take meeting minutes. If it is not you.

Using a checklist. Develop a general meeting organization checklist that you can run through or hand off to an aide if you are unavailable.

Planning ahead and giving notice. Give your meeting attendees adequate notice and time to prepare documents, presentations, slides, videos, reports, and other materials before the meeting.

Soliciting agenda items in advance. You can be more organized and run smoother meetings when the agenda is known in advance. Presenters and others have time to prepare, and other attendees know what to expect and what to bring if special equipment is required.

Knowing your attendees. Keep the attendees in mind, and plan around their quirks or habits. Your goal is getting everyone on the same page quickly and efficiently. Planning for attendees who always run late or slow the meeting down by asking a lot of questions allows you to anticipate these potential derailments and avoid them before they happen.

Sending meeting notes. Compile, organize, and create a report of each meeting to send to attendees and other interested parties. This helps keep people informed if they missed the meeting, helps jog the memories of those who attended, and helps you improve your meeting organization for the future.

Leadership skills and knowledge

Probably everyone has attended a meeting that was poorly prepared and run, resulting in uncontrolled discussion, conflict, unresolved issues and wasted time.

Managing meetings efficiently requires excellent organisational and planning skills, and sound communication and interpersonal skills to deflect conflict and keep the meeting focused and on track.

You will also need to understand meeting protocol and procedures for preparing and conducting a meeting, such as voting procedures, the need for a quorum, as well as legal and ethical requirements. These procedures may be outlined in the organisation's constitution, articles of association or policies and procedures manual. They may be covered in detail in standing orders, which describe the rules and regulations of conducting meetings.

The style and amount of formality attached to meetings will depend on the size and nature of the organisation and its operations.

Recurring meetings

Weekly meetings are a good time to update the staff on the state of the organization or projects during the past week. A weekly agenda can point out the positive happenings — and the negatives — in a manageable time frame. Biweekly or monthly meetings offer the chance to look at longer-range projects and results at a higher level.

For any meeting, keep the focus positive as much as you can. If negative issues must come up, focus only on negatives that affect the entire organization, rather than singling out individuals or departments.

Items that you might want to include in your agenda are:

- Updates on internal contests, special dates, or events.
- Praise for jobs that are well done. Include a list of those who are exceeding expectations or have brought in a new client, found a prospect, or completed a recent project. Make note of promotions or individuals who have been rewarded for exceptional performance within the company or by an outside source.
- Project updates, problems, or future work.
- Welcoming new employees or bidding goodbye to those leaving the organization or transferring.
- Birthday announcements. Check before you include these, though; some people might not be comfortable with such attention.
- Business news or industry news that affects your company or project.
- Training, motivational materials, or guest speakers.

Efficient meetings

Time is an important asset in business. If meetings are unproductive, too long, or drag on, employees and attendees might start to resent the time spent on meetings, and the company's bottom line suffers as well. For example, if you have four unproductive, hour-long meetings each week, four hours are wasted each week. If 10 people who each make an average of \$15 an hour attend each meeting, the meeting costs \$150 an hour in employee time. Using this time poorly four times a week equals a loss of \$600 a week or approximately \$30,000 a year.

You can spend this time and money more effectively and make the meetings you manage run more smoothly by:

- Knowing the meeting's goals and target attendees this helps you create agendas that support the goal and keep the meeting on track.
- Knowing the tools needed are there materials to pass out? Are audio or visual aids needed? Should attendees bring portable computers? Will it be an online meeting or a phone conference? Knowing and providing the answers to these questions help ensure that the meeting moves forward smoothly.
- Taking minutes make sure someone will take meeting minutes, if it is not you.
- Using a checklist. Develop a general meeting organization checklist that you can run through or hand off to an aide if you are unavailable.

- Planning ahead and giving notice Give your meeting attendees adequate notice and time to prepare documents, presentations, slides, videos, reports, and other materials before the meeting.
- Soliciting agenda items in advance you can be more organized and run smoother meetings when the agenda is known in advance. Presenters and others have time to prepare, and other attendees know what to expect and what to bring if special equipment is required.
- Knowing your attendees Keep the attendees in mind, and plan around their quirks or habits. Your goal is getting everyone on the same page quickly and efficiently. Planning for attendees who always run late or slow the meeting down by asking a lot of questions allows you to anticipate these potential derailments and avoid them before they happen.
- Sending meeting notes Compile, organize, and create a report of each meeting to send to attendees and other interested parties. This helps keep people informed if they missed the meeting, helps jog the memories of those who attended, and helps you improve your meeting organization for the future.

Last-minute meetings

Most meeting managers and attendees dread last-minute meetings. Sudden, emergency meetings can be hard to control and run smoothly. Although they always seem to happen at the worst possible time of the day, last-minute meetings are sometimes necessary.

Organize and run a last-minute meeting by:

- Knowing the details Who needs to be there, what will be discussed, when can the meeting be held, where can it be held — what space is available and appropriate — why does this meeting need to be held in such a hurry, and what will the attendees gain from this meeting?
- Getting the right tools Determine whether you need any special equipment, information, or support.
- Designating a record keeper it's important that someone takes notes, keeps an agenda, and records the meeting so that there is a record for later review.
- Using the meeting checklist. Even an emergency meeting can be run like a regular meeting on a lot of points.
- Scheduling time for questions Emergency meetings generate a lot of confusion and questions.
- Expecting missing attendees No matter how important the meeting, some people might not be able to attend.
- Being prepared for upset attendees Confidence and good preparation, as well as a sense of humour help defuse tension and upset.
- Following up Sending memos, e-mail messages, and meeting reports after the fact are even more important for last-minute meetings than regular meetings. Documenting the discussion can be used later as a tool or reference.
- Being flexible Expect challenges and changes to your usual meeting structure — what is important to one attendee at this time might not be to another attendee.

General meeting tips

Beyond the specifics of meeting organization and management, the following tips can help you keep meetings on track:

- Be on time starting and ending meetings.
- Keep things short, to the point, and moving forward.
- Don't start over for latecomers.
- Keep records.
- Keep minutes, and distribute them afterward.
- Recap minutes of the previous meeting at the start of the next meeting.
- Stay on path, stay on task, and stay focused on the reason for the meeting.

Meetings will always be a fact of the working world. Productive meetings are beneficial and valuable, while those with nothing accomplished only alienate and upset attendees. Preparation and consistency are keys to organizing and running efficient, productive meetings.

Planning and running effective meetings

Here are the rules for running meetings. Meetings are vital for management and communication. Properly run meetings save time, increase motivation, productivity, and solve problems. Meetings create new ideas and initiatives. Meetings achieve buy-in. Meetings prevent 'not invented here' syndrome. Meetings diffuse conflict in a way that emails and memos cannot. Meetings are effective because the written word only carries 7% of the true meaning and feeling. Meetings are better than telephone conferences because only 38% of the meaning and feeling is carried in the way that things are said. The other 55% of the meaning and feeling is carried in facial expression and non-verbal signals. That's why meetings are so useful.

Hold meetings, even if it's difficult to justify the time. Plan, run and follow up meetings properly, and they will repay the cost many times over because there is still no substitute for physical face-to-face meetings. Hold meetings to manage teams and situations, and achieve your objectives quicker, easier, at less cost. Hold effective meetings to make people happier and more productive.

Meetings which involve people and encourage participation and responsibility are more constructive than meetings in which the leader tells, instructs and makes all the decisions, which is not a particularly productive style of leadership.

Holding meetings is an increasingly expensive activity, hence the need to run meetings well. Badly run meetings waste time, money, resources, and are worse than having no meetings at all.

The need to run effective meetings is more intense than ever in modern times, given ever-increasing pressures on people's time, and the fact that people are rarely now based in the same location, due to mobile working and progressively 'globalised' teams and organisational structures.

New technology provides several alternatives to the conventional face-to-face meeting around a table, for example phone and video-conferencing, increasingly mobile and web-based. These 'virtual meeting' methods save time and money, but given the advantages of physical face-to-face communications there will always be a trade-off between the efficiencies of 'virtual meetings' (phone and video-conferencing notably) and the imperfections of remote communications methods (notably the inability to convey body language effectively via video conferencing, and the inability to convey body language and facial expressions by phone communications).

Accordingly, choose meeting methods that are appropriate for the situation. Explore other options such as telephone conferencing and video conferencing before deciding that a physical meeting is required, and decide what sort of meeting is appropriate for the situation. Subject to obvious adaptations and restrictions, the main principles of running physical face-to-face meetings apply to running virtual meetings.

Physical face-to-face meetings are the most effective type of meetings for conveying feelings and meanings. Therefore it is not sensible or fair to hold a virtual (phone or video-conferencing) meeting about a very serious matter. Understand that meaning and feelings can be lost or confused when people are not physically sitting in the same room as each other. Trying to save time and money by holding virtual meetings for serious matters is often a false economy for the organisation, and can actually be very unfair to staff if the matter significantly affects their personal futures or well-being.

A meeting provides a special opportunity to **achieve organisational outcomes**, and also to **help the attendees** in a variety of ways, so approach all meetings keeping in mind these two different mutually supporting aims.

The aim and test of a well run meeting is that whatever the subject, people feel afterwards that it took care of their needs, as well as the items on the agenda.

AGENDA TEMPLATE

[Insert Name of Club/Association] MEETING

Time, Date & Venue

- Welcome
- Apologies
- Confirmation of Minutes of previous Meeting
- Matters arising from the Minutes
- Inward and Outward Correspondence
- Reports
 - President
 - Financial
 - Committee Reports in order of need for discussion
- Special Projects
- General Business
- Closure and date of next meeting

Factors affecting how best to run meetings

Your choice of structure and style in running an effective meeting is hugely dependent on several factors:

- the situation (circumstances, mood, atmosphere, background, etc)
- the organisational context (the implications and needs of the business or project or organisation)
- the team, or the meeting delegates (the needs and interests of those attending)
- you yourself (your own role, confidence, experience, your personal aims, etc)
- your position and relationship with the team
- and of course the aims of the meeting

There will always be more than one aim, because aside from the obvious reason(s) for the meeting, all meetings bring with them the need and opportunity to care for and/or to develop people, as individuals and/or as a team.

When you run a meeting you are making demands on people's time and attention. When you run meeting you have an authority to do so, which you must use wisely.

This applies also if the people at the meeting are not your direct reports, and even if they are not a part of your organisation.

Whatever the apparent reason for the meeting, you have a responsibility to manage the meeting so that it is a positive and helpful experience for all who attend.

Having this aim, alongside the specific meeting objective(s), will help you develop an ability and reputation for running effective meetings that people are happy to attend.

Meetings - basic rules

Here is a solid basic structure for most types of meetings. This assumes you have considered properly and decided that the meeting is necessary, and also that you have decided (via consultation with those affected if necessary or helpful) what sort of meeting to hold.

1. plan - use the agenda as a planning tool
2. circulate the meeting agenda in advance
3. run the meeting - keep control, agree outcomes, actions and responsibilities, take notes
4. write and circulate notes - especially actions and accountabilities
5. follow up agreed actions and responsibilities

Meetings come in all shapes and sizes, and for lots of purposes.

Meeting purposes include:

- giving information
- training
- discussion (leading to an objective)
- generating ideas
- planning
- workshops
- consulting and getting feedback
- finding solutions/solving problems
- crisis management
- performance reporting/assessment
- setting targets and objectives
- setting tasks and delegating
- making decisions
- conveying /clarifying policy issues
- team building
- motivating
- special subjects - guest speakers
- inter-departmental - process improvement

Priorities, Outcomes, Sequence, Timings, Agenda, Date, Time, Venue.

Meeting priorities

What is the meeting's purpose, or purposes? Always have a clear purpose; otherwise don't have a meeting. Decide the issues for inclusion in the meeting and their relative priority: importance and urgency - they are quite different and need treating in different ways. Important matters do not necessarily need to be resolved quickly. Urgent matters generally do not warrant a lot of discussion. Matters that are both urgent and important are clearly serious priorities that need careful planning and management.

You can avoid the pressure for 'Any Other Business' at the end of the meeting if you circulate a draft agenda in advance of the meeting, and ask for any other items for consideration. ('Any Other Business' often creates a free-for-all session that wastes time, and gives rise to new tricky expectations, which if not managed properly then closes the meeting on a negative note.)

Meeting outcomes

Decide the type of outcome (i.e., what is the purpose) for each issue, and put this on the agenda alongside the item heading. This is important as people need to know what is expected of them, and each item will be more productive with a clear aim at the outset. Typical types of outcomes are:

- Decision
- Discussion
- Information
- Planning (e.g. workshop session)
- Generating ideas
- Getting feedback
- Finding solutions
- Agreeing (targets, budgets, aims, etc)
- Policy statement
- Team-building/motivation
- Guest speaker - information, initiatives, etc.

Meeting sequence

Put the less important issues at the top of the agenda, not the bottom. If you put them on the bottom you may never get to them because you'll tend to spend all the time on the big issues.

Ensure any urgent issues are placed up the agenda. Non-urgent items place down the agenda - if you are going to miss any you can more easily afford to miss these.

Try to achieve a varied mix through the running order - if possible avoid putting heavy controversial items together - vary the agenda to create changes in pace and intensity.

Be aware of the tendency for people to be at their most sensitive at the beginning of meetings, especially if there are attendees who are keen to stamp their presence on proceedings. For this reason it can be helpful to schedule a particularly controversial issue later in the sequence, which gives people a chance to settle down and relax first, and maybe get some of the sparring out of their systems over less significant items.

Also be mindful of the lull that generally affects people after lunch, so try to avoid scheduling the most boring item of the agenda at this time; instead after lunch get people participating and involved, whether speaking, presenting, debating or doing other active things.

Meeting timings (of agenda items)

Consider the time required for the various items rather than habitually or arbitrarily decide the length of the meeting. Allocate a realistic time slot for each item. Keep the timings realistic - usually things take longer than you think.

Long meetings involving travel for delegates require pre-meeting refreshments 30 minutes prior to the actual meeting start time.

Put plenty of breaks into long meetings. Unless people are participating and fully involved, their concentration begins to drop after just 45 minutes. Breaks don't all need to be 20 minutes for coffee and cigarettes. Five minutes every 45-60 minutes for a quick breath of fresh air and leg-stretch will help keep people attentive.

Unless you have a specific reason for arranging one, avoid formal sit-down restaurant lunches - they'll add at least 30 minutes unnecessarily to the lunch break, and the whole thing makes people drowsy. Working lunches are great, but make sure you give people 10-15 minutes to get some fresh air and move about outside the meeting room. If the venue is only able to provide lunch in the restaurant, arrange a buffet, or if a sit-down meal is unavoidable save some time by the giving delegates' menu choices to the restaurant earlier in the day.

It's not essential, but it is usually helpful, to put precise (planned) times for each item on the agenda. What is essential however is for **you** to have thought about and planned the timings so you can run the sessions according to a schedule. In other words, if the delegates don't have precise timings on their agendas - make sure you have them on yours. This is one of the biggest responsibilities of the person running the meeting, and is a common failing, so plan and manage this aspect firmly. People will generally expect you to control the timekeeping, and will usually respect a decision to close a discussion for the purpose of good timekeeping, even if the discussion is still in full flow.

Meeting attendees

It's often obvious who should attend; but sometimes it isn't. Consider inviting representatives from other departments to your own department meetings - if relationships are not great they will often appreciate being asked, and it will help their understanding of your issues, and your understanding of theirs.

Having outside guests from internal and external suppliers helps build relationships and strengthen the chain of supply, and they can often also shed new light on difficult issues too. Use your discretion though - certain sensitive issues should obviously not be aired with 'outsiders' present.

Avoid and resist senior managers and directors attending your meetings unless you can be sure that their presence will be positive, and certainly not intimidating. Senior people are often quick to criticise and pressurise without knowing the facts, which can damage team relationships, morale, motivation and trust. If you must have the boss at your meeting, try to limit their involvement to lunch only, or presenting the awards at the end of the meeting. In any event, tell your boss what you are trying to achieve at the meeting and how - this gives you more chance in controlling possible interference.

Meeting date

Ensure the date you choose causes minimum disruption for all concerned. It's increasingly difficult to gather people for meetings, particularly from different departments or organisations. So take care when finding the best date - it's a very important part of the process, particularly if senior people are involved.

For meetings that repeat on a regular basis the easiest way to set dates is to agree them in advance at the first meeting when everyone can commit there and then. Try to schedule a year's worth of meetings if possible, then you can circulate and publish the dates, which helps greatly to ensure people keep to them and that no other priorities encroach.

Pre-planning meeting dates is one of the keys to achieving control and well-organised meetings. Conversely, leaving it late to agree dates for meetings will almost certainly inconvenience people, which is a major source of upset.

Generally try to consult to get agreement of best meeting dates for everyone, but ultimately you will often need to be firm. Use the 'inertia method', i.e., suggest a date and invite alternative suggestions, rather than initially asking for suggestions, which rarely achieves a quick agreement.

Meeting time

Times to start and finish depend on the type and duration of the meeting and the attendees' availability, but generally try to start early, or finish at the end of the working day. Two-hour meetings in the middle of the day waste a lot of time in travel. Breakfast meetings are a good idea in certain cultures, but can be too demanding in more relaxed environments. If attendees have long distances to travel (i.e., more than a couple of hours, consider overnight accommodation on the night before.

If the majority have to stay overnight it's often worth getting the remainder to do so as well because the team building benefits from evening socialising are considerable, and well worth the cost of a hotel room. Overnight accommodation the night before also allows for a much earlier start. By the same token, consider people's

travelling times after the meeting, and don't be unreasonable - again offer overnight accommodation if warranted - it will allow a later finish, and generally keep people happier.

As with other aspects of the meeting arrangements, if in doubt always ask people what they prefer. Why guess when you can find out what people actually want, especially if the team is mature and prefers to be consulted anyway.

Meeting venue

Many meetings are relatively informal, held in meeting rooms 'on-site' and do not warrant extensive planning of the venue as such. On the other hand, big important meetings held off-site at unfamiliar venues very definitely require a lot of careful planning of the venue layout and facilities. Plan the venue according to the situation - leave nothing to chance.

Venue choice is critical for certain sensitive meetings, but far less so for routine, in-house gatherings. Whatever, there are certain preparations that are essential, and never leave it all to the hotel conference organiser or your own facilities department unless you trust them implicitly. Other people will do their best but they're not you, and they can't know exactly what you want. You must ensure the room is right - mainly, that it is big enough with all relevant equipment and services. It's too late to start hunting for a 20ft power extension lead five minutes before the meeting starts.

Other aspects that you need to check or even set up personally are:

- table and seating layout
- top-table (if relevant) position
- tables for demonstration items, paperwork, hand-outs, etc
- electricity power points and extensions
- heating and lighting controls
- projection and flip chart equipment positioning and correct operation
- whereabouts of toilets and emergency exits - fire drill
- confirm reception and catering arrangements
- back-up equipment contingency

All of the above can and will go wrong unless you check and confirm - when you book the venue and then again a few days before the meeting.

For a big important meeting, you should also arrive an hour early to check everything is as you want it. Some meetings are difficult enough without having to deal with domestic or logistics emergencies; and remember if anything goes wrong it reflects on you - it's your credibility, reputation and control that's at stake.

Positioning of seating and tables is important, and for certain types of meetings it's crucial. Ensure the layout is appropriate for the occasion:

- Formal presentations to large groups - theatre-style - the audience in rows, preferably with tables, facing the chairman.
- Medium-sized participative meetings - horse-shoe (U) table layout with the open part of the U facing the chairman's table, or delegates' tables arranged 'cabaret' style.
- Small meetings for debate and discussion - board-room style - one rectangular table with chairman at one end.
- Relaxed team meetings for planning and creative sessions - lounge style, with easy chairs and coffee tables.

Your own positioning in relation to the group is important. If you are confident and comfortable and your authority is in no doubt you should sit close to the others, and can even sit among people. If you expect challenge or need to control the group strongly set yourself further away and clearly central, behind a top-table at the head of things.

Ensure everyone can see screens and flip charts properly - actually sit in the chairs to check - you'll be surprised how poor the view is from certain positions.

Set up of projectors and screens is important - strive for the perfect rectangular image, as this gives a professional, controlled impression as soon as you start. Experiment with the adjustment of projector and

screen until its how you want it. If you are using LCD projector and overhead projector (a rare beast these days) you may need two screens. A plain white wall is often better than a poor screen. People from the western world read from left to right, so if you want to present anything in order using different media, set it up so that people can follow it naturally from left to right. For instance show introductory bullet points (say on a flip chart on the left - as the audience sees it) and the detail for each point (say on projector and screen on the right).

Position screens and flip chart where they can be used comfortably without obscuring the view. Ensure the speaker/chairman's position is to the side of the screen, not in front of it obscuring the view.

Ensure any extension leads and wiring is taped to the floor or otherwise safely covered and protected. Supply additional flip chart easels and paper, or write-on acetates and pens, for syndicate work if applicable. You can also ask people to bring laptops for exercises and presentation to the group assuming you have LCD projector is available and compatible.

In venues that have not been purpose-built for modern presentations, sometimes the lighting is problematical. If there are strong fluorescent lights above the screen that cannot be switched off independently, it is sometimes possible for them to be temporarily disconnected (by removing the starter, which is a small plastic cylinder plugged into the side of the tube holder). In older buildings it sometimes possible to temporarily remove offending light-bulbs if they are spoiling the visual display, but always enlist the help of one of the venue's staff rather than resorting to DIY.

Finally, look after the venue's staff - you need them on your side. Most business users treat hotel and conference staff disdainfully - show them some respect and appreciation and they will be more than helpful.

MEETING EVALUATION CHECKLIST

Make copies of this sheet and distribute to at least three people at the meeting you chair.

Chairperson's name _____

Evaluator's name _____

Evaluator's contact details _____

MEETING DETAILS:

Date and time of meeting _____

Place of meeting _____

No. of people attending meeting _____

Duration of meeting _____

Please evaluate the chairperson's effectiveness in running the meeting. Indicate whether you agree or disagree with each statement by marking a box.

Strongly agree	Agree	Disagree	Not applicable
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The meeting started on time.

The meeting kept to the agenda.

The meeting was conducted within appropriate time limits.

The meeting discussion kept to the agenda.

All participants in the meeting were given the opportunity to express themselves.

The chairperson used appropriate strategies to allow and encourage all participants to contribute to the discussion.

The chairperson used appropriate strategies for decision-making.

The degree of formality was appropriate for the context of the meeting.

The objectives of the meeting were achieved.

Please provide additional comments about the organisation and conduct of the meeting include any suggestions for improvement.

Thank you for your assistance in evaluating the chairperson. Please sign and return this sheet to the person who chaired the meeting.

Signature _____

Attached for your information are sample agenda and minutes. The Nerang Chamber of Commerce no longer exists; it has been incorporated into a larger Chamber group. As an Incorporated Association they were required by the Office of Fair Trading to keep monthly minutes and also to have an auditor check the financials and provide a Finance Report to the Government on an annual basis.



**Nerang Chamber of Commerce
Committee Meeting
Tuesday 11th May 2010 at 5.30 pm
at Town & Country Motel, Nerang**

Agenda

1. Present
2. Apologies
3. Minutes of last meeting on 4th April 2010
4. Matters arising from the minutes
5. Correspondence In and Out
6. Financials and Membership status
7. Trivia Night 28th Mayfood and raffles
8. Website and Members Discount cards
9. June Newsletter Wednesday 6th June
10. General business



**Nerang Chamber of Commerce
Minutes of Committee Meeting held on Tuesday 11th May 2010**

Present:

Bob XXXX, Denise Payne, Anne VBVB and Kate XXXX

Apologies

Cathy Toohey and Carolyn Guinness

Bob XXXX welcomed everyone and the meeting agreed to appoint Kate XXXX to a Committee position for the remainder of this year.

Minutes of the last meeting:

The minutes of the meeting held in April were read and accepted as a true and accurate record.

That the minutes of the last meeting be accepted:

Moved: Anne VBVB

Seconded: Nil

As there was insufficient members for a quorum these minutes will be ratified at the June meeting.

Matters Arising

Bob XXXX is to speak to Graham Bitter re our future guest speakers.

Denise Payne has taken on the role of Acting Secretary until we can find another secretary. Denise is to prepare a job description for the role.

Correspondence In and Out

Denise has arranged for the Chamber webpage to be linked on the GCCC one and now needs to reciprocate.

Grey Nomad Tourism – the Economic Development Committee of Queensland Government has requested us to put in a submission on the value of Grey Tourism. Bob to complete and return submission by the 28th May.

That the correspondence in and out be accepted:

Moved: Denise Payne

Seconded: Anne VBVB

CARRIED

Financials

Member Status – 2 members have renewed in the last month. Bob has been to see Wendy and she does intend to renew. Bob has also been to Scooterland but missed seeing Simon. All other non-paid members will remain on the Membership List and be encouraged to pay their membership during the year.

The current bank account is \$40. Bob gave Julie a cheque for \$500 and it does not appear to have been banked. Denise to find out where this cheque is and get it deposited into bank as soon as possible.

Bob La Castra has advised he is still trying to obtain some funds for the Chamber. This is the worst situation we have ever been in before, but it is hoped that the Trivia Night funds will help.

Denise is to prepare the financials for the period 1st July 2009 to date so that we can check where the funds have gone and what income has been received as against previous year's profit and loss.

Post Office Box

Kate XXXX has offered to clear the PO Box. Denise is to get the key to her so she can do this weekly.

Denise to check whether the PO Box has been paid for by Julie.

Trivia Night – 28th May

Denise has confirmed with Town and Country. The theme is Black and White and each person will be served 9 pieces and the cost per person (including tea and coffee) is \$22.50. This means a profit of \$7.50 per person or \$2.50 if tables of 10.

At present we have maybe 7 tables booked. Ideally we need to have between 80 and 100 people. All members are to be encouraged to attend. Anne is organising the Decorations. Denise is to speak to Carol Randall to borrow the microphones, etc. Denise to purchase raffle books.

Raffle Prizes – Anne has received prizes from Retravision Nerang, Bunnings, LJ Hooker and is chasing some more.

General Business

June Breakfast – 2nd Tuesday in June. We need an excellent speaker and also can promote this at the Trivia Night. August AGM and Breakfast – 2nd Tuesday in August. We need another excellent speaker and must encourage more members to become involved on the Committee.

There was no further business. Meeting closed at 6.50 pm

Helpful Websites:

<http://www.co2partners.com/8-steps-to-prepare-for-and-win-a-meeting/>

<https://hbr.org/2015/03/how-to-design-an-agenda-for-an-effective-meeting>