



Ambassador Nomination Application & Requirements

Name: _____

Employer: _____

Phone: _____

Email: _____

Requirements for application:

- Must be a Greater Boerne Chamber of Commerce Member in good standing
- Two letters of reference sent to the attention of President and CEO – Kimberley Blohm (Letters must be from non-family members)
- Headshot sent in digital format to kim@boerne.org
- Schedule an interview with the Executive Ambassador Committee
- Received and read the Ambassador Council Guidelines
- Applicants must have the support and commitment of their employer or organization. By signing the commitment in the Ambassador Council Guidelines, the employer acknowledges the time commitment the employee has made to be an active participant in the Ambassador Council.
- Signed Membership Commitment Agreement and Confidentiality Agreement

For any questions, please contact the Chamber President and CEO.

Kimberley Blohm
President & CEO
Greater Boerne Chamber of Commerce
121 South Main Street | PO Box 2328
Boerne, TX 78006
(830) 249-8000
kim@boerne.org

Advocate | Educate | Connect

Our mission is to enhance business growth and development of our members by the recruitment of new members and to represent the Chamber as goodwill Ambassadors. We are also charged with increasing the Chamber's representation of the business community through recruitment of new members and retention of existing members. We are advocates for members and the business community in building and sustaining a diverse and prosperous economy.



AMBASSADOR COUNCIL GUIDELINES

Guidelines are official recommendations indicating how something should be done or what sort of action should be taken in a particular circumstance.

ARTICLE I- NAME

The name of this organization shall be the Chamber Ambassadors (Ambassadors). The Ambassadors is a standing council of the Greater Boerne Chamber of Commerce, Inc. (Chamber).

ARTICLE II - PURPOSE

The role of an Ambassador is to serve in the capacity of an official host for the Chamber by attending Chamber events such as: Ribbon Cuttings, Grand Openings, Groundbreakings, Mixers, Civic Affairs, Conventions, Receptions, and to greet Visiting Dignitaries.

ARTICLE III- MEMBERSHIP

SECTION 1: Those interested in becoming Ambassadors will complete an application which will be reviewed and approved by the Ambassadors Executive Committee. Each applicant will meet with a Membership Committee representative who will review the Ambassador Guidelines with them. Membership in the Ambassadors is based upon availability.

SECTION 2: A candidate for membership in the Ambassadors must be employed by or be associated with an active member of the Chamber. Present members may change employers and retain membership, and retain membership, upon approval of the Ambassador Executive Committee.

SECTION 3: An new Ambassador must maintain a minimum of 40% average attendance each month for the first six months. To maintain membership, an Ambassador must attend at least forty percent (40%) of all functions per six (6) month rolling period. In order to be counted as present at an event, Ambassadors must be on time, and present at the time video is being filmed and photo is taken. Ambassadors must try and mentor new members.

SECTION 4: If a member does not comply with attendance requirements, a letter may be sent advising them that their attendance is not in compliance with the guidelines. If the attendance does not improve within 90 days, an Ambassador may be removed from the roll.

SECTION 5: The position of **Honorary Member** may be bestowed on an Ambassador after they have been a member for seven years. Honorary Ambassadors cannot serve on any committees nor with they have voting privileges. There is no attendance requirement for an Honorary Member. At this point, an active Ambassador with active status. The purpose of an Honorary Ambassador is to bring experience and guidance to the Ambassador Organization.

SECTION 6: General membership meetings will be held at 11:45 a.m. on the first working Wednesday of each month unless specified differently by the Ambassadors or Chamber.

ARTICLE IV - OFFICERS

SECTION 1: Officers of the Ambassadors will consist of the **Chairperson, Co- Chairperson, Past Chairperson and Secretary. Director of Membership Development will also be part of the Executive Committee as a liaison for the Chamber but will not be a voting member.** No one officer shall serve a term greater than two (2) year per position, except the Secretary.

SECTION 2: The duties of the officers will be:

- A. The **Chairperson** conducts meetings of the general membership and Executive Council. In addition, he or she will represent the Ambassadors at Chamber events.
- B. The **Co-Chairperson** is the acting Chairperson in the absence of the Chairperson. Co-Chair will be the incoming Chairperson after serving their existing term. In the event that the Chairperson is no longer able to serve his or her term, the Co-Chairperson will complete the Chairperson's term, then serve his or her term as stated above.
- C. The **Secretary** duties are tracking point sheets, recording meeting and presenting minutes.
- D. The **Past Chairperson** is the acting Chairperson in the absence of both the Chairperson and Co-Chairperson for the Ambassador meeting.

ARTICLE V - COMMITTEES

SECTION 1: Committees of the Ambassadors will consist of the following:

- A. **Membership Orientation Committee** is composed of three members appointed by the Ambassadors Executive Council. They will meet with the new applicants to discuss the Ambassadors guidelines, history, and general information. **Ambassador training must be conducted at least once a month as needed.**
- B. **The Ambassadors Executive Council** is composed of the Chair, Co- Chair, Secretary, and Immediate Past Chair. The Immediate Past Chairperson will remain on the Ambassadors Executive Council. This position is to lend continuity to the Ambassadors program. The duties of the Executive Committee include:
 - 1. Meeting to review applications for membership, attendance reports and any pending business
 - 2. The award will be presented at the Chamber's Annual Meeting. A criterion of this award is based on attendance at functions, point sheets, general attitude, civic involvement, and general support of the Ambassadors.
- C. **Miscellaneous Committees** are appointed by the Executive Council on an as needed basis.

ARTICLE VI - AMBASSADOR ETIQUETTE & CONDUCT

SECTION 1: The Ambassador rules of etiquette include:

- A. **On Time Arrival** – An Ambassador should arrive on time for the videotaping to be counted present.
- B. **Mixing and Greeting** – Ambassadors will greet the host upon arriving at events and mix among those gathered.
- C. **Business Cards** - It is the Ambassadors' responsibility at each event to give their business card.

A business card holder will be passed around at the ribbon cuttings for Ambassadors to place their cards and don't forget to sign the ribbon after the cutting that will be given to the business owner/host.

D. Handling difficult situations - Difficult situations should be addressed to chamber staff or the Ambassador Executive Committee Ambassadors should NOT give out their business information or solicit in any way during ribbon cuttings. After hour business mixers Ambassadors should NOT hand out flyers/advertisements unless they have been approved by business owner/host, only business cards should be exchanged.

E. Food and Beverage - Ambassadors may enjoy the food and drinks, but are asked not to over indulge.

F. Proper Exiting- Before leaving an event, congratulate the Host and or thank them for hosting.

SECTION 2: It is a privilege to be an Ambassador. Poor conduct by any Ambassador at a Chamber related venue or business will be addressed by the Executive Committee and Chamber leadership and will result in dismissal from the Ambassador Council. This includes any negative or derogatory comments against any business whether they are members or non-members.

ARTICLE VII - AMENDMENTS TO THE GUIDELINES

SECTION 1: The chairperson will appoint a Guideline Review Committee to make changes as needed.

SECTION 2: These Guidelines may be amended or altered by a majority vote (67%) of the members present at any regular meeting of the Ambassadors, provided notices of the proposed changes have been forwarded to each voting member no less than seven (7) days prior to such meeting.

SECTION 3: The Executive Committee, at their discretion, may modify any of the above guidelines.

Ambassador Officers:

Chairperson: Conducts the business meeting and prepares the agenda. He or she works closely with the Secretary and the Honorary Members.

Co-Chairperson: Will arrange for and notify the Secretary of future meeting places and conducts the business meeting in the Chairpersons absence.

Criteria for Ambassador of the Year Award:

The Ambassador of the Year Award is given to one outstanding person for his or her contribution to furthering the goals of the Chamber's Ambassador Committee. The Ambassadors are professional men and women who have volunteered their time to serve as liaisons for the Chamber and its membership. Your consideration should be given to those Ambassadors that attend Chamber events regularly, has a strong presence in the Ambassador Club such as: holds a leadership role volunteers for sub-committees and special projects, has a positive and motivating attitude and has been an Ambassador for at least a year.

Ambassador/Membership Council Membership Commitment Agreement

As an active member of the Ambassador Council, I understand the minimum activity requirements and responsibility expected of me.

I understand that if I do not attempt to meet these requirements, I may resign or be asked to allow other Chamber members the opportunity to serve on the Council.

As an Ambassador, I commit to making every effort to meet these guidelines:

- **Attend monthly Council meetings** – First Wednesday at 11:45 a.m. at the Greater Boerne Chamber of Commerce conference room. A reminder will be sent prior to the meetings.
- **Attend no fewer than 40% of Chamber Events every six months**
- **Serve as greeters and hosts at Chamber Events** – Ribbon cuttings, Business after Hours Mixers, Networking Breakfasts, Chamber luncheons and Chamber Member orientation.
- **Participate in Member Mentorship Program** – These are assigned at the monthly Council meetings.
- **Participate in New Member Retention Program**
- **Participate in Operation Thank You and other membership drives each year.**
- Applicants must have the support and commitment of their employer or organization. By signing the commitment in the Ambassador Guidelines the employer acknowledges the time commitment the employee has made to be an active participant in the Ambassador Council.

Employer Signature: _____

Employee Signature: _____

Printed Name: _____

Business Name: _____

Date: _____

Nominated by: _____

Confidentiality Agreement

All Council and Committee members are asked to sign the following confidentiality agreement at the time of appointment as a Council and/or Committee member of the Greater Boerne Area Chamber of Commerce.

In the course of serving on a council and/or committee, members may acquire confidential or proprietary information. Such information is to be held in strict confidence and discussed on a need-to-know basis only with other council and/or committee members or Chamber Board members.

By signing this agreement, the individual agrees to this "Confidentiality of Information" Policy and acknowledges that violations of confidentiality will result in disciplinary action and possible termination or removal from the Council or Committee on which you serve.

Name: _____

Company Represented: _____

Signature: _____

Printed Name: _____

Date: _____

Name of Council: _____

Name of Committee: _____

Membership and Mentorship

This program promotes retention of members in the Greater Boerne Chamber of Commerce. The Ambassadors Have the key role as contacts for new members as they learn more about the Chamber as their business organization in the Boerne area.

The program is simple. During the first year, new members are contacted by a Chamber Ambassador, allowing them to build rapport with an experienced Chamber member – you!

Here's a simple guideline to use. You "call" should be in person, if possible.

- Identify yourself as an Ambassador of the Greater Boerne Chamber of Commerce and ask if they have a moment to visit. If not, set a specific time to return the call and be sure you do.
- Tell them the purpose of the call:
 - To let them know how much we appreciate them as a member
 - To offer assistance or answer questions about the Chamber
- If you are meeting with them in person and learn they have not scheduled a Ribbon Cutting or received their free labels, suggest they call the Vice President of Marketing and Membership – Kimberley Blohm (830) 249-8000 at the Chamber for assistance with either.
- Ask if they are receiving the It's Your Business E-Newsletter, the Chamber newsletter online. If they aren't, please let the Chamber staff know so we can get them on Constant Contact.
- Review the calendar and the monthly opportunities available for networking. If they have not attended a luncheon yet, you may wish to "invite" them as your guest to the next luncheon.
- Tell them about the Chamber website boerne.org, and let them know that the calendars are available 24 hours a day.
- Encourage them to drop by the office and meet the staff and see our facility.
- Of course, thank them for their time. Leave your business card so they may contact you at a later date.
- Please feel free to contact them numerous times throughout the first year to invite them to activities or just to see how they are doing. Remember, your personal touch may be just the thing they need to continue their membership.
- Let them know to check the online directory for links, categories, etc....and to know how to get through member login to make their changes.