

REFERRALS CLUB

STANDARD OPERATING PROCEDURES

(Adopted July 13, 2004, amended September 16, 2004, November 14, 2007, December 11, 2012, June 19, 2014, August 3, 2015, July 10, 2018, December 18, 2018) **revised December 1, 2021**

1. Standard Operating Procedures: The Referrals Club shall establish a set of standard operating procedures. These procedures are to cover the routine operation of the Referral Club. The Standard Operating Procedures shall be approved by majority vote of the Board. Modifications to the procedures can be recommended to the Board in writing by any member in good standing. These recommendations shall be placed on the agenda of the next scheduled Board meeting. The member making the written recommendations shall be present to answer questions or for clarification of the recommendations.
2. Club Meetings: The Referrals Club shall hold a weekly meeting starting at 6:45 AM and ending promptly at 8:00 AM at Shugrue's. Changes in meeting time and location shall be determined by the Board of Directors. The meeting shall feature club members only as Greeter, Show boater and Speaker. *The Show Boater is responsible for obtaining before the meeting a minimum of \$ 25.00 in referral bucks to be given away during the 50/50 drawing.* Problems or complaints will not be aired at the regular meeting but will be referred to the Board of Directors if necessary. The Referrals Club may hold such other meetings as the Board of Directors may desire. Badges shall be worn at all weekly morning meetings. Any advertising program or publication for the public must be submitted to the Board of Directors for approval. These meetings will include a breakfast buffet followed by a general meeting. There shall be no general meeting during Thanksgiving, Christmas and New Year's week. The meeting will be conducted by the President or in his/her absence, the Vice President. The meeting shall follow an established agenda
3. Board meetings: The Board shall hold monthly meetings to review the operation of the Referrals Club. The meeting shall be held at a location set by the board and announced to club prior to schedule Board meetings. The President shall preside over the meeting following an established agenda. Board members, committee members or members at large may request in writing that an item be placed on the agenda. Meets shall start at 7:00 AM and end promptly at 8:00 AM.
4. Annual Meeting: The Referrals Club shall have an Annual meeting on the first week of December
5. Installation Banquet: A special meeting/Banquet shall be held after the first Thursday in December to install the newly elected officers. Upon installation of the new Board, the President shall introduce the new committee chairpersons.
6. Fines: *Members may be fined for violating any of the club rules. The actual fine will be based on a game of chance where the outcome influences the value of the fine with may range from \$0.00 to \$ 4.00. If the member receives a .00, they will have to replay. If they receive a 2nd .00 they will not pay the club. However, if they receive a dollar amount, they will have to pay double the amount. The following are considered violations of club rules.*

- a. No membership badge
- b. No card caddy
- c. Late to meeting
- d. Missing members card
- e. Missing secret hand shaker
- f. Missed previous meeting
- g. Pictures in the paper (no advertising)
- h. Cell phone ringing or phone calls (during the meeting)
- i. Sergeant at Arms has authority to impose one additional Fine as deemed appropriate by President and Sergeant at Arms
- j. Leaving weekly meeting early
- k. Not having a referral

Standing fines: Any member that is a no show for Greeter, show boater or speaker, will pay a fine of \$ 25.00. The Board of Directors can only grant exceptions to this rule. If a member misses a monthly mixer, and all current members have 30 days to visit new member's location \$15.00 each business if missed within 30 days. A sign-up sheet will be left at the new business and turned in after 30 days. \$15.00 if you miss Mixer. If a member misses a meeting and needs to makeup the meeting due to excessive absences, he or she can attend the monthly board meeting that they attend.

7. *New Members: All new members have 90 days to visit all existing members and have each business sign the brochure, to be turned in within the 90-day period. If a business is home based, it is the existing business discretion if they want the new member to visit them or just have them sign the form, after brief description of home base business*
8. **Committees:** The Board of Directors shall determine the number and purpose of all special and standing committees necessary to the achievement of the objective and purposes of this club. Once established it is the responsibility of the Board of Directors to find qualified candidates to fill the position of chairperson of the established committee. General dues and responsibilities shall be outlined by the Board as to the expectations and objectives of said committees. Members that have remained in the club for more than one year are expected to serve on one of the committees listed below after their first year of membership.
 - A. **Nominating Committee:** See by laws for individuals required as well as duties and responsibilities of this committee.
 - B. **Ethics Committee:** The Ethics Committee will be composed of one or two active members. The Ethics Committee ensures compliance with the Referrals Club by laws and mediates any grievances. Results of any hearing shall be forward to the Board of Directors. The Ethics Committee shall serve as an arbitrator. They are charged with the responsibility to bring the parties together for resolution.
 - C. **Social Committee:** The Social Committee shall promote social activities for members and spouses at the direction of the Board of Directors.
 - D. **Membership Committee:** The Membership committee shall be responsible for interpreting the classification of potential members and to inform the Board of Directors of any conflict of interest. The membership committee shall further decide ways and means of increasing membership in the club. The Membership Committee will see that prospective members receive an application and information packet on being a member of

the Referrals club. Also, that the member that referred them receive the packet - \$40.00 referral bucks will be issued to existing member who brought new member in, to be issued once new member has been approved for membership. The Membership Committee will see that new members receive their new badge, card caddy and brochure holder. The membership committee will follow up on the progress of new members visiting existing business within the 90-day period. The Membership committee will see that the brochure list is updated with the addition or loss of members and having them printed. The Membership committee will also keep the membership list updated and send email out updated lists.

- E. Attendance Committee: The Attendance Committee shall promote full attendance at all club meetings and shall maintain a record of member's attendance at all regular club meetings. Unsatisfactory attendance will be brought to the attention of the Board of Directors at the monthly meeting.
- F. **Fundraising Committee:** The Fund-Raising committee is responsible for selling 50/50 tickets, raffle tickets and Queen of Hearts.
- G. Inspector Committee: The Inspector Chairperson will personally inspect the physical location of each prospective member to ensure that the business has all Federal, State and City license requirements. The inspector will provide each prospective member a copy of the bylaws and listing of all members.
- H. Sunshine Committee: The Sunshine Committee is responsible for representing The Referrals club by sending flowers or cards to members, ie get well, sympathy, encouragement, and congratulatory.
- I. Program Committee: The Program person shall schedule businesses to act as greeter the first week, show boater the second week and speaker the third week –and will schedule the business of the month and mixers - a schedule will be prepared far enough in advance to allow ample time for membership preparation. The Program Committee will select a Secret hand shaker and a lucky devil.
- J. **Referral Master:** The Referral master shall order, distribute and provide standard Referral forms to be used by members at all meetings. Referral Master shall keep a record of all referrals and provide a report to the Board of Directors on a monthly basis.
- K. Parliamentarian: The Parliamentarian shall be responsible for maintaining the club bylaws and bring any recommended changes to the Board of Directors for consideration.
- L. Sergeant at Arms: The Sergeant at Arms is appointed to keep order in the club. They are also the official timekeeper for the meeting. The Sergeant at Arms is responsible for overseeing the collection of fines during the weekly meeting
- M. Historian: *The Historian shall be responsible to maintain all photo albums*