

# **SPECIAL OPERATIONS ASSOCIATION**

## **STANDARD OPERATING PROCEDURE**

### **ANNEX G**

#### **SPECIAL OPERATIONS ASSOCIATION REUNION (SOAR) COMMITTEE**

##### **I. GENERAL**

A. **PURPOSE.** This Standard Operating Procedure (SOP) Annex is to standardize routine recurring operational and administrative procedures required of the Special Operations Association (SOA) Reunion Committee.

B. **CONFORMITY.** This annex and all actions taken to implement its directives will conform with the current bylaws of the SOA (as amended or dated later) and the Articles of Incorporation in the State of Texas, Charter Number 120709501, as amended by Certificate dated 2 January 2003 (or amended by Certificate at a later date), and SOA SOP Annex C (Treasurer).

##### **II. DUTIES OF THE CHAIRMAN, SOAR COMMITTEE**

A. The Chairman, SOAR Committee will solicit committee members consisting of sufficient personnel to accomplish the tasks required to support a successful reunion. Membership of the Committee will be approved by the Board of Directors (BOD).

B. The SOAR Chairman is responsible for all host-hotel arrangements for the Mid-Year and Annual BOD Meetings.

C. The SOAR Chairman is the sole Liaison and Point of Contact (POC) between the SOA and the host-hotel with the exception of the SOA president who has the ultimate overall responsibility for any reunion and therefore the right and authority to make final decisions in all matters.

D. Coordinate with the SOA Treasurer for all matters involving finance.

##### **III. INTERFACE:**

A. The Chairman, SOAR Committee, must work in extremely close harmony with other SOA Special Staff and Directors to maximize synergism through cooperation and continuity of effort within the overall SOAR schedule of events. In particular, the SOAR Chairman must work very closely with:

1. The Chairman, SOA Fund Raising Committee Vendor Operations, for specific areas of interface and required support.

2. The Reunion Registrar for specific areas of interface and required support.

3. The SOA President and BOD to assist with any and all requirements prior to, during, and after the SOAR as directed by the SOA President.

4. The Chairman of SOA Entertainment Committee to support the entertainment programs at the reunion, banquet, outside vendors, etc.

#### IV. IMPLEMENTATION PROCEDURES

A. **DATES:** Before any contract can be negotiated, BoD agreed-upon suggested dates must be known and compatible with the host- hotel's availability. Generally accepted SOAR dates are usually in the last half of October from Monday morning until Friday noon of the same week.

B. **ADVANCE PLANNING:** SOA R planning must begin at least two years in advance, EVERY YEAR. If a Las Vegas, Nevada, site for the SOAR has not been established, even earlier planning may be in order. No SOAR site or date decision may be made without BOD approval. A site visit to conduct an inspection is a must if there is to be a change of venue.

C. **GUEST ROOMS:** Regardless of venue, the following information will be required to negotiate guest room rates:

- Total number of guest rooms required.
- Official dates of the SOAR.
- Number arriving prior to official opening.
- Peak day or evening.
- Date when members will start checking out.
- Date when majority of group will depart.
- How reservations will be handled.

#### D. **INCLUSIONS IN CONTRACT FOR HOST HOTEL ROOMS.**

- Dates of SOAR.
- Guest room block.
- Room rates.
- Special code and reservation procedure.
- Cut off dates for reservations.
- Complementary rooms.
- Function/meetings itinerary.
- Billing instructions.

E. **AREAS TO SUPPORT SOAR:** Arrange for areas to support:

- Meetings
- Vendors
- Interviews
- Registration
- Secure storage
- Hospitality suite
- Banquet
- Miscellaneous other requirements as identified

F. **CONTRACT NEGOTIATIONS:** the following requirements must be known to pass on to the Hotel Director of Catering:

- Day by day program.
- Time of starting and closing of each event.
- Estimated attendance of each meeting.
- Room assignment for each event.
- Configuration. Chairs and special tables.
- Speaker's table: for how many, floor level or raised.
- Lecterns, lights, gavels.
- P.A. system. Number and type of microphones.
- Audio-visual requirements - projectors, slides, screens, cameras, and operators..
- Decorations, flags, banners, or displays.
- Drinking water, coffee, etc. for speakers and members.
- Blackboards, white boards, easels, bulletin boards, etc.

**G. INCLUSIONS IN CONTRACTS FOR HOST HOTEL FOOD, BEVERAGES, AND SERVICES.** These generally will be agreed upon in a "Banquet Event Order (BEO)" format. Usually, a separate BEO is prepared for each day, event, service, meal, or requirement in advance based on anticipated evolutions. Because precise and exact requirements are frequently not known in advance, the agreed to and signed off as-prepared BEOs work well. The BEOs allow the close monitoring of all expense items and ensure easy accountability. Items to be included on the BEO are priced and agreed upon months in advance of delivery. These items include, but are not limited to:

- Room set up.
- Audio visual use and set up.
- All food for banquets, lunches, hors d'oeuvres, and snacks.
- Coffee, tea, water, sodas.
- All bars and bar service.
- All bar stock.
- Dinner wines.
- Security service.
- Telephone service.

## V. SUGGESTED TIMETABLE FOR SOAR PLANNING AND PREPARATION

### A. 24 MONTHS AHEAD

- Select primary and alternate dates.
- Select hotel.
- Conduct site inspection if new venues are being considered.
- Brief BOD of suggested new venues. Details should include a breakdown and analysis comparison with past venue and present competition. All pro and con facts are to be pointed out for consideration.

### B. 18 MONTHS AHEAD

Negotiate and obtain a proposed contract from the host-hotel.  
Brief the BOD on results of negotiation.  
Present contract to the SOA President for signature.

**C. TWELVE MONTHS AHEAD**

Obtain a signed contract from the host hotel.

**D. SIX MONTHS AHEAD**

Review overall agenda with the SOA BOD.

**E. TWO DAYS AHEAD**

Brief the BOD on all arrangements, including plans for registration area, secure storage, hospitality room, vendor area, meeting rooms, etc.

**VI. SOAR OPERATIONS (DAILY)**

**A. SOAR MINUS 4:**

Arrive at host hotel.  
Meet with Host-Hotel point(s) of contact (POC).  
Introduce your number one assistant to the hotel POC. He may be required to act in your absence.  
Confirm correctness of BEOs and modify as required.

**B. SOAR MINUS 3:**

Meet with Host-Hotel POC to resolve any BEO questions remaining.  
Walking tour of areas to be utilized over next week.  
Ensure needed access keys are in hand.  
Review BOD meeting room to be set up:  
Basic rectangle tables and chairs in U shape to seat 20.  
Audio visual aids as requested in BEO.  
Four each 8-foot tables for displays, equipment, and food.  
Working lunch is an option to be determined today.

**C. SOAR MINUS 2:**

Ensure BOD meeting room is ready to go at 0800.  
Check for coffee, tea, water, doughnuts, etc.  
Ascertain any known/unknown VIP requirements.

**D. SOAR MINUS 1:**

Same as SOAR MINUS 2. Additionally review:  
Preparation in registration area. Verify requirements of applicable BEOs.  
Preparation in Hospitality Room to ensure maximum rounds of 8 with chairs and two (2) full service bars. Check for BEO compliance.  
Preparations for Vendor area. Review applicable BEOs for compliance.

**E. SOAR DAY 1:**

Well before the Hospitality Suite, Vendor area, and the Registration line are Scheduled to be open, BE THERE!

Recheck all telephones.

Recheck all electrical hook-ups.

Verify all needed spaces are open.

Check on set up of coffee, doughnuts, and tea.

Check bars, and bartenders for readiness.

Ensure all is in compliance with the applicable BEOs for food service.

Meet with SOA President, Reunion Registrar, Vendor Operations Manager and Entertainment Chairman for any last minute changes or Additional requirements.

Brief security on expected performance and procedures.

Coordinate with the Quartermaster to ensure SOAR gifts will be ready for distribution to reunion's SOA general members.

Request the Reunion Registrar to report to the SOAR Chairman and the SOA BOD the total final count of banquet-registered attendees by 1700 so that the SOAR Chairman can advise the Hotel Catering Director.

**F. SOAR DAY 2:**

Same as SOAR DAY 1.

Request the Reunion Registrar to report to the Reunion Chairman and the SOA BOD for the accurate final head count for DAY 3 Lunch. This must be done by 1000 at the latest on DAY 2 so that the SOAR Chairman can advise the Hotel Catering Director.

**G. SOAR DAY 3:**

Same as SOAR DAYS 1 AND 2. Additionally:

Finalize requirements for General Membership Meeting which is customarily held in the afternoon of SOAR DAY 3.

Meet with SOA President, Entertainment Chairman and Reunion Registrar to confirm banquet changes, preparations, readiness, etc.

**H. SOAR DAY 4:**

Essentially the same as SOAR DAY 3. Additionally, ensure:

The Vendor area is vacated by 1200.

The Hospitality Room is vacated by 1300.

Provide a separate cocktail area to open at 1630 for pre-banquet libation.

Finalize the banquet program with SOA President and BOD for printing.

Rehearse banquet program at 1400 (if necessary).

**I. SOAR DAY 5:**

Prepare to secure operations.

Close bar at noon.

Convene post-mortem Lessons Learned meeting.

Finalize tip amount for key, and not so key, employees.

Meet with SOA President to decide what employees should be included in letter to the General Manager.

**J. SOAR COMPLETION:**

Review all completed BEOs for accuracy of performance.

Verify the correctness of all charges to the SOA and forward them to SOA Treasurer for verification and final payment.

**K. BEGIN AND CONTINUE PREPARATIONS FOR NEXT YEAR'S SOAR.**

VII. EFFECTIVE DATE. This annex to the SOA SOP will become effective upon the approval of the BOD and the dated signature of the Vice President of the SOA.

A handwritten signature in black ink, appearing to read "Michael Taylor", with a long horizontal flourish extending to the right.

**Michael Taylor**  
**Vice President**

Date approved by the Board of Directors: August 20, 2020