



**Greater Bellevue Area Chamber of Commerce  
Ambassador Team Handbook  
2016**



## Table of Contents

Ambassador Officers	Page 2
Ambassador Role	Page 3
Requirements Ambassador Team Membership	Page 4
Ambassador Meetings and Participation	Page 5
Ambassador Executive Committee Officer Selection	Page 6
Ambassador Executive Committee Officer Job Descriptions	Page 7
Ambassador Awards	Page 9
Leave of Absence Request Form	Page 10
Ambassador Monthly Call Sheet	Page 11
Monthly Point Sheet	Page 12
Ambassador Commitment Agreement	Page 13



**Greater Bellevue Area  
Chamber of Commerce  
Ambassador Officers 2015-2016**

Brandon Marriott  
First National Bank  
*President*

Jamie Williams  
Great Western Bank  
*Vice-President*

Karissa Williams  
Offutt Collision Repair  
*Recording Secretary*

Possible Position  
*Mentor for Prospective Ambassadors*



## **Greater Bellevue Area Chamber of Commerce Ambassador Role and Benefits**

### **DEFINITION OF “AMBASSADOR”**

The Ambassadors are a team of enthusiastic members, who generously give their time, to act as the greeting arm of the BACOC, to ensure that the membership is being served.

The Ambassadors are the public relations and retention assistants of the Greater Bellevue Area Chamber of Commerce (BACOC), a group of business leaders in the community who have made a commitment to volunteer their time and efforts toward developing and maintaining a feeling of goodwill and understanding between the BACOC and business, government, and the community at large.

The Ambassadors Team is self-managed, self-sustained, and self-regulated with the support of the Chamber Staff Liaison (see attached BACOC Board by-laws).

- ❖ Ambassador terms/commitment is for one year.
- ❖ There is a limit of twenty-five (25) Ambassadors.
- ❖ There is a limit of one Ambassador representative from each company member in BACOC.
- ❖ New Ambassadors must be approved by the Executive Committee.
- ❖ Ambassador’s terms are reviewed and approved for renewal by the Ambassador Executive Committee and the BACOC Staff Liaison.
- ❖ There is no limit to the number of years an Ambassador may serve.

### **MISSION**

The Ambassador Team plays a vital role in the BACOC and the community by retaining existing members, recruiting new members, and strengthening the BACOC.

The Ambassador Team helps to create productive working relationships, encourages member involvement, and acts as a catalyst in the BACOC effort to produce a dynamic business climate within the City of Bellevue and the surrounding areas in Sarpy County.

### **BENEFITS OF BEING AN AMBASSADOR**

Working as an Ambassador is an excellent way to expand business contacts as well as network at various BACOC events.

Working as an Ambassador at monthly networking events gives you complimentary admission. Ambassadors not working the event pay admission.

### **BENEFITS TO A BUSINESS PROVIDING AN AMBASSADOR**

High visibility in the business community.



## Greater Bellevue Area Chamber of Commerce Requirements Ambassador Team

### **ELIGIBILITY FOR AMBASSADOR TEAM MEMBERSHIP**

- Complete one month of active BACOC membership.
- Complete three months of mentoring by the Mentor for Prospective Ambassadors.
- Commit to further the BACOC goals and initiatives and communicate these to the chamber members and the community.
- Participate in at least 60% of the Ambassador responsibilities and functions (as defined in Duties and Responsibilities below) per six month period, throughout the year, to remain active as an Ambassador.

### **DUTIES & RESPONSIBILITIES**

- ❖ Conduct monthly retention and welcome calls to new members to see how the BACOC is meeting their needs, discuss any concerns, and encourage their involvement.
- ❖ Volunteer at and act as official hosts at the BACOC events.
- ❖ Wear Ambassador name badge with business attire to all functions where you are representing the BACOC.
- ❖ Bring business cards to Chamber events.
- ❖ Attend at least five (5) events per year.
- ❖ Attend at least two (2) New Member Orientations per year.
- ❖ Attend an average of two (2) Ribbon Cutting ceremonies a month.
- ❖ Turn in a completed point sheet after the last event and no later than the last day of each month.
- ❖ Develop new members by referring business prospects to the BACOC Membership Sales Team, inviting new members to BACOC functions, and if you know your referral will be attending a function, make an effort to be there and show them around.

### **CODE OF CONDUCT**

- ❖ Conduct business and professional activities in a reputable and responsible manner so as to reflect honorably upon the business community.
- ❖ Respect the reputation, profile and status of the Greater Bellevue Area Chamber of Commerce, and represent the Chamber accordingly.
- ❖ Understand, support and promote the Vision and Mission of the Greater Bellevue Area Chamber of Commerce.
- ❖ Whenever reasonably possible, participate in the functions and activities of the Chamber, and promote the enhancement of business growth within Bellevue Area.



## **Greater Bellevue Area Chamber of Commerce AMBASSADOR TEAM MEETINGS &**

### **MONTHLY MEETINGS:**

Monthly Ambassador Team Meetings will be held the 2<sup>nd</sup> Tuesday of each month. If you have any questions please contact the BACOC Staff Liaison at 402-506-6610.

The purpose of the meeting will be to:

- Assign calls for new and existing members.
- Review calendar of upcoming events.
- Sign-up for responsibility at upcoming functions (must select 60% of the month's activities): New Member Luncheon, Wake-Up Wednesday, or other events)
- Discuss upcoming functions or other matters pertaining to the BACOC for the purpose of clarification and improvement.
- Clarify Ambassadors' responsibilities.

### **RULES OF PARTICIPATION**

- Complete at least three months of personal active BACOC membership.
- Ambassador's business must be a current member of BACOC.
- One year terms to be reviewed by the Executive Committee.
- Limit of 25 Ambassadors.
- Average 60% participation every six (6) months, to be reviewed by the Executive Committee on a bi-annual basis.
- If 60% is not met, the Ambassador will have the following quarter to increase YTD average in order to remain on Active Ambassador Status.
- Always wear Ambassador name badge to all functions where you are representing the BACOC.
- Submit participation point sheet to the Recording Secretary at end of each month. Monthly point sheets not submitted or submitted after the deadline will result in no points tabulated for that month.

### **LEAVE OF ABSENCE**

Ambassadors may be granted a Leave of Absence for up to three months during one year term.

Requests for Leave of Absence are to be submitted to the BACOC Staff Liaison for approval. Requests should include: date leave of absence to start, reason and date expected to return and should be submitted on the form provided in this package.

Returning to Active Ambassador Status will be based upon the availability within the 25 member group.



## **Greater Bellevue Area Chamber of Commerce Ambassador Executive Committee Officer Selection**

### **AMBASSADOR EXECUTIVE COMMITTEE**

- The Ambassador Executive Committee recommends policy and procedures for the Ambassador team, as approved by the BACOC.
- The Ambassador Executive Committee of the BACOC will consist of: President, Vice-President, Recording Secretary, and Mentor for Prospective Ambassadors.
- The Ambassador Executive Committee will meet quarterly at the BACOC offices to review performance of Ambassadors-in-Training (minimum 3 three months), confirm new Ambassadors, discuss overall performance of the Ambassadors, and set policies and procedures.

### **OFFICER SELECTION**

- The office of Ambassador President will be filled by a member of the current Executive Committee or a previous member of the Executive Committee to ensure that the President position is always filled by someone who has served at least one year on the Executive Committee to recommend policy and procedures for the Ambassador group, as approved by the BACOC.
- All nominees for the Executive Committee offices of Vice-President, Recording Secretary, and Mentor for Prospective Ambassadors must have been active members of the Ambassador Team for at least six months.
- Members of the Ambassador Team will submit, by e-mail to the BACOC Staff Liaison, the names of nominees for the offices of President, Vice-President, Recording Secretary, and Mentor for Prospective Ambassadors in June prior to the monthly Ambassador meeting.
- The nominees will be contacted by the BACOC Staff Liaison for an interview with the Executive Committee.
- The Executive Committee will propose a slate of candidates to the Ambassador Team prior to the July Ambassador Team meeting.
- The Ambassador Team will vote by email or written ballot and returned in a postage prepaid envelope to the BACOC Staff Liaison.
- The Executive Committee officers will be announced at the September Ambassador meeting.
- The Officers of the Ambassador Executive Committee will assume their responsibilities on October 1.



## **Greater Bellevue Area Chamber of Commerce Ambassador Executive Committee Officer Job Descriptions**

### **PRESIDENT**

The President will:

1. Provide leadership to the Ambassador Team.
2. Serve on the Ambassador Executive Committee to recommend policy and procedures for the Ambassador group, as approved by the BACOC.
3. Prepare monthly Ambassador Team meeting agenda and Ambassador Executive Committee meeting agenda (with the BACOC Staff Liaison).
4. Facilitate Ambassador Team Meetings and Ambassador Executive Committee meetings.
5. Introduce Ambassador of the Month at the Monthly Chamber Breakfast.
6. Assume leadership at ribbon cutting when the BACOC Staff Liaison cannot attend.
7. Collect business cards from Ambassadors at each Ribbon Cutting, include in the Welcome note card, and give the ribbon and note card to the Owner of the Business.
8. Attend as many Ambassador commitments as possible and will submit points to the Recording Secretary, for the sole purpose of fulfillment of Ambassador Team Commitment.
9. Actively recruit potential new Ambassadors.

### **VICE- PRESIDENT**

1. Must be an active Ambassador for at least one full year.
2. Must be prepared to assume temporary duties of the President, including leadership at ribbon cutting when the BACOC Staff Liaison and President cannot attend.
3. Serve on the Ambassador Executive Committee to recommend policy and procedures for the Ambassador group, as approved by the PDACC.
4. Take minutes in the absence of the Recording Secretary.

### **RECORDING SECRETARY**

1. Must be an active Ambassador for at least six months.
2. Must be prepared to assume temporary duties of the President, including leadership at ribbon cutting when the BACOC Staff Liaison, President and Vice-President, cannot attend.
3. Serve on the Ambassador Executive Committee to recommend policy and procedures for the Ambassador group, as approved by the BACOC.
4. Record minutes at the Ambassador and Ambassador Executive monthly meetings and submit minutes to the BACOC Staff Liaison.
5. E-mail minutes to the Ambassador Team.

### **MENTOR FOR PROSPECTIVE AMBASSADORS**

1. Must be an active Ambassador for at least six months.
2. Must be prepared to assume temporary duties of the President, including leadership at ribbon cutting when the BACOC staff member, President, Vice-President, Recording Secretary cannot attend.
3. Serve on the Ambassador Executive Committee to recommend policy and procedures for the Ambassador group, as approved by the BACOC.
4. Discuss the Ambassador Team Handbook with each individual Prospective Ambassador.
5. Mentor each Prospective Ambassador for one month.
6. Propose Prospective Ambassadors for team membership.



## **Greater Bellevue Area Chamber of Commerce Ambassador Awards**

### **AMBASSADOR OF THE MONTH**

An Ambassador of the month shall be awarded at our monthly meeting. Award will be based on the total number of points earned and submitted that month.

### **AMBASSADOR OF THE YEAR**

1. The Ambassador of the Year Award is a Special award for outstanding service to the BACOC.
2. The Ambassador of the Year will be awarded at the Annual BEEF/Chamber Dinner and will be featured in Bellevue First with photo and name of company.
3. Criteria include:
  - ❖ Being committed to and fulfilling the goals and objectives of the BACOC and the Ambassadors.
  - ❖ The total number of points earned by participation in monthly activities and duly reported. (See Rules of Participation)



**Greater Bellevue Area  
Chamber of Commerce  
Leave of Absence Request**

Name: \_\_\_\_\_

Date Leave to Start: \_\_\_\_\_

Date Leave to End: \_\_\_\_\_

Reason for Leave: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Ambassador Signature

\_\_\_\_\_  
Date

Complete form and fax or email request to the BACOC Staff Liaison:  
FAX 402-291-8729  
Email [membership@bellevuenebraska.com](mailto:membership@bellevuenebraska.com)

Decision: \_\_\_\_\_



## Greater Bellevue Area Chamber of Commerce Ambassador Call Sheet

Member Firm: \_\_\_\_\_ Person Contacted: \_\_\_\_\_

- |  | Yes                      | No                       |
|--|--------------------------|--------------------------|
| 1) Why did you join the Chamber? _____<br>Since joining has the Chamber met your expectations?<br><input type="checkbox"/> <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> |
| If not, why not? How can we help you? _____  |                          |                          |
| 2) Are you receiving the Business to Business Newsletter (B2B)?  | <input type="checkbox"/> | <input type="checkbox"/> |
| 3) Have you attended a New Member Induction?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 4) Do you visit the Chamber's website? ( <a href="http://www.bellevuenebraska.org">www.bellevuenebraska.org</a> )  |                          | <input type="checkbox"/> |
| 5) Have you provided the Chamber with a business description for the website?<br>If not, please e-mail a 200-character description to <a href="mailto:membership@bellevuenebraska.com">membership@bellevuenebraska.com</a> . | <input type="checkbox"/> | <input type="checkbox"/> |
| 6) Are you receiving the Chamber E-Newsletter?<br>If not what is your email address? Remember, the Chamber does not share addresses.<br>_____  | <input type="checkbox"/> | <input type="checkbox"/> |
| 7) Have you received a plaque? Is it displayed at your business?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 8) Have you or a member of your staff attended any Chamber Events?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 9) Do you think being involved in a weekly lunch networking group would benefit you?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 10) Are you part of a Chamber committee?<br>If not, would you be interested in being involved?<br>(Government Affairs, Golf Tournament, Economic development, Business Expo, or Ambassador Committee)                        | <input type="checkbox"/> | <input type="checkbox"/> |
| 11) How can the Chamber better serve your business interests? _____<br>_____   |                          |                          |
| 12) The next networking event is: _____  |                          |                          |
| 13) Do you know a business that would benefit from a Chamber membership?   |                          |                          |

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Ambassador Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Email to [membership@bellevuenebraska.com](mailto:membership@bellevuenebraska.com)  
- before the end of the month**



## Greater Bellevue Area Chamber of Commerce Ambassador Point Sheet

Month: \_\_\_\_\_ 2016

Points

Attend <b>New Member Orientation Luncheon</b>	50 pts per visit	
<b>Assigned</b> telephone visit – Use call sheets (must be faxed to BACOC Staff Liaison by the end of the month)	Will start 2017	
<b>Refer</b> new member to Chamber (must be verified in writing by BACOC Staff Liaison) Name of business:	25 pts per referral	
Referral becomes <b>new member</b> (to be verified in writing by BACOC Staff Liaison) Name of business:	100 pts upon joining	
<b>Attend</b> grand opening/ribbon cutting/Member of the Week ( <b>Please attend at least 2</b> ) 1. 2. 3.	100 pts each	
Get or donate <b>door prize</b> for Bellevue Chamber mixer/other event	25 pts per prize	
<b>Work</b> Greater Bellevue Area Chamber or sponsor event (minimum 1 hour) (Golf Tournament, Expo, Riverfest ,Annual Dinner, Luncheons, etc) 1. 2.	50 pts	
<b>Work</b> monthly luncheon (free entry - if working)	50 pts per shift	
Attend monthly <b>Wake-Up Wednesday</b> (3rd Wed 7:30AM)	25 pts each	
Attend <b>Annual Beef/Chamber Awards Dinner</b> (Sept)– <b>extra credit</b>	35 pts	
Attend monthly <b>Ambassador Team meeting</b> / Attend monthly <b>Cash Mob Networking</b>	75 pts	
<b>TOTAL</b>		

Please email sheets to Recording Secretary, Karissa Williams ([marketing@ocrinc.com](mailto:marketing@ocrinc.com))  
Emails preferred only after the last event of the month but no later than the last day of the month.



Signature: BACOC Staff Liaison

Date