



AMBASSADOR PROGRAM GUIDELINES

(REVISED NOVEMBER 10, 2023)

Ambassadors are a group of volunteers acting as liaisons between the Pearland Chamber of Commerce and the Pearland area for the purpose of promoting member participation and goodwill within the Chamber's framework.

AN AMBASSADOR SHALL:

- Promote the mission of the Chamber and the Chamber's events throughout the community.
- Represent the Pearland Chamber first and one's own business second in all Ambassador/Chamber functions.
- Remain visible at all Chamber functions and events.
- Support staff activities.
- Maintain a positive pro-business attitude by which all will prosper.

This organization will consist of a maximum of 10% of the total membership of the Chamber as of January 1 each year which include a chair and chair-elect. Staff will serve as the secretary of the group. No more than one representative per chamber member business may serve as an Ambassador.

AMBASSADOR IN TRAINING:

1. Application: Each candidate shall submit an application for the Ambassador in Training program to be considered at the March, June, September and December meetings.
 - New prospects and members at large must be current dues paying members of the Chamber, or an employee of a current dues paying member.
 - Existing Ambassadors will be asked to review all AIT applications (in hard copy or electronically) to ensure applicant meets organization and classification requirements and that there are no moral or ethical reasons for excluding applicant.
 - Applicants not meeting the Classification requirements will be added to a waiting list maintained by Chamber Staff and notified by staff if a position becomes available.
 - The total number of Ambassadors in Training plus current active Ambassador cannot exceed the total number of allowed Ambassadors, or two AIT's per mentor at a time.
 - If more than one application with the same classification is received, all may be accepted as an Ambassador in Training. The trainee with the highest participation points will be elected to the Ambassador team.
 - If an AIT withdraws application at any time, the classification is immediately open for waiting list and new applicants.
 - Applicants meeting criteria will be voted in, by slate of current Ambassadors, as an Ambassador in Training and assigned a mentor for the 90 days. The AIT mentor shall make contact with AIT a minimum of twice within the first month of mentoring and be available to answer any questions (includes phone calls, text messages and emails).

2. AIT Requirements: AITs will receive weekly attendance schedules to inform us of point opportunities.
 - Must acquire 250 participation points in 90 days.
 - Must attend one event per month outside of a ribbon cutting.
 - AIT's may not collect courtesy call and visit lists to collect points.
 - May attend Ambassador meetings but will not have voting privileges until full Ambassador qualifications are met.
 - If AIT fails to meet requirements, they may re-apply as a new applicant at any time.
3. Once the qualifications are met and 90 days have passed, the AIT will be notified by staff. They will receive the Ambassador Attire order form. Once they have completed the form and form and payment are received, they will be considered a full Ambassador. A vote from the full Ambassador membership is not required.

CLASSIFICATIONS

There is a maximum of six Ambassadors per business classification.

- Ambassador classification is determined by the description of the business or service organization in the Chamber's membership database, not title, position or job description of the professional representing the business.
- If an Ambassador changes employment and the classification is not filled, the Ambassador may simply change classifications and purchase a new name tag.
- If an Ambassador resigns from a Chamber Member company, the Member company does not choose a replacement for that Ambassador, but a new employee from that company may submit an application for Ambassador in Training program. Their classification position will be held for 30 days for a new employee to submit an AIT application. After which, if no AIT application is received, the position will be open for waitlisted AITs or new AIT applicants.

MINIMUM QUALIFICATIONS

Ambassador positions are held as long as the Ambassador shows continued participation by meeting at least the minimum qualifications.

- Designate themselves as an Ambassador at Chamber Functions by wearing the black Ambassador jacket and bronze name badge, unless directed otherwise by staff.
- Attend one Chamber function listed below each month other than ribbon cuttings.
- Attend half of the Monthly Ambassador Meetings annually and follow Robert's Rules of Order.
- Participate in one of the following – Lunch Bunch, Member Orientation, Monthly Membership Luncheons, First Fridays, Annual Banquet, Golf Classic, Taste of Pearland, Knowledge Series, Speed Networking, Cereal/Cocktail Conversations.
- Contact existing members to ensure retention, upon direction of the Chamber Staff.
- Accumulate a semi-annual minimum of 600 participation points (end of June). 1,200 participation points per year (end of December) are required. Points will be prorated for new Ambassadors within the calendar year at a rate of 100 points per month based on their acceptance date.

Points will be accumulated as follows:

ACTIVITY	POINTS AWARDED
<p>Points for Attendance at –</p> <ul style="list-style-type: none"> • Ribbon Cuttings • Grand Openings • Ground Breakings • Monthly Luncheons • First Friday • Dine Pearland • Ambassador Meeting • Member Orientation • In the Know: Knowledge Series • Speed Networking • Cereal Conversations <p>Wear Ambassador jacket and name badge, unless otherwise directed by staff.</p>	<p>20/event attendance</p> <p>10/badge/event 10/jacket/event</p> <p>40/max points</p>
<p>Points for Attendance at –</p> <ul style="list-style-type: none"> • Annual Banquet (30 points specific assignment) • Taste of Pearland (30 points specific assignment) • Golf Classic (30 points specific assignment) • Pop-Ins & Courtesy Calls (40 points per member visited 20 points per member called after summary returned to staff) <p>Assist staff in preparation, execution, or tear down of above designated events.</p> <p>Wear Ambassador jacket and name badge, unless otherwise directed by staff.</p>	<p>10/event attendance 30/specific assignment</p> <p>10/badge/event 10/jacket/event</p> <p>See specific point assignments</p>
<p>Prospects that join the Chamber listing Ambassador as referral.</p>	<p>200/member</p>

Each Ambassador is responsible for submitting their individual attendance (points) for each month. All points will be submitted to Holden Rominger through the email link that is sent out.

Points will be submitted to Holden by the SECOND Thursday of the month after the close of the previous month.

Examples of how the point system works:

If a ribbon cutting or other event takes place in April, the points total for April will be presented in the packet of the May Ambassador meeting. After the points are reviewed, at the actual Ambassador meeting (held the FOURTH Thursday of the month) corrections can be submitted by the last day of that month.

If the meeting does not occur on the fourth Thursday of the month, a different schedule will be emailed to the Ambassador team.

LEAVE OF ABSENCE

Ambassadors may apply in writing for a leave of absence not to exceed six months.

FAILURE TO MEET QUALIFICATIONS

Ambassadors (not under a leave of absence) who do not meet minimum qualifications may not be considered for any Recognition. They will be notified of failure and have 90 days to meet Qualifications before being removed from the Ambassador program. They may then re-apply as a new applicant at any time.

LEADERSHIP STRUCTURE

The Chair will be responsible for running the Monthly meetings and the leadership of the team. The Chair-Elect will serve under the leadership of the chair in preparation for the next year.

The Chair and Chair Elect of this organization will be selected in December of each year at the Monthly meeting. Any interested Ambassadors must inform the Chamber Staff by November 1 to be included in the ballot. The Chair will be selected by popular vote and will be presented to the Board of Directors for approval. If the Board of Directors does not approve the selection, the Chamber's newly elected Chairman of the Board may appoint an Ambassador Chairman of his/her choice for the role. The Chair will take office the first meeting of the year.

Chamber Staff will host an orientation to review Ambassador Guidelines for all current Ambassadors once a year. Members should participate in at least one of the sessions for the purpose of understanding group responsibilities and receiving updates to the program.

RECOGNITION

1. Each quarter, the Ambassador with the highest point accumulation will receive "Ambassador of the Quarter" award which will be presented at an Ambassador Meeting.
2. Ambassadors are eligible for one quarterly award per year. If the same member has accumulated the most points for 2 consecutive quarters or twice in the year, the member with the next highest points will receive the award.
3. Ambassadors who have participated in the program for three (3) years will be provided with a three-year pin. Every tri-annual anniversary will add a participation bar to the pin.

4. The Steve Freidman Ambassador of the Year award will be presented during the Chamber's Annual Meeting and Banquet.
 - All members are eligible for Ambassador of the Year regardless of any quarterly award presentations.
 - Criteria for this award will include accumulation of points, overall attitude, and participation in Chamber volunteerism.
 - Chamber Ambassadors, Staff, and Board of Directors will participate in the selection of the Steve Freidman Ambassador of the Year Award.
 - Ambassadors are ineligible to win the award if they have won in the previous three years.

LEGACY AMBASSADOR DIVISION

Ambassadors who have served ten or more (10+) years are eligible to become a Legacy Ambassador. Ambassadors who have served fifteen (15) years automatically become Legacy Ambassadors. A Legacy Ambassador will then be a Lifetime Ambassador. Legacy Ambassador's are not required to collect points, do not hold a category, do not count towards the total number of Ambassadors, are not eligible for Ambassador of the Quarter or Year but are recognized for milestone achievements.

Legacy Members Include:

Mona Chavarria
Ruby Sandars
Tania Monroy
Eric Melass
John Mollenkamp