



Protocol

EMAIL ETIQUETTE

Your Address Book

DO NOT use your membership list as your own personal address book. Many members hardly know you and do not want to share your jokes, recipes, political views, or buy any merchandise you are selling.

Review Your Message Before You Send

After you enter your recipients' addresses, create an appropriate subject line, write your message, and attach a couple of supporting documents, go back and make sure you did everything right:

- Review the message. Is anything unclear? Are there any grammatical errors or typos? Did you say everything you wanted to say?
- Check your sources. Would a link to an outside source clarify your meaning? Would a link help your recipient find a website quickly?
- Look at the recipient names. Did you forget an important person who needs to see the message? Did you add someone that shouldn't see the message?
- Look at your address. If you have more than one, be sure to send the message from the most appropriate one for the purpose of the message.
- Determine the message priority. Does the message need to be tagged as important?
- Add supporting documents. Did you forget the attachments?

Don't Always Reply All

You should know when and when not to Reply All to group emails. If everyone in the original email (the one you're responding to) needs to know what you have to say, use Reply All.

For example, person A emails you and person B to come up with ideas about how to celebrate your friend's birthday. Your response is relevant for both person A and person B, so use Reply All to reply to both of them.

If someone sends a party invitation through email to you and 20 other friends, your response isn't relevant to the other mail recipients, so use Reply to send a response only to the original sender.

Write Effective Subject Lines

The key to writing a good email subject is to make sure that it briefly captures the essence of your message. Here are a few examples:

- Meeting Changed to 7:30
- Halloween Party Invitation
- Details of Initiation Ceremony
- Request for Fundraising Event Volunteers

To make subject lines more effective, include the action you want the recipients to take, such as:

- Halloween Party Invitation - RSVP by May 11
- Initiation Ceremony – Tuesday – 7:00 P.M. - RSVP

Explain Why You Forward

When you forward an email message from someone else, explain to the new recipient why you're doing it and how you expect them to benefit from it. For example, let's say a member, Joan, sends you a question, and you don't know the answer. Forward the message to your President, Sara, with a note saying, "Sara, Joan wants to know the process for logging in to our Supreme website. See below for details. Can you help?"

Explain Why You CC

If you cc someone on an email message, explain to the primary recipient that you're doing so, and why. For example, let's say Jenna wants to join your Auxiliary, and you're sending her information about it. You would cc the membership chair, Ann, and write to Jenna, "I'm cc'ing our membership chair, Ann, so she can see what I'm sending you and fill in anything I might have left out." When you use this process, Ann also knows why she's receiving a copy of the message.

Let the Sender Know Their Message Has Been Received

Email messages can get lost in the mail or in the spam filter. As a courtesy, especially with important messages (such as those with attachments or having to do with deadlines), write a short note to let the sender know their email was received. For example, if your President assigns you a committee to work on, reply with, "Got it, I'll get started tomorrow."

Use Acronyms Sparingly

Not everybody knows every acronym, so use as few as possible, and only when you're sure the recipient knows what they mean. There are several acronyms that are commonly used in email correspondence. Here are a few:

- ASAP: As Soon as Possible
- BTW: By the Way
- EOD: End of Day
- EOM: End of Message (typically used in the subject line to indicate there is no email body to follow)
- EOW: End of Week
- FYI: For Your Information
- IMO: In My Opinion
- OOO: Out of Office
- Y/N: Yes or No

Be Careful with Sarcasm and Humor

Because you don't get the context of facial expressions and tone of voice in email, it's not a good medium for expressing sarcasm or humor, especially with recipients you don't know well. Express your message simply and straightforwardly, at least until you get to know a recipient better. If you really can't help yourself, include a smiling or laughing emoticon to show you're kidding around.

Avoid Politics

The recipient of your email may not share your political views. Don't lose a friendship over your feelings for a political party,

Choose an Appropriate Ending

Sometimes it's hard to know how to end an email message. Here are a few suggestions, based on the situation:

- Thanks, or Many Thanks: If you're asking for a favor.
- Love or Hugs: If the recipient is a friend or family member.
- Cheers or Best: If the recipient is a casual acquaintance.
- Sincerely: If your message is formal.

Section V

Protocol

Protocol

Introduction

Protocol is the observance of the accepted practices and customs of an organization which gives certain recognition to Officers and shows respect to guests and members. It promotes orderly procedures and good relations among members at all levels.

Columbiette protocol covers anything that is proper and in good taste – formality, suitable dress, seating customs and regulations dealing with the ceremonials and etiquette of our Order.

The Officers elected to serve the organization should be given proper consideration for the office they hold. One's personal dislikes should not jeopardize respect for the office held.

Meetings

The President must conduct her meeting as outlined in the Columbiette Administration Manual.

The Supreme Constitution and Laws and local By-Laws (Auxiliary and Chapter) must be followed.

Robert's Rule of Order, newly revised, is the parliamentary authority adopted by the Columbiettes.

The President should prepare the agenda before the meeting and open the meeting at the appointed time. A grace period of ten minutes is all that can be allowed. As the Presiding Officer, the President must control the meeting politely and firmly. At times, deliberate pauses gives members time to assimilate what has been said.

Members should arrive on time for a meeting and should not leave until the meeting is adjourned.

When a member wishes to speak, she does so by rising from her seat, addressing the chair as "Madam President" and identifies herself. The President will acknowledge.

Do not stand while waiting for recognition when another already has the floor. Do not fail to be seated, at once, if someone rises for a point of order while you have the floor. Do not try to compete with the speaker by whispering with your neighbors.

Organization business should be discussed at the meeting, not after its conclusion.

The President should refer to and address the Officers by their proper title. This sets a good example for the Columbiette members to follow.

When seated at a head table, Officers and Chairman should be attentive, should not fidget or become distracted. They are in a leadership role and their example should reflect the decorum of the organization.

The President is to avoid using the word "I" when speaking and reporting to the membership. All Officers should mingle with the members at the close of the meeting. New members should be made to feel welcomed and accepted. The use of nametags is a helpful way for members to become acquainted with one another.

Dress During Meetings

The President, in keeping with the dignity of her office, should be neatly and properly dressed. She should request her Officers to do likewise; thus, she will have set the proper dress code for the membership to imitate.

Dignitaries at Meetings

The structure of our organization permits only Columbiettes, 3rd degree (or higher) Knights of Columbus, Clergy, Deacons and Nuns to attend our meetings.

Priests, Deacons, Nuns, Supreme Officers, Supreme Directors, State Officers, Territory Deputies, District Deputies, Chapter Presidents or Special Guests should be accorded due recognition for the position they hold. Seating should be in accordance with the place of honor that corresponds with their position.

Any dignitary arriving while the meeting is in progress should be escorted to the rostrum. On entrance, the President will rap the gavel three times for all to stand until the individual is properly seated.

Members elected to office at other levels, when present at their home Columbiette meeting, need not be specifically recognized unless they have been invited or requested to be recognized. This permits the Officer to participate in the regular business of their Auxiliary without involving the position held.

Correspondence

Letters should be typed when possible on letterhead stationery. If the Auxiliary does not have stationery, the name and address with postal zip code and telephone number should be shown in the heading.

Correspondence should be addressed to the individual, using full proper name, followed by proper title, whether a Columbiette, Knight of Columbus, a Priest or a Business person. If an individual has more than one title, the highest-ranking title is always used. Names of civic and religious individuals are prefixed by such forms as: His Excellency, The Honorable, Reverend Mother, etc. Prefix titles of Mr., Mrs., or Ms., are omitted when the individual has another official title. If the individual has no title, Mr., Mrs., or Ms. should always be used as a prefix to his or her name. When addressing an individual as an official of an organization, the name of the organization should always be shown on the next line.

For Example:

His Eminence Joseph Cardinal Smith, D.D., J.C.D.
Archbishop of Salem
225 North Eighteenth Street
Salem, MA 05987
The salutation in this case would be Your Eminence

Most Reverend Daniel R Jones, DD
Bishop of Salem
201 Broadway
Salem, MA 05962
The salutation would be Your Excellency

Sister Jeanne Smith, R.S.M
Mercy Center at Salem
167 Neck Road
Salem, MA 05921
The salutation would be Dear Sister

(Name), Supreme President
Columbiettes Supreme Office
297 Willis Ave.
Mineola, NY 11501
The salutation would be Worthy Supreme President

Name) Supreme Knight
Knights of Columbus
Supreme Office
1 Columbus Plaza
New Haven, CT 06510
The salutation would be Worthy Supreme Knight

In the event that you have a close working relationship with any Officer, your letter need not be so formal. You first must acknowledge the office held. The salutation would then be Worthy Madam President and Dear Mary.

The individual's full proper name and title are always shown on both the letter and the envelope.

Invitations

Invitations should be sent to guests at the discretion of the President.

A guest visiting an organization merits the same consideration and courtesy accorded an invited guest at home.

A letter of invitation should be sent to a guest, preferably a month in advance of the event. It should contain all pertinent data as to time, place and date. If tickets are being used for a function, they should be forwarded, suitably marked with all information and details, along with the invitation. Indicate whether formal or informal dress is required for the event. In your letter to a guest, indicate that an early reply would be appreciated.

When inviting a guest to be a program participant, explain in your initial letter what your desires are and the length of time allotted for participation.

All invitations should be sent in the name of and signed by the President. She may request that replies be directed to a Chairman or Committee member.

Greeting Your Guests

Proper title should always be used.

Example:

Supreme President of the Columbiettes _____

Supreme Knight of the Knights of Columbus _____

President of the NY State Council Columbiettes _____

State Deputy of the NY State Knights of Columbus _____

District Deputy of the 6th Connecticut State District of the Knights of
Columbus _____

President of the Eastern Chapter Columbiettes _____

Chairman of the Eastern Chapter Knights of Columbus _____

President of the Northern Council Columbiettes _____

Grand Knight of the Northern Council Knights of Columbus _____

Speakers and Speeches

The person in charge of a program should decide in advance which guests are to speak and the time allotted for each speaker. The guests should be notified at the time the invitation is extended if they will be expected to speak. There should be only one guest speaker – the last speaker on the program. Remarks from others should be limited to two minutes each.

A Supreme Officer, State Officer or District Deputy should always be given an opportunity to speak whenever she appears at a function or meeting. When several dignitaries are present, it is proper to call on the senior ranking officer to speak; however, all should be recognized and accorded proper respect.

If a speaker is not a member of the Order, he or she should have previously been given complete information about the audience so that the speech given is appropriate.

Adequate acoustical facilities should be provided and, if possible, the speaker given the choice between use and non-use of a microphone.

A guest speaker should be thanked publicly and privately. A thank you letter should be sent the following day.

Appropriate salutation to those present should always be used before speaking.

Head Table

At any gathering of the Columbiettes, the Clergy, Columbiettes, Knights of Columbus, Supreme Officers and Directors, State Officers, District Deputies, Chapter Officers, Auxiliary Presidents and Grand Knights (Masters and Navigators of the Fourth Degree) are always honored guests and as such should occupy a seat of honor at the head table. In cases such as this, only the top ranking officials should be seated at the head table. Other dignitaries should sit at designated seats in the audience and be introduced at an appropriate time by the Mistress of Ceremonies.

Seating

The Toastmistress or Presiding Officer is always in the center of the head table or right off center first place. The Guest Speaker or Guest of Honor is always seated at the right of the Toastmistress or Presiding Officer and takes precedence over any other dignitary. Other Guests of Honor may be seated right or left of the Toastmistress or Presiding Officer according to rank. When feasible, Columbiette Officers and Knights of Columbus Officers of equal rank should be seated next to one another at the head table and introduced at the same time. Guests are introduced from right of the table towards middle. Then Left towards middle of the table, excluding speaking members.

All should rise when the head table members enter and remain standing until they are all seated.

For speaking programs, guests are introduced from lowest rank up to the main speaker of the occasion. A person of junior rank should never speak after someone with a higher office, unless they had been selected specifically as the speaker for the occasion. Persons introduced from the audience should be ranked from top down as opposed to speakers who appear from the lowest up.

When more than one Priest is present and a speaker does not wish to mention each by name, she should say Reverend Monsignor and Reverend Fathers. One never should use Reverend Clergy, unless Clergymen from other faiths are present.

The following priority list should apply for seating arrangements:

1. Bishops, Priest
2. Columbiettes, Knights of Columbus (in ranking order)
3. Civic dignitaries
4. Other organizations

Rank is to be observed as follows for Columbiettes and Knights of Columbus:

Columbiettes

Supreme President
Supreme Officers
Supreme Directors
Supreme Past Presidents
State Presidents
State Officers
State Past Presidents
Chapter President
District Deputies
Chapter Officers
Past Chapter President
Auxiliary President
Auxiliary Officers
Past Auxiliary President

Knights of Columbus

Supreme Knight
Supreme Officers
Supreme Master
Supreme Directors
Vice Supreme Master
State Deputy
State Officers
Past State Deputies
District Deputies
State Directors
Past State Deputies
District Deputies
District Master
Former District Masters
District Marshall
Chapter Chairman or Chapter President
Grand Knights
Faithful Navigators
Chapter Officers
Council Officers
Assembly Officers
District Wardens

Flags

Our Country's flag may be displayed flat, above and behind the speaker. If on a pole, it should always be at the right side of the speaker as she faces the audience. Other flags should be at the speaker's left. The flag should not cover a speaker's podium nor be draped in front of a platform.

When the flag is displayed horizontally or vertically against a wall, the stars should always be at the observer's left.

Jewels

Jewels are worn at all Auxiliary meetings. At Auxiliary or Chapter functions and socials, it is proper and fitting that the President and District Deputy wear their jewels of office. All other Auxiliary Officers are encouraged to wear their jewels.