



The Hospitality Industry Network

United States
Canada
United Kingdom
France
Italy

The Role of the Membership Director

Updated 12/21/2023

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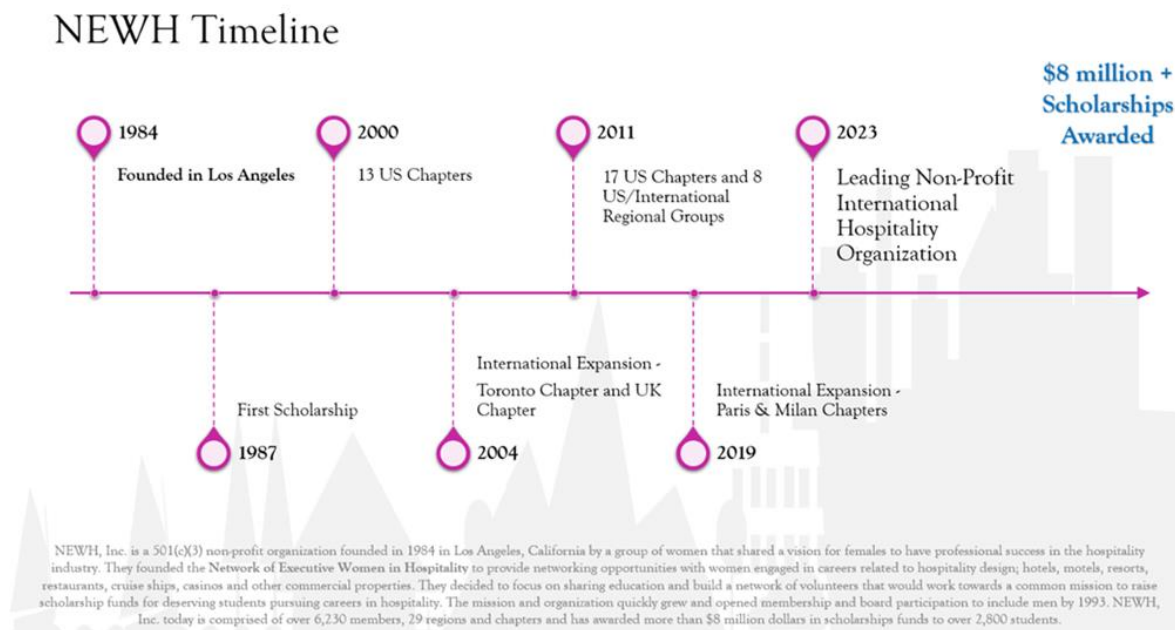
NEWH: The Role of the Membership Director

Overview

Why be involved in NEWH?

Knowledge is POWER! NEWH involvement will strengthen your professional skills and business network while building a stronger Board for the benefit of your Chapter and local hospitality community.

NEWH Timeline



NEWH, Inc. is a 501(c)(3) non-profit organization founded in 1984 in Los Angeles, California by a group of women that shared a vision for females to have professional success in the hospitality industry. They founded the **Network of Executive Women in Hospitality** to provide networking opportunities with women engaged in careers related to hospitality design, hotels, motels, resorts, restaurants, cruise ships, casinos, and other commercial properties. They decided to focus on sharing education and build a network of volunteers that would work towards a common mission to raise scholarship funds for deserving students pursuing careers in hospitality. The mission and organization quickly grew and opened membership and board participation to include men by 1993. NEWH, Inc. today is comprised of over 6,230 members, 29 regions and chapters and has awarded more than \$8 million dollars in scholarship funds to over 2,800 students.

NEWH Vision and Mission

Vision: “The Hospitality Industry Network”

Mission: NEWH is the international community connecting the hospitality industry, providing scholarships, education, leadership development, recognition of excellence, and business development opportunities.

Non-Profit vs For Profit: What is the difference?

NONPROFIT

- Organization provides services of benefit without financial incentive
- Nonprofit is qualified by the IRS as a tax-exempt organization through education and scholarship
- Voluntary trustees govern the Nonprofit, protecting members interest
- Nonprofit owned by the public; status granted by the IRS
- NEWH, Inc. as a 501(c)(3) does not lobby

FOR PROFIT

- Organization operates for personal or corporate monetary gain
- For Profit organization is governed by a Board of Directors – directors are paid for their service
- Stockholders own a for profit business

NEWH Serves

NEWH serves students, industry, and membership.

Students: NEWH recognizes the talent and ability of students and encourages involvement in all areas of the Hospitality fields through scholarships, educational programs, and volunteer opportunities.

Industry: NEWH offers educational events and networking opportunities to keep those involved in hospitality connected and informed.

Membership: NEWH provides meetings, educational programs, seminars, and career opportunities for its members.

What NEWH Does

Education: NEWH offers events and programs providing educational opportunities for students and hospitality industry professionals related to their fields including design, procurement, and sales. NEWH events bring knowledge from CEUs, hotel tours, to visionary panel discussions from leading industry professionals.

Networking: As part of its mission, NEWH connects students pursuing careers in the hospitality industry and industry professionals wishing to grow their careers in the hospitality industry with companies that have projects, job openings and internship programs.

Scholarships: NEWH has awarded over \$8M in scholarships that have impacted more than 2,800 students and their families from around the world. Volunteers are the driving force behind these astounding results.

Value of NEWH: Important Things to Consider When Joining an Organization

Credibility

NEWH has been bringing hospitality professionals together for more than three decades. It has grown to be the leading nonprofit international hospitality organization that focuses on promoting its members, participating in the mission of providing scholarships for students pursuing careers in hospitality. It is focused on hospitality-related businesses serving hotels, resorts, timeshares, casinos, cruise lines, theme parks, restaurants, and senior living markets.

Expanding Your Network

Making connections is critical to running a successful business and joining NEWH gives countless opportunities to connect in person at an event or program. There is a sense of security belonging to a large network that can support you in strategic business moves whether they are local or international. NEWH's international network reaches more than 29 hospitality regions from US, Canada, and Europe with more than 6,230 members.

Broadening Your Knowledge

Through Chapters and distinct partnerships NEWH offers seminars, panel discussions, property tours and online education to keep its members up to date on the latest industry innovations, research, and trends. NEWH brings small format product showcases directly to your community for a "touch and feel" of the latest products.

Personal and Professional Development

NEWH gives you an opportunity to develop your skills as a leader through participation on Chapter Boards.

Taking Charge of Your Career

Take advantage of career resources. NEWH offers a "Career Network" where members can post resumes and job listings for little to no cost. This is a great way to find targeted job postings for your area of interest or gain a new employee that is trained for your specific needs.

Strength in Numbers

NEWH is committed to recognizing and promoting its members and their work. The NEWH Magazine features members, hospitality projects, and scholarship recipients and has a circulation of more than 20,000 worldwide.

International conferences and events feature members and their contributions to the organization and the industry.

Stay Motivated and Stay Inspired

Any venture worth pursuing will be challenging along the way. It is important to be proactive about things you discover on the journey. Joining NEWH will keep you in tune with today and inspired for the future as you engage in many of the local and international events focused on building a stronger future for the hospitality industry!

Give Back to Your Community

Participating on a Chapter Board or committee is a great way to grow your network and build lasting relationships you will value for business and friendship, while raising funds for the mission of scholarships.

Participating and/or attending events and programs allows you to stay in touch while giving back to the industry you remain passionately committed to.

Giving back is invaluable. With NEWH you can become a part of something that enhances your career while working towards a brighter future for everyone.

NEWH Partnerships

NEWH has built strategic alliances and partnerships to benefit its members and the driving mission of education, networking and raising scholarship funds for students pursuing careers in hospitality.

Corporate Partners

NEWH Corporate Partners are primarily comprised of manufacturers that produce products for the hospitality industry. These relationships are important to support the financial stability of NEWH.

Corporate Partners allow NEWH to keep dues at an affordable rate, host in-person International Board of Director Meetings and support new membership initiatives.

NEWH has 3 levels of NEWH Corporate Partnership, ranging from \$18,000 to \$38,500 USD per year).

Green Voice

NEWH supports a focused educational initiative related to sustainability and the protection of our environment.

Green Voice Partners financially supports the needs related to resourcing credible talent and professional expertise that can deliver comprehensive knowledge about sustainability at international expositions and conferences.

NEWH includes the vision of our students through design competitions tapping into their creative design solutions that benefit the world of hospitality.

Media

NEWH Media Partners bring strength to the extensive international network with their vast reach into the market connecting with executives and professionals that lead the industry with innovative thought, influence, and action.

These partners provide NEWH and its members presence at international expositions, conferences, and trade fairs allowing NEWH the opportunity to spread their message and share initiatives that benefit the entire industry and those that support it. Many of these partners assist NEWH in promotion of its members and supporters through their globally renowned publications.

Brand Partners

Brand Partners lead the charge for bringing the highest level of education to our professional members. We provide live educational sessions that host the brand partners as they share pertinent information with a perspective on pipeline and design expectations related to the brand distinctions.

BrandED Program Partners are manufacturing companies that support this educational and networking initiative for NEWH. This program funds multiple scholarships per year presented at international events.

Design

NEWH is committed to acknowledging and promoting its member firms through programs such as Top Interior Designers (TopID), which celebrates its talented and innovative design professionals.

We are proud to promote our members throughout the world as leaders in design excellence with a heart for giving back to the hospitality community.

International

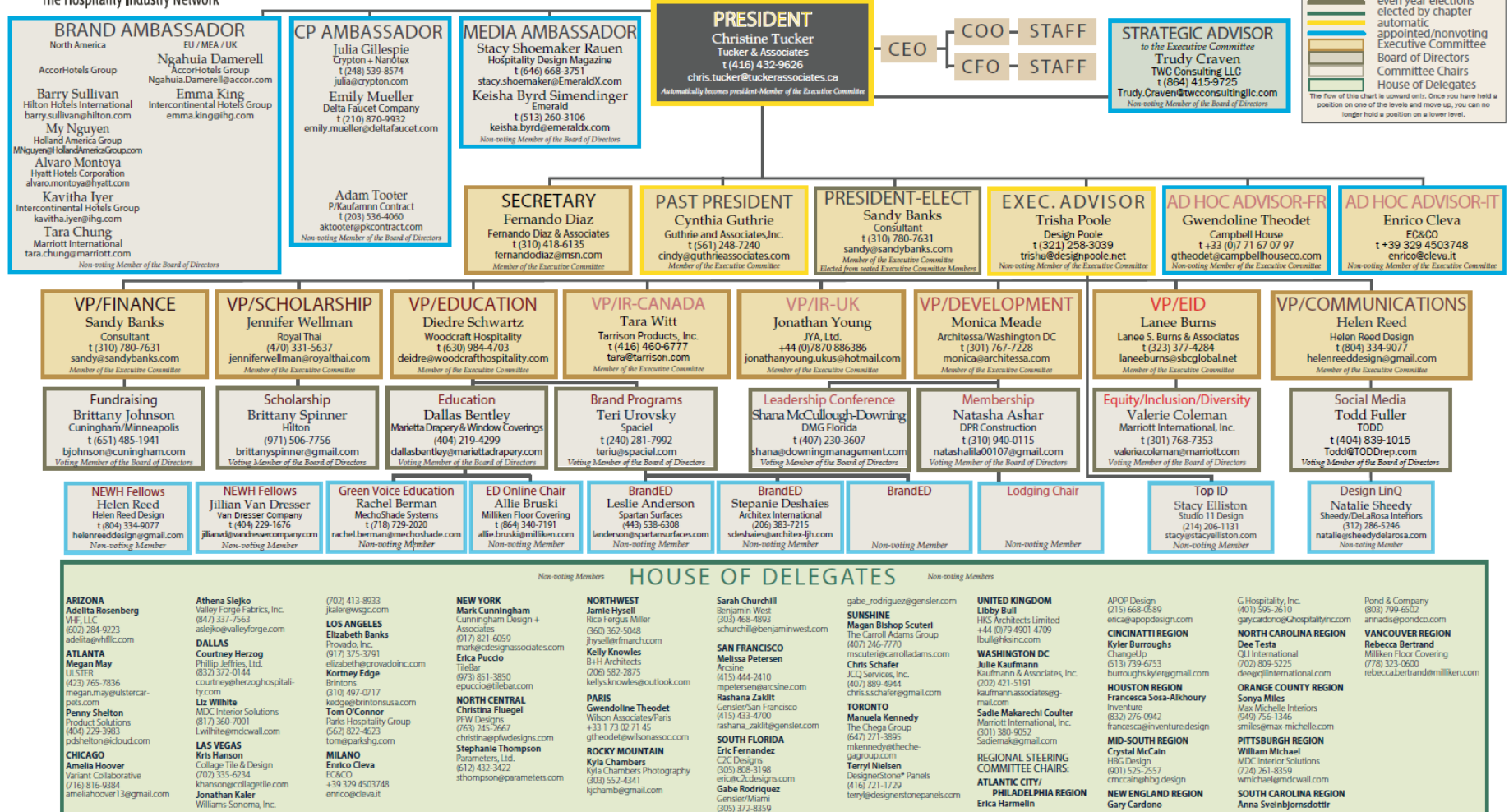
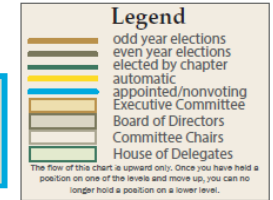
The strength of NEWH's network comes from the expansion of Chapters and regions to selective hospitality communities.

We align with International Partners that provide financial support and cultural guidance related to building these regions to support their businesses and local hospitality industry.

Organizational Chart

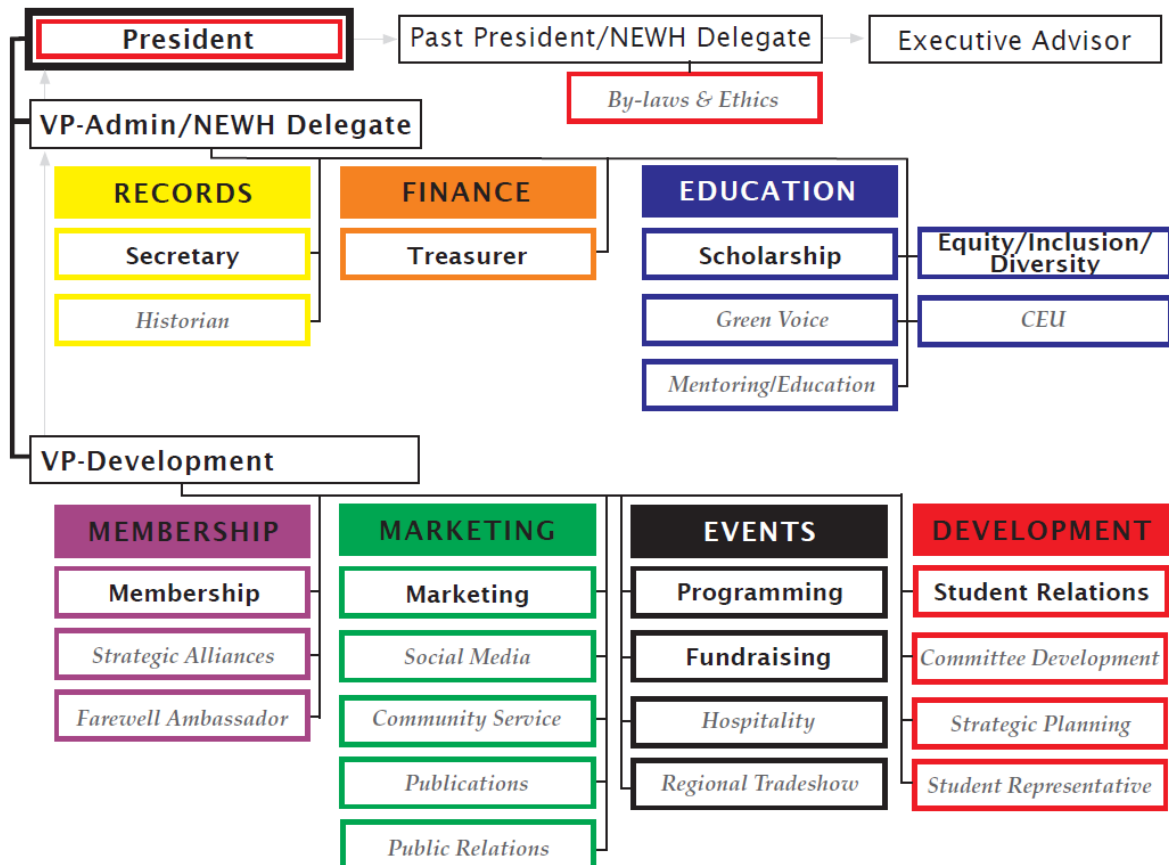


2023 Board of Directors Organizational Chart



NEWH, Inc. Chapter Board of Directors Organizational Chart

NEWH, Inc. Chapter Board of Directors Organizational Chart



Understanding the Chapter Board Succession Plan

NEWH has a succession plan policy in place for Chapters to follow. Succession planning ensures knowledge and stability for the Chapter and follows the NEWH Board model. The **VP/Development**, **VP/Administration**, **President**, **Past President**, and **Executive Advisor** positions are part of the succession plan - beginning with the VP/Development position which is elected.

Each position is a one-year term, which means when you accept to run for VP/Development you are making a 5-year commitment to your Chapter. *No person shall serve on the Board more than ten (10) years.*

The **VP/Administration** and **Past President** will also serve as the Chapter's **NEWH Delegate**.

**NOTE: In the UK, the delegate position is a floating position for a Board member can attend the IBoD meeting in the U.S.*

Board Positions

Executive Committee (1 vote each, unless indicated)

- President* (no vote, unless tie)
- VP-Administration/NEWH Delegate*
- VP-Development
- Secretary
- Treasurer
- Past President/NEWH Delegate*
- Executive Advisor* (no vote)

*Automatic positions are part of succession planning and begin at the VP/Development position, which is elected. After one year in the position, the person will move to the next level. This ensures knowledge and stability for the Chapter and follows the NEWH, Inc. Board model. All other positions are one-year positions, with a 2-year maximum per position.

Directors (1 vote each)

- Scholarship
- Equity, Inclusion, and Diversity
- Membership
- Programming
- Fundraising
- Marketing
- Student Relations

Chairs (no vote)

- Community Service
- Hospitality
- Internet Communication
- Public Relations
- Publications
- Green Voice
- Student Rep
- Other

Quorum = 50% of voting members +1

Email Vote: To be valid, the vote must be unanimous and have 100% participation/reply of all voting Board members.

Expectations of all Chapter Board of Directors / Regional Group Steering Committee Members:

- Read, understand, and agree to the following by signing:
 - [NEWH Code of Ethics, Rights and Responsibilities](#)
 - [NEWH Conflict of Interest](#)
 - [NEWH Code of Conduct](#)
 - [NEWH Travel Disclaimer](#)
- Understand that to serve in a leadership role in NEWH is a privilege and that actions represent and reflect upon NEWH.
- Through personal and professional conduct, uphold and maintain beyond reproach the dignity of NEWH.
- Avoid compromising the interests of NEWH. for personal/professional benefit.
- Maintain confidentiality in all confidential matters.
- Foster Equity and Inclusion to support Diversity in all NEWH. programs.
- Be informed about the mission, services, policies, and programs of NEWH and the Chapter.
- Be familiar with Chapter finances, budget, and financial/resource needs.
- Understand the policies and procedures of NEWH.
- Be alert to community concerns that can be addressed by NEWH mission, objectives, and programs.
- Help communicate and promote NEWH mission and programs to the community.
- If a vacancy occurs between elections, Chapter Board members may recommend an NEWH member to fill the vacancy, upon which a motion is made and voted on.
- Ensure all records, correspondence, and other collateral materials are maintained to be passed along to the successor in the role as part of the Board of Directors' knowledge transfer process or turned over to the Chapter President and/or NEWH, Inc. Office if there is no immediate successor.
- Attend Chapter Board Orientation / Training / Strategic Planning as required/requested.
- Attend and participate in Chapter Board meetings and IBoD committee meetings on a regular basis.
 - Study agenda and supporting materials prior to Board and committee meetings.
 - Keep the “personal” out of Board and committee meetings and focus on the “greater good” for the Chapter and for NEWH.
- Attend Chapter events.

The Board/Chapter – NEWH, Inc. Staff Relationship

Consider it a partnership, alliance, collaboration between Chapter Boards and the NEWH, Inc. staff to achieve the goals of NEWH.

How to be a Valuable Board Member

- Promote NEWH, Inc. to others; understand the mission/history.
- Understand roles and responsibilities; hold others accountable.
- Live your role and responsibilities; hold yourself accountable.
- Stay in your lane.
- Cross over lanes when asked.
- Come prepared (review agenda and supporting documents).
- Treat information and discussions as “confidential.”
- Be curious about different perspectives/practice teamwork.
- Consensus means “I can live with it” and will support it as a team.

Committee Do's & Don'ts

Do:

- Choose members carefully, include non-Board members for committee service (If you need help recruiting, conduct a member talent survey – contact the NEWH, Inc. Office for info).
- Distribute committee assignments evenly across the Board so all members are involved.
- Give goals and provide follow-up communication/connect with committee members on an ongoing basis to ensure success.
- Get approval from the full Board before making important decisions.
- Write committee reports providing info to the Board.

Don't:

- Create committees that are too large to be effective.
- Treat non-Board members as outsiders.

Celebrate your success, highlight your Board members, and thank them! Be sure to post your Board/committee volunteers on Facebook, Instagram, LinkedIn.

Board Financial Responsibilities

- The Board should carefully review all financial reports as they have a fiduciary responsibility for all Chapter finances.
- The treasurer will present a financial report for the previous period at each monthly meeting.
- The Board should prepare, propose, and vote to approve an annual budget. Chapters should not be spending money until a budget has been approved.
- The approved budget should be included with the Chapter [business plan](#) and turned in to NEWH, Inc. Office by end of February. The business plan template can be found on NEWH website.

Financial Notes

All Chapters have two (2) bank accounts – Administrative and Scholarship. Checks are ONLY written from the administrative account. Checkbooks are held at the NEWH, Inc. Office on the Chapter's behalf. Scholarship dollars are NOT to be co-mingled with administrative funds. Funds transferred from the scholarship account to the administrative account to cover the expenditure(s), please contact Susan Huntington with the approved transfer amount and she will complete the bank transfer for you.

NEWH, Inc. holds a Chapter credit card for all Chapters to utilize to pay expenses (no fee). This ensures that vendors are paid promptly, and Board members are not using personal finances to pay NEWH expenses. Please submit Chapter requests to Susan Huntington at NEWH.Finance@newh.org.

State compliance is conducted through the NEWH, Inc. Office. Please check with the NEWH, Inc. Office if your Chapter is tax-exempt, we are NOT tax exempt in all states.

Reimbursement

Reimbursement Requests

All reimbursement requests need to be submitted within 60 days and accompanied by receipts. These expenditures are to be approved by the Board of Directors and are inclusive of two signatures. *This policy holds true for any reimbursable delegate travel to International Board of Directors meetings.* After 60 days it is considered a charitable donation and NEWH will provide a tax-deductible receipt.

Delegate Reimbursement

NEWH has a very conservative travel reimbursement policy.

NEWH will cover ½ of the NEWH, Inc. Board Members and Chapter Delegate's airfare and ½ of their room expense for two (2) nights max to attend regularly scheduled Board of Directors meetings (if these expenses are not being covered by their business). Chapter covers the other half of airfare/lodging and includes it in annual budget. Room rates are based on double occupancy with qualified Board members.

Please note: There are caps on airfare and lodging based on location – Delegates are informed of the caps in the meeting announcement sent by NEWH. NEWH will reimburse up to \$50 of additional approved expenses with receipt. An approved expense is transportation or meals (no alcohol).

If, in your normal course of business, you will be attending (or exhibiting at) an event, you should only request the appropriate portion of one-night's lodging and no airfare.

Membership Director Job Description and Expectations

The role of the Membership Director is a **voting** position.

Purpose

- Actively recruit new members and retain existing members for the Chapter.

Major Responsibilities (see [Task List](#) for More Details):

- Be knowledgeable of the different membership types available to members.
- Enlist Membership Committee members to assist in recruiting and retaining Members.
- Recruiting new members:
 - Approving applications for membership
 - Welcoming new members
- Retaining existing members.
- Participate in communications with IBOD Director/Membership as required/requested.

Length of Term

- The Membership Director position is a one-year position, with a two (2) term maximum.
- No person shall serve on the Chapter Board more than ten (10) consecutive years.

Accountability

- Reports to Vice President/Development, Chapter President, and NEWH, Inc. Office.
- Attendance expected at all required meetings/events.
- Presenting new applications to Chapter Board for approval; forwarding to NEWH, Inc. Office within 30 days of receipt of application.
- Personal contact with new members and existing members.

For Those Who Have Positions Reporting to Them:

As the Membership Director, you oversee the following chair positions:

- Membership
- Strategic Alliance
- Farewell Ambassador

You should:

- Provide oversight of the position to ensure NEWH mission, standards, and practices are maintained and followed.
- Have a clear understanding of the job description for the position and how they contribute to the overall success of the Chapter and NEWH.
- Have a clear understanding of the Chapter's strategic plan and the primary goals for the position.
- Empower and support the member in the position in their managing their role.
- Maintain communication with the member in the position to be aware of progress related to their role.

Outside Resources and Relationships

- Represent NEWH and be aware of events being held by other industry organizations, businesses, and educational institutions.
- Be an advocate for students and educational facilities; be available to meet with these groups as necessary, etc.

Membership Director Task List/Timeline Overview

Timing	Category	Activity
Upon assuming the role	Leadership	In addition to the following, the NEWH website has a number of other resources related to Membership on the Board Resources page.
Upon assuming the role	Leadership	Be knowledgeable of the different membership types available to members (see NEWH website for more details - Membership Levels).
As Required	Membership Committee	Provide oversight of the Farewell Ambassador Chapter Board position (if this position is filled) to ensure that NEWH mission, standards, and practices are maintained and followed.
During Planning	Membership Committee	Enlist Membership Committee members to assist in recruiting and retaining Members (see NEWH website for more details - Example: Membership Committees Assignments).
Monthly	Membership Committee	Participate in Chapter committee meetings/emails as needed.
Monthly	New members	Review/approve membership applications (see NEWH website for more details - Membership Applications – Processes).
Monthly	New members	Call new members within five business days of approval welcoming them to your Chapter, informing them of future Chapter events, asking for their interest in serving on a Chapter Board committee, and informing them of their Chapter Board Buddy if applicable. Coordinate / assign who on the Chapter Board would be best to make those calls.
At Events	New members	If applicable, assign a Chapter Board buddy to be in regular contact with the new member, meet them at events, and share volunteer / committee opportunities.
At Events	New members	Recognize new members as part of Chapter events / programs (having a distinct badge for their first meeting so people will recognize them as a new member is one idea!).
At Events	Recruiting	Continually market NEWH to potential members (See NEWH website for more details - Membership Offers).
At Events	Recruiting	Ensure NEWH information (brochures, applications, etc.) is available at events for potential members.
During Planning	Recruiting	Collaborate with: <ul style="list-style-type: none"> Hospitality Chair to find creative ways to recognize existing and new members at events. Marketing Director to celebrate Chapter members. Programming Director to plan and implement at least one Chapter event as a ‘membership drive’ for the sole purpose of recruiting new members. Programming Director, exploring other opportunities for recruiting new members. Student Relations Director / VP Development to plan ways to engage with students on campuses and at NEWH events. (see NEWH website for more details – NEWH Membership Director Guidelines).
Monthly	Recruiting	Encourage prospective new members by calling/emailing them to answer any questions and encourage them to join online.
Monthly	Recruiting	Review membership status and plans to reach out to potential members, new members, existing members.
Monthly	Retaining members	Coordinate with Chapter Board and/or Membership Committee to make personal contact with a telephone call to current and recently lapsed members urging them to renew their membership (see NEWH website for more details - Membership Applications – Processes).
Monthly	Retaining members	Keep Chapter mailing list current by forwarding any new or revised contact information to the NEWH, Inc. Office to update your master list.