



**ZONTA**  
INTERNATIONAL  

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**EMPOWERING WOMEN**  
THROUGH SERVICE & ADVOCACY

# **Zonta**

# **Protocol Manual**

February 2016

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## **FOREWORD**

The original Protocol Manual was developed under the leadership of  
Chief 'Folake Solanke SAN  
Zonta International President  
1994 - 1996

The purpose of the Protocol Manual is to present clear guidelines for Zontians who are responsible for the organization of Zonta activities at the club, district and international levels. It is designed to enable the organization of events which exemplify courtesy, consideration and recognition of status.

The basis of protocol is courtesy, member to member, and to officials past, present and in some cases, incoming. All manuals offered to the members of Zonta International aim to assist the development of trouble-free processes which demonstrate the Zonta ethos - mutual support, respect for achievement and business efficiency.

This manual was revised and adopted by the Zonta International Board in February 2016.

# Section 1

## General Protocol Information

### Includes

- The Benefits of Observing Zonta Protocol
- General Atmosphere
- Language
- Arrangements
- Flags
- Anthems
- Invocation of Zonta Thanks
- Speaker
- Gifts and Flowers
- Toasts
- Forms of Address

## **GENERAL PROTOCOL INFORMATION**

Zonta's code of behavior takes into consideration the traditions and social customs of the many countries in which Zonta International has clubs and members. Procedures for protocol are based upon recognition of the responsibilities of the office held and consideration for the individual. It is therefore the office in Zonta which is honored with accompanying courtesy to the person holding the office.

The question of precedence generally arises in connection with social functions at convention, conferences and club meetings. A Zonta Precedence List is included in this manual.

At meetings, the Presiding Officer usually is placed at the center of the head table. The speaker at the event is seated to the right of the Presiding Officer. A guest of honor may be seated to the right of the speaker or to the left of the Presiding Officer. If a podium/lectern is placed in the center of the head table, the Presiding Officer is seated to the left of the podium/lectern. If the podium/lectern is placed at either end of the head table, the Presiding Officer may be seated at the end of the table. Seating follows from that position in order of precedence. Flexibility must always be used to conform to local customs.

All persons at the head table should be formally introduced at the beginning of the meeting or event. The person offering an invocation (where appropriate) may sit at the head table. All seats at the head table should be occupied and it is usual to seat those who have a role in the program during that session.

It is appropriate to remind all attendees that cell phones should be turned to silent or off and photographs should be taken during special sessions and should not disrupt the business of the event. If designated photographers have been selected to record the event, this too should be announced, and the individual(s) should not disrupt the business of the event.

At district conferences, area meetings, official Zonta meetings and ceremonies, it is good practice to use a script. A well-developed script ensures that proper protocol is followed and business proceeds in an organized and timely fashion.

## **THE BENEFITS OF OBSERVING ZONTA PROTOCOL**

1. Projects a good image to external audiences by adherence to standards.
2. Reflects a well-structured organization.
3. Provides a clear order for handling affairs which follows a clear order of precedence.
4. Promotes good internal public relations through courtesy among members.
5. Promotes the retention of members through a formal recognition system.

## **GENERAL ATMOSPHERE**

It is essential for every person in the room to feel at ease. The members of the head table and the guest speaker should be treated as you would wish to be treated as an honored guest. The observance of protocol promotes orderly procedures and good relations among members at all levels in the organization.

## LANGUAGE

The official language of Zonta International is English. Districts and clubs may use their national language when transacting business in their local club or district. The official language (English) should be used when the program or event is attended by Zonta International officials. This provides an opportunity for the attending official to participate in the business transacted. If this is not possible, simultaneous interpretation should be provided for the Zonta officials.

## ARRANGEMENTS

At any Zonta meeting, it is important to appoint an event manager who is a Zontian with experience, knowledge and skills. Decorations, flowers and other material should not hide the head table guests from the audience or vice versa. Seating positions should be clearly identified. It is appropriate to have a nameplate for each guest, water available for all sitting at the head table, and at the podium/lectern.

Since speakers often need projection and/or sound equipment for their presentations (PowerPoint, DVDs, etc.), it is strongly recommended that a member of the Event Planning Committee be selected as the Technology Coordinator to work out the details and guidelines with the speakers and the facility where the event will be held. Speakers should know whether they need to provide their own computer and whether there will be a remote control for the speaker to use. All technical equipment must be tested before the meeting starts.

## FLAGS

Flags may be used at a social event or at a business meeting.

There are several possibilities when displaying flags:

- the flags are already displayed in the conference room before the beginning of the event.
- the flags are posted by professional groups like the Girl Scouts, VFW post, etc.
- a "flag parade" (e.g. at District Conferences/Conventions) may be performed at the Opening Ceremony, demonstrating the history and internationality of the district/ZI.

The correct order of flags is as follows:

Convention	District Conference
<ul style="list-style-type: none"><li>• The flag of the United States of America, the country where Zonta was founded (first to be posted and last to be displaced)</li><li>• flag of host country</li><li>• flag of International President's country</li><li>• flag of Zonta International</li><li>• flag of the United Nations</li><li>• flags of district countries in alphabetical or chronological order</li><li>• district flag, if available</li></ul>	<ul style="list-style-type: none"><li>• flag of host country (first to be posted and last to be displaced)</li><li>• flag of International Representative's country</li><li>• flag of Zonta International</li><li>• district flag, if available</li></ul>

In the event that a “flag parade” (posting of the colors) is performed, it is important to follow the correct procedure for carrying the flags and to stand at attention for the ceremony. Flags should not be waved and should not touch the floor when carried or when placed in stands. Dignity is of prime importance.

**Note 2:** When a District Conference or a Convention is hosted in a state of a federation of states or in an independent region, it is courteous to add the flag of this state/region. When ordering flags for a flag parade, take care that the flag for each country is current. Flags should be approximately the same size and should be easy to carry. Some countries have special requirements for their national flags. The Swiss flag, for example, is always a square and never comes in a rectangular shape. Flags can usually be ordered at a reasonable price on the Internet; e.g. [www.flagline.com](http://www.flagline.com).

Each flag and flag bearer has to be introduced shortly, such as:

*“We welcome the flag of <Country>, the host country of our conference, carried by <Name>, President of ZC of <Name>, followed by the flag of <Country>, the home country of our International President/Representative, carried by <Name>. Zonta International service has been closely linked with the United Nations since Zonta expressed support for the fledgling UN in 1946. As one of <Number> accredited international non-governmental organizations (refer to [csonet.org](http://csonet.org) for current number), Zonta brings women’s concerns to the UN, suggests solutions, draws public attention to issues and encourages its members to participate at the local level. As one of the accredited NGOs with General Consultative Status with ECOSOC, we honor the flag of the UN.”*

Instead of a flag parade, PowerPoint slides with representations of the flags may be used during the singing of the anthems.

## **ANTHEMS**

Anthems may be used at the opening of business sessions after the posting of colors, or at the opening ceremony of District Conferences/Conventions while the flags are carried along. All present should stand for the national anthem(s), following the same order as the posting of the flags. The national anthem(s) of foreign countries can be obtained from the appropriate embassy in all countries or downloaded from the Internet, remembering to check the accuracy of it (them).

## **INVOCATION OF ZONTA THANKS**

Zonta International is an international organization and represents many faiths. Reference to any one religion is not appropriate. The invocation should be non-sectarian and reflect a universal point of view. An invocation is used if customary in the host country.

## **SPEAKER**

It should be determined well in advance if an honorarium is expected by an invited speaker. The invitation should include the topic, the length of time allotted for the presentation, the organization's commitment to necessary arrangements and, if applicable, requirements for

travel, accommodation and transportation. A photograph and biography, including education, degrees, positions of responsibility, honors, club membership and places of residence, should be requested and received prior to the date of the program for use in public relations material and to prepare the speaker's introduction. It is appropriate to send a note of gratitude and resultant publicity where applicable.

To prepare an effective introduction for a guest speaker, the following guidelines might be helpful:

1. Be brief. Usually two to three minutes is long enough for a speech of introduction. It may be shorter if the speaker is prominent.
2. Qualify the speaker. Show that the speaker is qualified to speak on the selected topic by describing educational background and major accomplishments, and by mentioning any honors or positions of trust held by the speaker.
3. Pronounce the speaker's name correctly and clearly.
4. Announce the subject. Announce the speaker's subject, but avoid discussing it in detail.
5. Be accurate. Check with the speaker prior to the introduction to be certain that the introductory remarks are accurate.
6. Use the correct tone. Be sure that the tone of your introduction fits the formality of the occasion as well as the speaker's subject.
7. Remain at the lectern until the guest speaker arrives at the lectern.
8. Thank the speaker at the end of the speech.

## **GIFTS AND FLOWERS**

Gifts are not required and generally are being replaced by other forms of appreciation in the name of Zonta or for the benefit of one of Zonta's many service projects, such as a donation to Zonta International Foundation in honor of the speaker when she/he is a Zontian. Depending on the culture and custom, a souvenir may be presented to the guest during the visit. In all cases, a Zonta rose may be a gift.

## **TOASTS**

If customary, a toast to the Head of State of the host country (countries) and to the Head of State of the country of the guest of honor should be in the form of title only. A toast may also be made to Zonta International.

"The President of [country]"	Response: "To the President"
"The Queen of England"	Response: "To the Queen"
"To Zonta International"	Response: "To Zonta"

## **FORMS OF ADDRESS**

Visiting Zonta guests holding district or international offices should be introduced using their correct title. Examples are International President, Governor and Area Director. The chairman or any Zonta speaker should acknowledge honored guests in precedence of their office. For example, "Madam International President" comes before "Madam Governor." In the interest of time, when there are many speakers and several honored guests, it may not be necessary for each speaker to acknowledge all honored guests after the first speaker has done so.

## **Section 2**

# **Order of Precedence**

Includes

- The Zonta International Precedence List Information
- The Precedence List

# ORDER OF PRECEDENCE

## The Zonta International Precedence List Information

### Application

The Zonta International Precedence List is a reference list. It is a list of “Who’s Who” and an indication of the order of status in Zonta International. It serves as a tool for such things as the planning of programs and ceremonies, making seating arrangements and hospitality considerations. This list therefore attempts to be comprehensive and should answer any questions members have about precedence. Parliamentarians at every level of Zonta International are not included in the order of precedence.

### Practical application

In reality, rarely are all the listed parties gathered on one occasion. Those absent are skipped. Flexibility should be exercised with discretion.

### Multiple roles

In the following list, if a person fits in more than one category of position, the most senior position attained should be recognized. For example, at a District Conference the Governor is the Presiding Officer and ranks at the top of the Precedence List.

When an International Honorary Member is the guest of honor, the rank for Guest of Honor on the Precedence List is used. In any other case she follows the Past International Presidents.

### Official addressing

As a courtesy in official meetings or ceremonies, the convention of addressing a Zontian by her office title (the highest rank attained) should be practiced.

## The Precedence List

Presiding Officer of a meeting or event

International President

International Representative/Guest(s) of Honor (those who are not members of Zonta)  
*(Discretion should be exercised in the number of Guests of Honor as other guests may be considered important but are not Guests of Honor. Follow the order of precedence for government officials wherever possible.)*

Guest(s) of Honor (those who are members of Zonta)

International President-Elect

International Vice President

International Treasurer/Secretary

International Directors, in alphabetical order of surnames

Past International Presidents, in chronological order of terms of service

International Honorary Members, in alphabetical order of surnames

International Committee Chairmen, standing committees followed by special committees, each group in alphabetical order of committees

Past International Vice Presidents, in chronological order of terms of service

Past International Treasurer/Secretaries, in chronological order of terms of service

Past International Directors, in chronological order of terms of service, then by alphabetical order of surnames

Governors

Lt. Governor(s)

District Treasurer(s)

District Secretary(s)

Area Directors, by areas in number order (a host area precedes all other areas)

Vice Area Directors, by areas in number order (a host area precedes all other areas)

International Committee Members, standing committees followed by special committees, each group in alphabetical order of committees

District Committee Chairmen, standing committees followed by special committees, each group in alphabetical order of committees

When officers of more than one district are present, the following precedence should be observed:

By office titles as listed above, by districts in numerical order (host district precedes all other districts)

Past Governors

Past Lt. Governors

Past District Treasurers

Past District Secretaries

Past Area Directors

Past Vice Area Directors

When more than one past district office holder is present, the following precedence should be observed:

By office titles as listed above

By districts in number order

By areas in number order

In chronological order of terms of service

Club President  
Club President-Elect, if relevant  
Club Vice Presidents, 1st Vice President precedes 2nd Vice President  
Club Treasurer  
Club Recording Secretary  
Club Corresponding Secretary  
Club Directors, in alphabetical order of surnames  
Club Committee Chairmen, standing committees, followed by special committees, each group in alphabetical order of committees

**Note:** Where office holders of more than one club are present, the following precedence should be observed:

By office titles as above  
By districts in numerical order (host district precedes all other districts)  
By areas in numerical order (host area precedes all other areas)  
By clubs in alphabetical order of club names (host club precedes all other clubs)

Past Club Presidents  
Past Club Vice Presidents  
Past Club Treasurers  
Past Club Recording Secretaries  
Past Club Corresponding Secretaries  
Past Club Directors  
Club Honorary Members, in alphabetical order of surnames

**Note:** Where more than one club office holder is present, the following precedence should be observed:

By office titles as above  
By districts in numerical order  
By areas in numerical order  
By clubs in alphabetical order of club names  
In chronological order of terms of service  
In alphabetical order of surnames

## **Section 3**

# **Addressing Protocol**

Includes  
Speaking  
Writing  
e-mailing

## ADDRESSING PROTOCOL

### Speaking

The Zonta International Precedence List is used to establish the addressing protocol by speakers in a meeting or at an event. The addressing protocol should be a short list used to cover the essential official parties. The following are guidelines:

#### **The presiding officer is to be addressed first.**

Address the Presiding Officer by official title and surname - "Governor Smith" or "President Smith".

Address the International President by her official title and surname and the International Representative by her official title and surname.

Address Guests of Honor who are not Zonta members, following the order of precedence of local government.

Address Guests of Honor who are Zonta members, following the Zonta International Precedence List.

Address all others in the all-inclusive "Zontians and Guests".

### Writing

When writing, the address should be handled as follows:

1. Address on envelope:  
Zonta Title/Prof/Dr/Mrs/Ms/Name, e.g. "International President Ms. Mary Smith"  
<Address>
2. Inside Address (on the letter):  
Prof/Dr/Mrs/Ms/Name, e.g. "Ms. Mary Smith"  
Zonta Title, e.g., "Governor District 20, Zonta International"  
<Address>
3. Salutation, depending on the formality of the letter and local professional custom  
Dear <First Name>, e.g., "Dear Mary", "Dear Madam President Mary"  
Dear <Zonta Title/Full Name>, e.g., "Dear Zonta International Director Mary Smith"  
Dear <Zonta Title/Last Name>, e.g., "Dear Zonta International President Smith"

### E-mailing

Email is a useful tool that makes communication faster and easier. The use of email should be in accordance with the same policies and procedures that affect all other methods of communication.

*Note: See also the Electronic Communications Policy found on the ZI website under Member Resources/Policies.*

## **Section 4**

# **Recognition Protocol**

### **Includes**

- International Events**
- District Events**
- Area Events**
- Club Events**

## RECOGNITION PROTOCOL

To honor those who serve or served in major positions, it is the Presiding Officer's responsibility to include them in the greeting part of the agenda item on recognition. While the following are recommended for inclusion in the recognition protocol, the Presiding Officer may refer to the Zonta International Precedence List for order of precedence.

### International Events

- Current International Officers and Directors
- Past International Presidents
- International Honorary Members

### District Events

#### Current International Officers and Directors

- Past International Presidents
- International Honorary Members
- Past International Board Members
- Current District Board Members
- Past Governors

### Area Events

- Current International Officers and Directors
- International Honorary Members
- Past International Presidents
- International Honorary Members
- Past International Board Members
- Current District Board Members
- Past Governors
- Past Area Directors

### Club Events

- Current International Officers and-Directors
- Past International Presidents
- International Honorary Members
- Past International Board Members
- Current District Board Members
- Past Governors
- Past Area Directors
- Current Club Board Members
- Past Club Presidents
- Club Honorary Members

**Note:** At the area events, the Area Director is the Presiding Officer and the Precedence List is followed. The same happens at the district level (Governor is Presiding Officer) and club level (Club President is Presiding Officer) and the Precedence List is followed.

## **Section 5**

# **Zonta Officials Visiting Clubs, Areas or Districts**

Includes

Arrival and Departure Guidelines  
Expenses Guidelines  
Official Meetings Guidelines

## **ZONTA OFFICIALS VISITING CLUBS, AREAS OR DISTRICTS**

Zonta officials making an official visit will receive hospitality by the local club, area or district according to protocol. This practice will be in keeping with the Zonta spirit of courtesy and fellowship.

A Zonta International Board member attending club, area or district functions in her own club, area or district should receive due courtesy as per this Manual.

An official visit is defined as one of the following:

- (a) The International President or an International Board Member designated by the International President who visits and conducts business on behalf of the International Board, or
- (b) an invited or residing Zonta International Board Member attending the event on invitation and conducting Zonta business as requested in her own district or other, or
- (c) the Governor, or a Board Member designated by the Governor, who visits and conducts business on behalf of the District Board, or
- (d) the Area Director who visits and conduct business a club.

The visiting official should notify the party to be visited of travel plans well in advance of the visit.

### **Arrival and departure guidelines**

The visiting Zonta official will be greeted by a local representative upon arrival at the port of entry. The local representative will escort the visiting Zonta official from the hotel or accommodation to the port of exit on departure. The Zonta official may waive this service.

### **Expense guidelines**

Zonta International will cover the travel expenses of the visiting official, and may cover lodging and incidental expenses; Please clarify with the Zonta official before her/his visit any needs of expense coverage during the stay. Depending on the culture and custom, a souvenir may be presented to the official during the visit.

### **Official meeting guidelines**

During an official visit, it is recommended to prepare local arrangements to ensure that the official meets with as many club members as possible. It may be necessary for a special meeting to be called so that a message can be delivered by the official. Biographical information should be obtained in advance for introducing the official to the members. Refer to the Order of Precedence for conducting the meeting.

## **Section 6**

# **District Protocol**

Includes

- Governor
- Area Director
- District Officers
- District Conference

## DISTRICT PROTOCOL

### **Governor**

A club should extend any courtesies which are offered a distinguished guest to the Governor when visiting the club. The Governor is representing the district and Zonta International and should be given special recognition. The Governor should be invited to make a short presentation. Members should be given an opportunity to meet the Governor. The club makes hotel or other accommodation arrangements and assumes the responsibility for meals and other arrangements. A member should be assigned to host the Governor.

### **Other District Officers**

The club should extend all courtesies to visiting district officers such as the District Treasurer or an Area Director who is not on an official visit. The club does not have to assume the cost of the meal unless a special invitation was extended. All district officers should be on the club mailing list to receive newsletters and announcements.

Note: During the biennium, a visit by the Foundation Ambassador or the Centurion may be needed. In the case of an official visit, the club assumes the cost of the meals.

**Area Directors** should be treated as honored guests at club meetings in their areas. Each club is expected to extend an invitation to their Area Director during the term of office for an official visit. On such visits, the Area Director is representing the Governor and District Board. It is a courtesy to send all announcements and invitations of meetings and special events to the Area Director even though the Director may not be able to attend. The club is responsible for accommodations and meal arrangements for the official visit.

Typically, there is only one designated "official visit" to each club by the Area Director. While a club may choose to do so, a club should not feel obligated to assume the cost of an Area Director's meal if she decides to attend a club meeting or event without a special invitation. Note that an Area Director may request an invitation to attend her official meeting at a mutually convenient time.

**PIPs** Whenever a Past International President (PIP) is available, the PIP can be extended an invitation to club meetings, and can be invited to make a short presentation. If the club was aware of the visit in advance of the meeting, every effort should be made to obtain maximum publicity for Zonta.

### **District Conference**

At a District Conference, the International Representative, if not the International President, will be representing Zonta International. The International Representative is entitled to the same courtesies as the International President. The International Representative should be aware of the customs and dress of the country to be visited so as not to offend local custom.

Additional head tables may be arranged to seat all those who customarily would require to be seated at the head table.

It is important to have a responsible member remain in charge of the head table arrangements to give special consideration to details and to foresee problems before they occur.

The District Conference should have a Protocol Chairman in charge of all seating arrangements for all segments of the conference, including business sessions and social functions. Seating may change from session to session and for social functions.

A host should be assigned to visiting officials and should be responsible for assisting the official, for overseeing accommodations and for accompanying the guest to the various venues at the correct times. The host should be a knowledgeable Zontian who is well versed in the affairs of the district. If possible, the host should contact the official prior to arrival in order to assist with any special needs.

## **Section 7**

# **International Protocol**

### **Includes**

- Club and District Courtesies to International Board Members
- International Convention
- Lines of Communication

## **INTERNATIONAL PROTOCOL**

### **Club and District Courtesies to International Board Members**

Whenever an International Board Member is available, the Member can be extended an invitation to club meetings and when participating should be given special recognition. The Board Member represents Zonta International only if designated by the International President. In those cases an invitation to make a short presentation in an official capacity should be extended. If the club was aware of the visit in advance of the meeting, every effort should be used to obtain maximum publicity for Zonta.

The Precedence List should be used for seating arrangements for International Board Members in attendance at area and district meetings.

International Board members appointed as International Liaisons to the District should be included on the Governor's newsletter mailing list. The International Liaison should be advised of all special events, especially new club charter dates to enable sending greetings in a timely fashion.

### **International Honorary Members**

International Honorary Members must always be recognized when present. If they are a speaker at a district conference, they should be seated at the top level of the head table. All courtesies of hospitality should be accorded to any International Honorary Member. Special arrangements will be made by Zonta International if they are invited guests at convention.

### **International Convention**

Arrangements for convention are made by the International President, the President-Elect, the Convention Committee and Headquarters staff. The Zonta International Precedence List is used for Convention.

### **Lines of communication**

Zontians are members of Zonta clubs. The Club President or her/his delegate is the member's voice for communicating to the area, the district and to Zonta International. There are four levels of Zonta International to be considered as lines of communication.

1. The Club
2. The Area
3. The District
4. International (Headquarters when appropriate, with copy to District International Liaison)

Suggestions, questions, issues and concerns of clubs should be directed as follows:

- Club to Area Director (copy to the Governor)
- Area Director to the Governor

The Governor sends the communication to

- The International Liaison (copy, as appropriate, the ZI Executive Director and the responsible staff member)
- The Zonta International Committee Chairman

**Note:** Concerning administrative matters, the communication should go directly to the ZI Executive Director and send copy to the International Liaison

**Note:** Concerning club membership fees, rosters, member records, etc., the Club Treasurer may contact the ZI Membership Manager and send copies to the Area Director and Governor.

**Note:** Whenever a Past International President (PIP) is available, the PIP can be extended an invitation to club meetings, and can be invited to make a short presentation. If the club was aware of the visit in advance of the meeting, every effort should be made to obtain maximum publicity for Zonta.

The lines of communication protocol are to be followed for all communication within Zonta, whether by letter, fax, email, telephone or any other communication medium.

## **Section 8**

# **Wearing the Zonta Emblem**

Includes  
Other Zonta Pins

## WEARING THE ZONTA EMBLEM

To wear the Zonta emblem as a pin is to proclaim publicly that you are a member of Zonta International. The emblem is a symbol of the mission of Zonta International. It should be worn with respect. The use of the Zonta emblem and Zonta jewelry is authorized by Zonta International.

Accepted attachments to the official Zonta pin are:

- Gavel Guards for Presidents
- Area Director Guard
- Governor Guard

These guards are placed level with or higher than the pin and the gavel is in an up position when in office. It is below the pin and pointed down when the office is no longer held. Members should wear the Zonta pin on the left-hand side and the name badge on the right-hand side at any occasion.

### Other Zonta Pins

The following pins are the property of Zonta International and are passed on to the successor following the completion of the term of office:

- International Director pin
- International Vice President pin
- International Treasurer pin
- International President-Elect pin
- International President pin
- Past International President pin

*(The International President receives a Past International President pin upon completion of the term of office. This pin is the property of Zonta International and should be returned to Zonta International when no longer appropriate. It cannot be worn by any family member, friend or Zontian other than the Past International President.)*

## **Section 9**

# **Presentation of Awards**

## **PRESENTATION OF AWARDS**

It is the task of the person presenting an award or gift to relate in an interesting, cordial and inspiring manner the reasons for which the recipient is being honored. Awards may relate to the Amelia Earhart Fellowship recipients, International Honorary Members, long service, meritorious service or for winning a competition. Clubs may choose to award persons who have excelled in their field or area that have empowered women. Areas may choose to promote their own award related to Zonta's objects (scholarship for example).

The presentation speech may be brief but should state:

1. Who is giving the award (gift)
2. The reason for the award
3. How the recipient was selected (criteria)
4. The acknowledgment of other competitors (if in competition)
5. An effective closing to the speech and the giving of the award.

## **Section 10**

# **Memorial Services/Ceremonies of Remembrance**

## **MEMORIAL SERVICES/CEREMONIES OF REMEMBRANCE**

While it is important to recognize the loss of Zontians in our clubs, it is also important to remember that Zonta is a non-sectarian organization. A memorial service should show respect for the deceased. The program should not include prayers that reflect any particular faith. If customary, universal prayers (non-denominational) are recommended.

## **Section 11**

# **Installation Ceremonies**

### **Includes**

- District Board
- Installation of District Board and Nominating Committee
- Installation of Club Officers and Directors
- Induction of New Club Members

## INSTALLATION CEREMONIES

### District Board

The members of the District Board take office automatically at the close of the International Convention. The timing of the installation ceremony is at the discretion of the district. The following ceremony is optional.

### Installation of District Board and Nominating Committee

This installation ceremony is often performed by the Past Governor or a Zonta International representative.

It is now my pleasure and honor to install the Zontians who are leading District {number} in this [years] biennium. Would each of you come forward as I call your name?

The nominating committee members are {Name}, Zonta Club of \_\_\_\_\_; {Name}, Zonta Club of \_\_\_\_\_; and chairman {Name}, Zonta Club of \_\_\_\_\_. The nominating committee is the most important committee in the district, for you are charged with recruiting the future leaders of District {number} and of Zonta International. Your duties are to seek out potential candidates for the district offices of nominating committee, area director, treasurer, lieutenant governor, and governor, and for the International offices of nominating committee, International director, treasurer, vice president, and president-elect for the {years} biennium, to advise potential candidates of the qualifications required, and to nominate qualified candidates for district office and to forward to the International nominating committee the names of qualified candidates for International office. Do you accept these responsibilities? If you do, please say, "I do."

The secretary is {Name}, Zonta Club of \_\_\_\_\_. The secretary is responsible for maintaining the records of the district, for sending a report of the district conference to the clubs and to Zonta International, and for sending proposals for amendments to the International bylaws to the International Bylaws and Resolutions Committee. {Name} do you accept these responsibilities?

*{For districts that have vice area directors}* The vice area {number of area} director is {Name}, Zonta Club of \_\_\_\_\_. *{If there are other vice area directors, list them all.}* {Name}, as vice area director, you are responsible for acting for the area director and for performing her *{or his, if appropriate}* duties in the event she is absent or unable to serve. You are also responsible for carrying out whatever other rights or responsibilities are assigned to you by the District Board. Do you accept these responsibilities?

The area directors are: for Area {number}, {Name}, Zonta Club of \_\_\_\_\_; *{continue with all areas}*. The area directors are responsible for attending district conferences and Board meetings, for planning with the governor the area meetings or workshops, for visiting clubs, and for acting as liaison between the clubs and the District Board. Do you accept these responsibilities?

The treasurer is {Name}, Zonta Club of \_\_\_\_\_. {Name}, as treasurer you are responsible for the funds of the district and for administering them in accordance with the approved budget. You will report to the District Board and to the conference, you will prepare a budget under the governor's supervision, and will present the budget to the District Board and to the conference for approval. Do you accept these responsibilities?

The lieutenant governor is {Name}, Zonta Club of \_\_\_\_\_. {Name}, you are the chairman of the District Membership Committee. You will perform the duties of the governor in her absence or inability to perform her official functions and you will also perform such other duties as assigned. Do you accept these responsibilities?

Finally, your governor is, {Name}, Zonta Club of \_\_\_\_\_. {Name}, you are the chief executive officer of District {number}. The Zontians of this district have expressed their confidence in your expertise and leadership skills by electing you to this position. They know that you are committed to the ideals of Zonta and that you will do your utmost to ensure that District {number} continues to flourish. You will administer the affairs of the district, keeping your Board, the Zonta International Board Liaison, and ZI Headquarters informed about district matters. You will plan and preside at the district conference, attend area meetings, supervise preparation of the district budget, and authorize expenses in accordance with that budget. You will appoint such district committees as are appropriate. Do you accept these responsibilities?

*{If the District has a gavel to be presented}* In presenting you with this gavel I place in your hands the responsibilities and privileges of the office of governor. May this gavel help you to preside over only model meetings: those in which everybody participates, nobody monopolizes, and everybody is somebody.

*{If a governor's pin to be presented}* I present you with this pin, worn by every governor of District {number} since {year} \_\_\_\_, as the symbol of your office and of the affection and respect the Zontians of District {number} have for you.

Members of District {number}, these are your newly installed officers for the {years} biennium. Do you pledge to cooperate with and support them in every way possible? I remind you that while you have entrusted the district to this new leadership, they represent you, and it is your duty to assist, advise and support them loyally in every way. Do you accept these responsibilities?

I now declare these officers duly installed for the {years} biennium. I congratulate you and offer you my sincere good wishes that you will continue to demonstrate a concern for the advancement of women everywhere, and by your leadership continue your district's enviable record of achievement.

## **Installation of club officers and directors**

This installation ceremony is often performed by a district officer, but may also be performed by a former club president or a Zonta International representative.

**Installing Officer:**

The Zonta Club of (Club Name) has completed another year [or term] of service to the community and to the world. We are all proud of these accomplishments and turn now to the year [or term] ahead. Will the officers and directors of the club for the coming year [or term] please come forward? *(New board assembles.)*

Directors of the club, *(names of club directors)*, your duties are many, and they are important. You will actively participate in all club board meetings. It is important that you attend them regularly, and that you be punctual in doing so. All matters presented at these board meetings are to be carefully and seriously considered. Board decisions are to be made according to the merit of the question with consideration of the governing documents of this club and for the benefit of the entire club membership. You have been elected to an honorable and responsible position. Your work will reflect upon this club, this club's relationship to the community, to the district and to Zonta International. Do you accept this responsibility? If so, please say "I do."

**New directors:**

I do.

**Installing officer:**

Will the secretary, *(name)* please step forward? It shall be your duty as secretary to keep a complete record of the proceedings of all meetings of this club and to keep an up-to-date list of the club membership. You will be expected to furnish pertinent information to committees upon request and will serve as the custodian of all club records, except the treasurer's. You will also be responsible for such correspondence as may be required for the smooth operation of the club. Do you so pledge?

**New secretary:**

I do.

**Note:** If the club has both a recording and a corresponding secretary, install the corresponding secretary first and then the recording secretary. Comment on their specific duties as they are outlined in the Zonta Club Manual.

**Installing officer:**

Will the treasurer, *(name)*, please step forward? It is your duty as treasurer to have custody of all funds, to make monthly reports to the club board of directors, and to make an annual financial report to the club at its annual meeting. Additionally, it is your responsibility to make timely payment of dues to Zonta International, the district and the area (if applicable) and to perform such other duties as may pertain to the finances of the club. Do you so pledge?

**New treasurer:**

I do.

**Installing officer:**

Will the vice president, *(name)*, please step forward? Your duties are special, for they are designated by the president. In addition, in case of the inability of the president to perform the

responsibilities of office, it is your duty to preside and carry on the administrative obligations of the president. Do you so pledge?

**New vice president:**

I do.

**Note:** When the club has both a 1st and a 2nd Vice President, install the Vice President first and then the second Vice President.

**Installing officer:**

*(Name of incoming president)* has been elected to lead this club as its president. Will you please step forward? It is your duty to preside at all meetings of the club and board of directors in a manner protecting the rights of each member, to administer the matters of the club in a proper manner, exercising good judgment, and to provide leadership to the Zonta club. If you pledge to fulfill these responsibilities, please say, "I do."

**New president:**

I do.

**Installing officer:**

In presenting you with this gavel, I also give to you the responsibilities and privileges of the office of president. In presenting you with this president's pin, I also give you a tangible symbol of your commitment to the Zonta club of  (Club Name)  and Zonta International.

**Installing officer:**

Members of the Zonta club of  (Club Name)  - do you pledge yourselves to cooperate with these newly installed officers? If so please say, "We do."

**All club members:**

We do.

**Installing officer:**

Congratulations and best wishes to you, officers and members.

**Note:** Many clubs present a Zonta gift, a Zonta rose or other token of appreciation to each new officer as that person takes the pledge of office

## Induction of new club members

### President:

The members of the Zonta club of \_\_\_\_\_ are honored that you wish to join with us in service and fellowship. We welcome you to a leading global organization of professionals empowering women worldwide through service and advocacy.

The name "Zonta" is derived from a Lakhota word of the Native American Sioux peoples meaning honest and trustworthy. Zonta International, a service organization of women and men with experience in a recognized business or profession, is pledged to promote the objects of Zonta, which are:

- To improve the legal, political, economic, educational, health and professional status of women at the global and local level through service and advocacy
- To work for the advancement of understanding, goodwill, and peace through a world fellowship of members.
- To promote justice and universal respect for human rights and fundamental freedoms.
- To be united internationally to foster high ethical standards, to implement service programs, and to provide mutual support and fellowship for members who serve their communities, their nations, and the world

Membership in Zonta is an honor and a privilege. Every member has the opportunity and the pleasure of sharing Zonta with other prospective members according to the procedures in our club. Every member also has responsibilities. Regular attendance, participation in club service projects, and support of our international programs is expected of all members. If called upon for leadership responsibilities, you are expected to serve enthusiastically. Zonta is strongly committed to the ideal of equality for all as expressed in the United Nations Universal Declaration on Human Rights. We are confident you will contribute your caring, enthusiasm and talents to our club.

**Note:** The Membership Committee Chairman may take this opportunity to introduce each new member with a short biographical sketch, which includes name, classification, business and title and other pertinent information.

### President:

Will you repeat the Zonta pledge with me: "I pledge myself to uphold and practice the ideals of Zonta."

### New Member(s):

I pledge myself to uphold and practice the ideals of Zonta.

### President:

Members of the Zonta club of \_\_\_\_\_ (*Club Name*) do you receive (*names of new members*) as (a) member(s) of this club and promise to work with her/him/them to further the ideals of Zonta International?

**Membership:**

We do.

**President (*speaking to new member/s*):**

The fellowship of Zonta welcomes you. We ask your support in joining with Zontians worldwide in carrying out the service and advocacy work of Zonta.

**Note:** The Zonta pin (*if not previously given*), a yellow rose or other token may be presented to new members at this time. If a Zonta official is available, she is invited to hand over the official pin.

## Revisions to the Zonta Protocol Manual

Date of Revision	Section Revised	Description of Revision
March 2014	Section 1	<p>Added text regarding scripts to General Protocol Information</p> <p>Added text regarding special requirements to Flags</p> <p>Added text regarding checking accuracy to Anthems</p>
March 2014	Section 11	Added text for installation ceremonies
March 2014	Section 12	Deleted all but the explanatory paragraph and added reference to Electronic Communications Policies
September 2014	Section 1	<p>Added text regarding providing a nameplate for guests.</p> <p>Added text regarding flags for District Conferences / Conventions held in a state of a federation of states or independent region.</p>
September 2014	Section 2	<p>Changed order of precedence for Past International Presidents and added international committee members to the list.</p> <p>Removed notes on parliamentarian and Centurion.</p>
September 2014	Section 4	Changed order of recognition protocol for Past International Presidents and deleted District Honorary Members.
September 2014	Section 5	Changed Zonta Dignitaries to Zonta Officials
September 2014	Section 6	<p>Added note regarding Foundation Ambassadors and Centurions.</p> <p>Changed dignitary to official.</p>
September 2014	Section 8	Changed location of name badge from right to left.
September 2014	Section 11	<p>Added text about installation of elected District officials being conducted by the Past Governor or ZI representative.</p> <p>Moved Induction of Club Members after</p>

<b>Date of Revision</b>	<b>Section Revised</b>	<b>Description of Revision</b>
		Installation of Club Officers and Directors.
May 2015	Section 7	Removed reference to ZI Convention Manual – not available on public side of the website.
May 2015	Section 9	Added meritorious service to list of possible awards.
May 2015	Section 11	Updated Induction of New Club Members with new mission and objects text.
May 2015	Section 12	Incorporated in Section 3
May 2015	Section 7	Moved PIP:s participation in club meetings to chapter 6
May 2015	Section 8	Deleted Officers Pins
May 2015	Section 11	Deleted Club President Elect
February 2016	Section 1, Flags	To include the flag of the USA as first flag