

Star Island Corporation

Committee Charge

Committee Name: Conference Services Committee

Role:

The Conference Services Committee is charged with advising the staff on the services provided. It recommends changes and improvements to services and amenities provided in order to further the organization's mission, vision, and relevant goals outlined in the current strategic plan. The committee considers and recommends policy and best practices in areas such as hotel and restaurant management, camp/retreat center services, conference/event services, and pertinent regulatory compliance policy (i.e. NH food service and hotel regulations).

Responsibilities and Activities:

- Embark on projects for service improvements/additions/changes based on staff needs, guest feedback, and strategic objectives.
- Conduct research involving customer feedback surveys, industry norms etc.
- Review and provide feedback on proposed changes by staff or board on adjustments to island services.
- Share information on current trends/practices of the F & B and Hotel Industry that may be relevant to Star. Provide ideas for solutions to challenges encountered by Food Service and other Conference Services staff.
- Approach Star Island visits (when attending a conference, volunteering etc.) with "Fresh Eyes", noticing what conference services practices should continue, and what adjustments could be made.

Expectations of Members:

- Understand the committee's responsibilities and activities and their relationship to the Star Island Corporation's Strategic Plan.
- Attend meetings (via video conference).
- Participate in activities and tasks needed to fulfill the role of the committee.
- Be an ambassador for the committee and its work.
- Have experience in food services, hotel/camp management, conference/event coordination, customer service, disability advocacy, facilities management, audiovisual equipment, DEI work or Star Island operations.

Member Terms:

Members have three-year terms that may be renewed for one additional three-year term, unless otherwise approved by the Board. After being off the committee for one-year former members may be approved for a new term.

Committee Composition:

Between 6 and 10 persons as needed to fulfill the committee's responsibilities and activities. One member, chosen by the CEO will serve as chair. Two members may be approved as co-chairs. The Board will appoint a Board Liaison as a non-voting member and the CEO will appoint a Staff Liaison as a non-voting member. The committee chair may also recommend advisors with specific experience or knowledge. Advisors are non-voting and must be approved by the CEO each year.

Meeting and Reporting:

Meet two to four times a year. Minutes of meetings will be taken and available to the Board and Staff. An Annual Report will be provided to the SIC office for inclusion in the packet for the SIC's Annual Meeting.

Approved Date:

February 7, 2024