

## Holland Chorale Thank You Procedures

What's working well

- Thank you notes from the Goodwill Ambassador are being sent promptly and are personalized thoughtfully
- Thank you email from the Volunteer Coordinator to the ushers are being sent

The concerns:

- There is confusion about who is responsible for thanking donors and how it should be done
- Some donors are not being thanked, especially for their donations to the fall fundraiser

What we propose:

- that the Goodwill Ambassador continue to write personal notes
- that the Volunteer Coordinator continue to thank the ushers via an email to Pat Hoving
- that donors to fund-raising events (in-kind, monetary, volunteers) receive written thank you letters within 30 days of the event from those who chaired the event or someone they designate
- that the Development Director write thank you letters to any donor the director has worked with (for example, major donors to fund raising or strategic planning; concert sponsors, et al.); that the Chorale president also sign these letters
- that the Operations Manager write thank you letters to those who make a monetary donation to the Chorale. These letters will serve as the donors' receipt. The bookkeeper will give a list of names, contact information, donation information (type) and donation amount to the Operations Manager.
- If you're in charge of something, thank the people who helped you.

We suggest that new stationary, note cards, and envelopes be ordered.

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