



CNH Circle K

Service 101 Manual

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Hello newly elected/appointed Service Officers!

First off, congratulations on being your club's next Service Officer! Y'all are going to do amazing things throughout your term! This manual compiles the basic information you'll need for your term. If you have any questions, please feel free to e-mail the next District Service Chair at service@cnhcirclek.org. Congratulations again!

Sincerely,

The District Service Committee 2019-2020

Service Officer Term Timeline

Spring/Summer

- Familiarize yourself with resources and the **District Service Initiative** (DSI)
- **Introduce yourself** as the liaison to any recurring project leads/orgs
- **Gauge member interest** for returning/new service projects
- **Plan ahead:** Create a timeline of what projects you want to do



BEE proactive!

Fall/Recruitment Season

- **Advertise** your service projects and **engage** new members (Find out what service projects they want to see)
- **Plan monthly check-ins** with your Service Committee liaison to see what's going on with service on the district level
- Aim for **seasonal Single Service projects** if possible!
- **Stay on track:** Remember your deadlines!
- **Work together:** You have your board members with you!

Winter/Spring

- Start your club's **Mei Po Wong/Outstanding Single Service Award**
- **Reflect:** How do you want your term to end?
- **Pass the Baton:** BEE there for your successor!

Spring/Summer



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District Service Initiative

DSI 2020-21: Serving our Environment. Of the 7.7 billion humans living on this planet, 1 billion people don't have access to clean water while 1.5 billion breathe air that is unhealthy. Our impact can help reverse some of the environmental damages that are caused by human consumption. Though our individual actions may have small effects on the overall changes our planet continues to undergo, together we can increase awareness of what we each can do and what we can collectively accomplish to mitigate the damages of our everyday habits.

Tabletop ideas: Preparing flower kits, reusing materials (e.g. plastic) for gardening

Service project ideas: Recycling Program, Environmental Cleaning (parks, beaches, National Parks, etc), Garden Projects, Environmental Education fairs for schools

Your term has just begun, so it's understandable that you'd have a lot of new and fun ideas that you'd want to implement! Before making a timeline, **know what's available to you!** Reach out to orgs your club has worked with before and introduce yourself, especially if you plan on continuing your club's relationship with them.

If you're planning any large-scale service projects, check your club's budget. If you need to fundraise or apply for grants, start looking into that now! Work alongside any other Service Chairs you have on board, or if you're planning to fundraise/work with the Kiwanis Family, reach out to the appropriate people!

Know Your Resources

What do you want to accomplish?

How many service projects do you want to host/create?

What are your club's total service hour goal?

How do you plan on implementing DSI/service education?

What's something new you want to do?

What legacy do you want to leave?



What are your goals?

How to Contact Orgs

Establishing the Relationship (Steps 1-3)

Search through an organization's website, word of mouth, campus announcements, Kiwanis family, etc. to find a place to do service

Once the information has been located, try to contact them within 4-5 weeks before the event

Have your club's calendar available and ready to discuss possible dates for the service



Contacting Methods & Tips

Type of contacting methods that can be utilized: Email/Phone call/Voicemail

1. Introduce yourself and the organization
2. Describe the purpose
3. Ask for upcoming volunteer opportunities
4. Schedule a date and time for a service project hosted by club
5. BEE professional - use proper formatting and greetings in your emails>
Thank them for their time



Maintaining the Relationship (Next Steps)

After you finish sending that email or talking on the phone, it is time to plan for the rest of the event. Several things can happen within this time span.



1. **Check back in with the coordinator** as the date gets closer to the event, and make sure everything is still going according to plan
2. **BEE responsive** - You want the coordinator to know that you and your group are serious about this, and you always want to keep each other in constant communication to ensure a successful event
3. Coordinators may sometimes forget that you are coming, or they may have to cancel a service project due to unforeseen circumstances. **Make sure you are on top of this** so you can accommodate for any mishaps in the future
4. After a service project, **maintain contact with these coordinators so that they can give you information on future volunteer opportunities.** You may even be able to set up a continuous service project. If not, give a thank you card and thank them for providing you the location / resources to have a service event.

Writing an E-mail

To: Volunteer Coordinator/Organization

CC: Any other potential contacts for event/organization

BCC: Your board members (for transparency)

Hello _____,

(1) My name is Anna and I am the Service Chair for UC Berkeley Circle K, a collegiate service organization. (2) As Service Chair, I am in charge of finding service events for my club to participate in. (3) I saw that your organization is hosting an environmental clean-up day at Bridgeview Trail on Sunday, March 15th at 8AM and my club would love to participate at your event. (4) How many volunteers would you need? Is there anything we would need to bring to the event? I estimate that UC Berkeley Circle K can bring up to 10 members to Bridgeview Trail Restoration.

(5) If you'd like to talk more about the event, you can reach me at my e-mail (cki.annase@gmail.com) or by phone number (678-999-8212)

(6) Thank you for your time and I look forward to hearing your response!

Sincerely,
Anna Se

(7)

BREAKDOWN:

- (1) - Introduce yourself and Circle K (largest collegiate service organization)
- (2) - Explain your position and that you will be a point of contact
- (3) - State your purpose: what event are you looking to volunteer for?
- (4) - Ask questions and state logistics. If your event is a Single Service and you're inviting an organization out to attend/host, give all your logistics and what you would need for them
- (5) - Give your contact information (can give availability too if urgent)
- (6) - Always thank the volunteer coordinator/organization for their time/opportunity!
- (7) - **ALWAYS PROOFREAD. BEE PROFESSIONAL.** Make sure to check for any grammatical errors or missing information before sending.

Quarantining with You

With the current global pandemic, your term is definitely starting out unique. These are very unpredictable times right now but we must stay strong and carry on! **Here are some ideas to continue your impact while social distancing.**

- ◆ Hosting one-on-one meetings with Key Clubbers for resume workshopping
- ◆ Hosting a workshop to educate Kiwanians on different Gen Z things
- ◆ Create cards for first responders, healthcare workers, children, etc.
- ◆ Create graphics or documents to educate membership or others about a cause or educational resource
- ◆ Captioning videos that do not have closed captions
- ◆ Social media #hashtag campaigns for non-profits
- ◆ [Free Rice](#) or other charitable games online
- ◆ Clean up the surrounding area (on your own)
- ◆ Paint encouraging rocks and distribute
- ◆ Make garden starters
- ◆ T-Shirt Dog Toys
- ◆ PTP Dolls



Know what your members want!

Gauge your members' interests by releasing a survey (paper or online) asking them what kind of service they want to see or see again. This will help you advertise and plan your projects better!

When summer comes, utilize it!

Utilize the summertime to plan your short-term and long-term goals month by month and coordinate with your other service officers. The summer would be the best time to test out any new non-profit/volunteer organizations that you want to create a relationship with. As the end of the summer approaches, begin collaborating with any nearby schools for any ongoing service projects you hope to complete throughout the school year (e.g. tutoring, school clean-ups).



Interest & Planning

Fall & Recruitment

The Fall season = Recruitment Season! Here are a bunch of fun types of service projects you can do to engage new members and introduce them to Circle K!

Single Service

First impressions can be everything! Why not start off strong with a large-scale service project made from scratch? **Single service projects are events for Circle K members to create on their own without the help of an outside organization.** You may collaborate with other organizations for venue purposes or as a guest invitation, but the event must be planned solely by you! Circle K members are to bring to life an idea that they had planned on their own and meant to help a cause or better the community. When implemented, the project should still be work-oriented, focused around spending time and effort rather than money.

Examples: school/community carnivals, food drives, hygiene education/resource fairs, etc

View the Single Service Project DCON Award [here](#).

Aim for big, fun projects!

Your first few events doesn't have to be a Single Service project! If anything, try to plan events that your returning members have identified as fun and rewarding. At your first meeting, ask members what they're looking to do within your Circle K and try to fulfill some of their requests within the first semester or quarter, if possible.

Events that your returning members really liked are bound to attract a lot of new members as well, as the hype will naturally come during general meetings. Returning members will be able to talk about their experiences and encourage others to come as well!



Interclubbing

There's more to engaging with other Circle K and Kiwanis Family clubs than attending meetings or socials. Interclub service events offer a great way to commit a larger number of volunteers to a cause that also allows members from various Kiwanis Family clubs to bond over shared philanthropic values. Having interclub events would be great for recruitment as it introduces members to service and the Kiwanis Family!



At least 1 month in advance:

Planning interclubs that extend beyond your division or sponsoring Kiwanis/co-sponsored clubs will typically require an [**Event Request Form \(ERF\)**](#).

These must be submitted to the appropriate individuals at least 3 weeks prior to your event. In order to fill out the CERF, you need to invite nearby clubs depending on any factors that may restrict volunteer restrictions (most commonly age) and confirm who will be attending your event.

2-3 Weeks prior:

It is also recommended to communicate with each involved club and what they will be responsible for contributing to the success of the event. This may include coordinating carpools, any supplies necessary for the event, or gathering volunteers.



If your club is planning themed weeks

(like recruitment weeks), incorporate service or plan a service week too!

Tips & Strategies

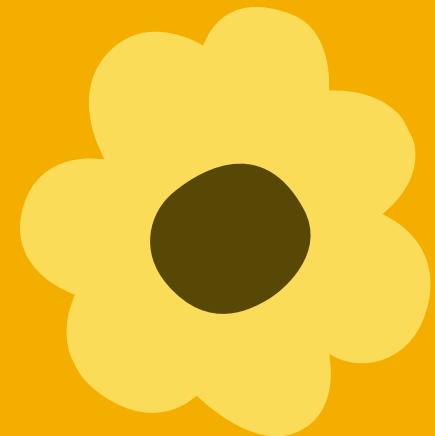


Figure out transportation early on! Learn the ins and outs of public transportation. Familiarize yourself with the surrounding areas. Look into Car Share businesses if you need to. Identify a list of members who can drive, how many they can drive, and where they live and keep track of them so you know who to contact when you need it. Make sure to reward your drivers for their help-- without them, attending service projects would be so much more difficult!

Try establishing a driver's reward system!



Collaborate with your board members! Service is one of the most encompassing aspects of Circle K! You can plan a Service Social, a Service Fundraiser, a service event with the Kiwanis Family, etc! If you have other board members (e.g. Fundraising Chair, Social Chair), try planning a larger event together! Your fellow board members can be especially useful if you're trying to plan a Single Service event!



Research to find your passion! Service education is just as important as volunteering itself. Let your members know how they're impacting their community. Knowing more information about the organizations you volunteer with can also help you determine whether or not you want to keep working with them. Lastly, being a Service Officer gives you full freedom to find events for causes you are passionate about. Do some more research and go make a difference!



BEE a leader, share leadership! Try hosting workshops for service education! You can do this on the club, divisional, or district level (e.g. Fall Training Conference, District Convention, etc).

You can also try giving service opportunities to your members by letting some of them chair their own service project! Reach out to members, find out what they're interested in hosting, and help them become a leader too!



Lean on your Board! Being a Service Officer is by far the most important yet toughest position in Circle K-- but it's also the most rewarding. Don't be too stressed and know you have a lot of support! If you're burnt out, ask your Board members for help! You also have the District Service Committee as a resource and support!

Whether you don't have as many volunteers as you want or aren't able to do all the service projects you planned, know that you're making a positive impact and that's what counts. :)

Winter/Spring

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You're almost done!

Utilize Winter Break to end your term with a BANG!

Ask yourself the following questions:

What have I been able to accomplish?

What's left for me to do?

Check back on your goals and the timeline you made and determine what's left for you to do. It's okay if your goals have changed, and it's also okay if you weren't able to do everything you wanted to do! If anything, you can definitely set your successor up for success by saving some of your ideas for them and helping them plan it if you can! Otherwise, use break and start planning for your final service projects!

Keep in mind important deadlines, and remember to fill your successor in once they're elected!

Service Never Sleeps!

"It's vacation time, what can I do for my club to stay active in service?"

(1) Learn where your club members are going for break (e.g. Northern California vs. Southern California)

(2) Reach out to clubs within the area and see if they're down to interclub (e.g. if a good chunk of your members live in San Diego, try reaching out to clubs like San Diego State University!)

(3) You can try planning seasonal service projects as well! (e.g. Christmas Caroling for a cause)

FAQ

This manual covered a lot of basic material you'll need as a Service Officer. However, you're encouraged to reach out to the District Service Committee if you have any further questions! Schedule a one-on-one with your District Service Chair (service@cnhcirclek.org) or assigned liaison (if applicable) when you can. Below are some more in-depth questions you can ask during your meeting:

What can I do to get more volunteers for my service project?

What are some organizations that relate to our DSI?

What are some ways I can organize a service calendar/sign up sheets?

Should we be setting up recurring events with organizations or trying to do a variety of events from different orgs?

What's more worth it? Small events near your school or bigger events further away?

How do I find service projects in my area? Where do I start?

How often should I e-mail my volunteer coordinators? Formatting?

What are some examples of reward systems I can implement for members and/or drivers?

How can I get my club to attend more divisional/district events?

How many events/hours should I plan for?

What counts as service/service hours?

Why did we choose to do this term's DSI?

What ways can small clubs support the DSI/what kind of events?



From the 2019-2020 District
Service Committee & your
Service predecessors:
GOOD LUCK! You got this!

