

# “The Jane Johnson Club of the Year Award”

The ACBL Board of Directors established *The Jane Johnson Club of the Year Award*. It will be given each year to a One-Star, Two-Star, and Three-Star Bridge Club nominated by its members and deemed to be the most deserving by the ACBL.

There will be a recipient of *The Jane Johnson Award* in each star category provided a club that meets the criteria is nominated.

The clubs in each star category receiving *The Jane Johnson Club of the Year Award* will be given certificates and will be featured in the April issue of the ACBL *Bridge Bulletin*. An article on each club will also appear in the *Club Managers' Newsletter*.

## Who Qualifies

Jane Johnson was the ACBL to many of our members. If you had a question, needed materials, or wanted assistance, you could always count on Jane to go the extra mile to help. Jane understood the art of customer service as though she had invented the concept.

Recipients of *The Jane Johnson Award* will be clubs that demonstrate the kind of extraordinary member service which was the essence of Jane. Jane's message to clubs was that goodwill starts at the club level and grows from there. How members participate in their clubs is a precursor to how they will act at sectionals and regionals. It is not merely the activities offered that makes one club rise over the next, but it is in the attitude of its participants.

## How to Enter the Competition

Club members must nominate their club by submitting an article that describes the reasons the club should be awarded this honor. The article should address how the club fulfills the criteria listed below. Each article-nomination must be signed by a minimum of six (6) club members. *Please check with the club manager to see which Star Level the manager has applied for — One, Two, or Three.*

All nominations must be received by the ACBL Club and Member Services Department no later than **December 31, 2004**. ACBL will make the final decision of *The Jane Johnson Club of the Year Award* in each category.

## Criteria for “The Jane Johnson Award”

1. The club is part of the community. Its membership does more than play.
2. The club works as a family. The members are responsible for the health of the club. They share the duties such as directing, cleanup, scoring, partnerships and hosting.
3. The club members actively promote the club through good advertising, including word of mouth, and by inviting newcomers to visit and play.
4. The club provides services to new and needy members – phone calls to missing members, assistance in transportation and welcome committees.