



Coffee Club DIVAS 
Empowering women...one cup at a time.

POLICIES AND PROCEDURES

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(Please read carefully and initial below you have read)

Rules and regulations for those “certified divas” participating in the Coffee Club Divas Networking Organization, Website and Private Facebook Page.

Disclaimer

When you join the Coffee Club Divas group and site you understand that while events are organized through the group, you are solely responsible for your own wellbeing and safety.

COFFEE CLUB DIVAS EVENTS

No-Shows and RSVP Rules

Only RSVP if you plan to attend. Please give 24 hours notice if you need to cancel.

If you have paid for a service or workshop – there will be no refunds... however an exchange or credit can be used for future event (24 hour notice).

FREE Events

If you do RSVP for an event and even if it's free and you can't make it you must cancel 24 hours ahead. Our hosts go to great lengths and spend time, money and energy on food, room rentals and marketing materials. Please be respectful of their efforts. (if not canceled in time you may be charged fee)

When you cannot attend a meeting it may seem in “support” of a fellow diva to share the reasons why you can't attend - however, it sets up a stigma that your situation is more important than their event. I encourage you if you feel drawn to comment to say something like:

- Next time
- Sounds Fabulous
- Have fun

No need to explain - also be careful of taking this as an opportunity to “sell yourself” for example:

“I can't make the meeting because I have a Tupperware party at my house from 6-8pm and we still have seats open.”

Guests Attending

We encourage you to bring guests as that is how our membership will grow and support YOU with more clients, referrals and connections.

Guests are allowed to attend (1) meeting then will be requested to become a “certified diva” in order to be committed to the Coffee Club Diva Group.

Therefore guests do need to be “approved” by the Queen with a simple sending their name and email or have them contact me directly!

HOST A MEETING

A great way to “show off” your business is to host an event at your place of work or to be a “speaker/sponsor” at one of our events. This is a marketing opportunity where your name will be listed on our website, facebook and sent out on our newsletter.

You will have an opportunity within your talk to “sell your services” as well as our host will encourage participants to purchase your product or service.

This is a paid opportunity however, the host does not take “funds” for the products sold. Also we have vendor tables at our event if interested inquire about fee.

Contact the Coffee Club Divas office to discuss what's involved in hosting at your office space - or to be the speaker/sponsor.

YOUR INFORMATION ON THE "CLOSED FACEBOOK" PAGE

This is an opportunity for you to connect with other divas and build relationships. It's okay to promote your service, product or event

- (1-2 times a week only)
All posts need to be "approved" by The Queen before they end up on site. If you have a "question" regarding your post before sending to be approved, please feel free to email to me first.
- We encourage you to have our members "like" your business facebook so they can choose to follow your blogs, daily tips inspirational daily messages, etc.
- Please note however, I only give "permission" to events that are directly related to your Divas businesses – or events that I am involved with personally or am in collaboration with.
- I don't post any unrelated networking, chamber, or business events on the Diva page.
- Asking divas questions on the page for diva referrals or help is fine.
- Regarding "tagging" please only tag other certified divas on this closed facebook page. If you want to refer other resources to your fellow divas please just inbox them.
- Please keep posts about business, coffees, referrals, testimonials and connections. Personal stories must be shared on your own personal wall.
- The Coffee Club Diva name is a "brand" thus you can invite divas to your events yet starting a "group" within the Coffee Club Divas without permission would be considered a conflict of interest.
- PLEASE consider checking the "What's Happening" tab on the Coffee Club Diva website FIRST before planning your event. We are starting to see too many back-to-back events which only dilutes these meetings for everyone. Plus, I can't promote any events that are on top of our regularly scheduled meetings.

As an organization, those "official" meetings are our most important, and I strive to hold each monthly meeting at a new and different place while at the same time supporting or members needs.

* I obviously want to support all of your events, but please be considerate to both myself and the group as a whole when planning your next event.

One Last Thought about Facebook:

Be careful of only JUMPING on board with our private page or attending meetings when you need clients or to fill an event - you set yourself up for disappointment. Relationships take time - give yourself time to attend meetings, do your coffees, follow up in a timely manner, give to others first, and collaborate with other diva. THIS is the Coffee Club Diva way!

DIVAS AREN'T PERFECT

Yes, despite all our sparkle and success, Divas aren't perfect and there are occasions when unprofessional behavior must be addressed. It doesn't happen often, but when it does The Queen will enforce the following rules:

Gossip-

Positive, uplifting conversations are one of the hallmarks of our organization. Gossip undermines our relationships and damages the reputations of both parties. Any gossip, regardless of topic or intended target, is unprofessional and will not be tolerated. The Queen reserves the right to expel any Diva violating this policy.

Complaints-

Lending support to other Diva businesses is what we do each day, whether by referring people to a Diva business or by personally buying Diva products or services. Divas trust each other to give and receive the highest quality product or service. When a product or service doesn't live up to its reputation, then that trust is shattered. On rare occasions, I have received complaints about a Diva not delivering a product or service as promised. After receiving one complaint about a Diva, I will give a verbal warning to the Diva in question and counsel her on remedying the situation. After the second complaint, I will counsel the Diva and ask her to relinquish her Coffee Club Diva membership.

BEING A DIVA IS NOT RIGHT FOR EVERYONE...

As the Queen, I reserve the right to proclaim and determine that The Coffee Club Diva needs to be a "good fit" for the group and that acceptance into our club is not automatic.

Also The Queen does have the right to "refuse and release" any Diva that is not upholding the integrity of the organization which is to do business honestly and with integrity and to follow protocol outlined during Diva Certification.

In appreciation and to your success!

The Queen Diva