

QUALITIES OF A GOOD CLUB GAME DIRECTOR

The games you run and the way in which you run them constitute the foundation of your club. Pay attention to the details. Observe the habits of your players and try to accommodate their wishes. Don't tolerate bad behaviour from anyone. If your games are well run and fun, your customers will be happy.

Decide to be a club director who will "go the extra mile."

Here are some services you can perform that will enhance the quality of your games:-

- Be available one hour before game time to assist newcomers and to answer questions from club members.
- Take reservations from all players who plan to attend the following week's game, asking if they will need a partner or a ride, etc.
- Arrange partnerships for players who need them. (All club members understand that their cooperation is expected.)
- Make permanent name tags for everyone. They can be kept on a bulletin board at the front door and picked up as the players arrive for each session. Ask players to wear their name tags to create a friendlier atmosphere.
- Start promptly and end the game when it is expected to end (approximately 3½ hours for a regular session and 2 to 3 hours for a limited game. Remember bridge is a timed event.
- Encourage your players to play in a timely fashion. "If you can't play well, play fast," is a good reminder. If you have trouble with slow players, establish a club policy of "no late plays." Anyone unable to complete the boards on a given round will receive an artificial score. Average for both sides if both/none are at fault. If one side is at fault, they receive and AVG -, the opponents AVG +.
- Use a timer or reminder to help keep the game moving. A timer that counts down the minutes in the round and signals each move can be very helpful. The timer lets the players know how much time they have left in each round and helps keep the game moving. If you don't use a timer, give your players a two-minute warning as each round is about to end.
- Make the starting times for your games fit your customers.
- Know your customers. If you have a lot of seniors who don't like to drive in the evening, don't schedule your games to start at 7 p.m. Be flexible with your times and change as necessary.

- Simplify the entry-selling process.
- Keep yourself free to welcome your players and tend to any unusual circumstances by NOT selling entries at the start of your game. Instead, put out table mats on the tables you expect to use and have the players choose their tables. Put envelopes on the table marked with the table number and the N-S and E-W pair numbers. Ask the players to put their fees in the envelope and note on the outside if anyone needs change, etc.
- Remember your role as host/hostess.
- When you elect to collect money at the tables for entries, you allow yourself the freedom to greet people as they come in. You are in effect the host/hostess of a party, and you should be with your guests, noticing a new hairdo, a new outfit, asking how her sister is, how his trip was and generally schmoozing.
- Talk with every player in your game.
- Use tournament-style entry blanks at each table and collect them when you collect the fees. Turn over the entries at your desk of the people you have already talked with. This procedure enables you to make sure you have spoken with everyone. Make sure you also say "goodbye" when the players leave.
- Use bid boxes. Players love bid boxes — even new players. They cut down on the noise in the room and players no longer have to ask for a review!
- Use pick-up slips. Pick-up slips help keep the game moving. Travelers often result in at-the-table postmortems.
- Post results on the Internet or in a newsletter