

**Director Responsibility: Being Player-Centered**  
**Adopted by Unit 183 Board of Directors February 16, 2011**

**First, if you don't enjoy directing, don't do it! If you arrive for your game in a bad mood, recognize it in yourself, and improve your mood. It is vitally important to model the Zero Tolerance Policy. Treat all players at all times with dignity and respect. It is your job to remain calm, positive, and professional even when players are out of line. The use of profanity is prohibited. Avoid playing in your own game whenever practical.**

**Prepare for the game as much as possible prior to the start of the game:**

- Make certain that the facility is clean, well-lighted, organized, temperate, etc.**
- Prepare the coffee and the rest of the hospitality.**
- Provide adequate change.**
- Provide sharpened pencils and forms.**
- Get the scoring machines ready for use as much as possible.**
- If you have a reservation policy, make sure all players are aware of it.**
- Prepare hand records for distribution.**

**If your game includes a lesson, be prepared. Respond to questions and comments politely and professionally. If you can not be available to teach, make every effort to notify players in advance or arrange for a substitute.**

**If you have a ground rule, such as the length of the game, let players know prior to their paying for the game. They are entitled to know the total number of boards that will be played during that game.**

**Greet all players as they arrive and/or pay with a smile and a kind word. Introduce yourself if you do not know a player's name.**

**Once everyone has paid and the game is ready to begin, welcome the entire group. Introduce all new players to your game. Welcome back those who have not played for awhile. Remind everyone about the Zero Tolerance Policy and the Cell Phone Policy. Also remind players to throw away their trash as they finish eating and drinking. Provide all necessary game and scoring instructions.**

**As the game progresses, treat everyone kindly and with respect. Handle director calls as quietly and professionally as possible. If necessary, call player/s away from the table to a less intrusive location to resolve a matter in order to minimally disturb players at other tables. Enforce all ACBL and local rules fairly and consistently.**

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**Help players move boards from table to table as necessary. However, when helping to move boards, do so as discreetly and quietly as possible. Grabbing or “snapping” the boards harshly feels bad to the players.**

**If players are playing too slowly and delaying the game, speak to them firmly, but kindly. A good director gets to know his/her regular players’ playing pace. Sometimes faster players are going to fall behind and should be warned to speed up play. Chronically slow players need to be encouraged before/after games to speed up play. New players should be monitored. Players should be dealt with fairly on this issue and as equally as possible, applying ACBL Rules.**

**Prior to the last round of play, make announcements on behalf of the FW Studio and the Unit. Players like to know what is coming up in the way of special games and events. Again, remind players to throw away their trash, push their chairs in, etc. State your appreciation for their assistance. Thank the players who brought food. Thank all players once more for playing in your game. Encourage them to return in the future.**

**Print and post the game results with one round to go. Announce the game results at the end of the game and congratulate all of the winners. As appropriate, award the winners their prizes. Also, make hand records available. Provide individual game summaries as requested.**

**The surest way to change someone else’s behavior is to change one’s own. Rather than complaining to others about another director’s game, collaborate with other directors about ways to improve your game.**

**Incorporate into your routine:**

- \*Communicating regularly with the players in your game/s via an email list.**
- \*Sending written thank-you notes to new or semi-new players inviting them back to your game.**
- \*Sending written thank-you notes to returning players who often bring food or do something else special for your game.**
- \*Sending birthday wishes to your regular players or announcing birthdays during your game.**
- \*Sending written get well wishes to your players and notifying the Sunshine Chair.**
- \*Sending written sympathy wishes to your players and notifying the Sunshine Chair.**

**After your game ends, make certain that the facility is cleaner and more organized than you found it when you arrived. This conveys respect for your fellow directors and confirms that you are truly player-centered.**