



TO: ACBL Board of Directors
District Board Presidents
Unit Board Presidents

FROM: Nancy Boyd – Field Manager
Sol Weinstein – Field Manager

RE: Field Operations – Organizational Structure and Communication

This letter is to acquaint you with recent changes to the ACBL field structure. That is, the transitioning of a large part of tournament operations from headquarters to the field. Some of you already know most of this, to some this is new.

As Field Managers, we are responsible for our staff of 38 full time and 123 part time Tournament Directors, and for the more than 1,000 tournaments held annually, including three NABCs. Reporting to us are twelve Field Supervisors, three who have had that job for a while and nine new. Six Supervisors report to each of us but we share the oversight of field operations together. All Tournament Directors are employees of the League and report to their respective Supervisor. The attached documents are a list of all Tournament Directors and their respective Supervisors. Teams were created with the needs of districts and units in mind. Our overall goal is to be able to provide groups of units/districts with a team of skilled, professional directors, led by a Supervisor, who can direct all tournaments in their geographic area.

With this new structure we are implementing significant changes to our training and supervision of field staff. We intend to teach more, both through formal (classroom type) instruction and on the job personal mentoring. The Supervisor team will emphasize and build upon the customer service training started last year. The goal, in general terms, is to improve the quality of tournament direction throughout the League. Two new positions exist to help achieve this goal. Dan Plato is Manager, Recruiting and Development. Brian Weikle is Manager, Continuous Improvement. We are also developing a long-range staffing plan to ensure that we can staff tournaments with a well-trained professional staff.

To help make this work, there is a process we would like to see followed in all matters pertaining to tournaments. Each tournament has a person, appointed by the sponsor, to oversee the operation of that tournament. Typically this is the Tournament Chair. For each tournament a Director-In-Charge (DIC) is assigned by the ACBL. The Tournament Chair and DIC are responsible for delivering a successful tournament to players. Where a DIC and Tournament Chair are not able to resolve tournament-related issues the next step is to involve the DIC's Field Supervisor. In the rare event that an issue remains unresolved the appropriate Field Manager will provide support and assistance to help facilitate resolution.

Everyone involved in the process has the desire to provide the best possible tournaments for our members. Towards that goal, please know that if you have a concern of any kind, tournament related and even sometimes not, call or write to one of us. We are all here to help. Each Supervisor is committed to creating positive working relationships between all field staff and volunteers. As Field Managers we are here to support that relationship. We hope you will be comfortable enough to contact us whenever you think we might be able to help.

Best Regards,

Nancy J. Boyd
ACBL Field Manager



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