

FarmHouse International Fraternity

Housemother/Resident Advisor Resource



Revised Fall 2005

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**FarmHouse International Fraternity
Housemother/Resident Advisor Handbook**

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I. INTRODUCTION

The name FarmHouse was deliberately chosen by our Founders to signify the membership of the organization and to indicate pride in the importance of our agricultural heritage. Since the farm home is a symbol of gracious living and hard work, it is little wonder that the housemother position has been an integral part of many FarmHouse chapters since as early as 1906. Today more than half of the FarmHouse chapters have housemothers even though they are sometimes the only men's fraternity on their campus that does so. The International Executive Board and Fraternity staff feels strongly about the overall and long term value to a strong, stable chapter that a Housemother or Resident Advisor supplies.

The Housemother/Resident Advisor is encouraged to have a guiding and supporting role in the Chapter. The Housemother/Resident Advisor is an educational resource for the members on etiquette and manners and will often assist the Chapter in meal purchasing and planning. While not expected to be a professional counselor, they should always be ready to listen to members about their problems and concerns. The Housemother/Resident Advisor can be an ideal bridge between the chapter and a variety of constituencies, such as the International Headquarters, Chapter Advisor, and university and community officials.

While the roles of a Housemother and a Resident Advisor are similar, there will be some important distinctions. Regardless, both positions can be an invaluable resource for the members of the chapter, making their fraternity experience more rewarding and helping FarmHouse achieve its goal of Building Men through the 4-Fold development process.

II. RESPONSIBILITIES

Housemother

Housemothers have been an integral part of many of our chapters for nearly a century. A housemother is turned to for many roles in a chapter. Most importantly, a housemother serves as a “mother away from home” to young men transitioning from home to university living and as they prepare for life after college.

The roles and responsibilities of Housemothers vary from chapter to chapter. Some chapters hire a housemother who has a full-time job outside of her role as Housemother. Some chapters hire someone to fulfill the joint role of Housemother/cook. Salaries also vary tremendously, depending on job functions, expectations and whether the Housemother has outside employment or outside income or retirement income.

The International Executive Board has consistently encouraged the retention of a Housemother or Resident Advisor and has favored the employment of the traditional Housemother due to its added stability and greater impact on members conducting themselves in an appropriate manner. The Housemother will work closely with the President, VP-Finance, the Directors of House Operation, Director of New Member Education, Total Member Educator and the Kitchen Manager. Some of their duties may overlap, but the Housemother is a resource for and will assist with some or all of the following responsibilities:

- Teaching, guiding the chapter and its members in matters of social correctness, matters of etiquette and professional courtesies.
- Being a friend, good listener, confidant and “counselor” to members on a variety of personal topics, connecting them with professional help when necessary.
- Serving as a Hostess, planning and preparing for guests, greeting them, and socially entertaining.
- In some cases, chaperones social activities and programs.
- Serves as an ambassador to parents, the university, other chapters, and the local community.
- Helps hold the chapter accountable to its chapter house rules and bylaws and regulations/policies set forth by the University, local, state and federal laws, Association and International Fraternity.
- In some cases, assists the Kitchen Manager with overseeing the food service operation: planning menus, ordering food, and ensuring that food is prepared, stored, and served properly.
- Helps hold the chapter accountable to ensuring that the house and grounds are kept clean, safe and habitable at all times and to advise the Chapter of any deficiencies in these areas.
- Responds to emergencies as needed.
- In many cases, serves as a living historian to provide continuity to the chapter.

Resident Advisor

A few chapters employ graduate students, sometimes a married graduate couple, and have generally had a satisfactory and meaningful relationship with their Resident Advisor(s). The Chapter Resident Advisor (RA) position provides less continuity than does the more traditional Housemother approach. The Resident Advisor, by the nature of the position, does not serve as many broad functions due to their own status as a student. Resident Advisors are generally not responsible for items such as kitchen operations, the menu, etiquette, or the history of the chapter. Especially if required by the University, the RA often has more of a policy deterrent (Risk Management, alcohol, noise, etc.) role emphasized in their duties than a Housemother. Below is a general list of duties that Resident Advisors might be given:

- Provides assistance to members of the chapter in ensuring that the house and grounds are kept clean, safe and habitable at all times.
- May serve as the representative of the Association Board to coordinate repairs and maintenance activities.
- Encourages the chapter to enforce house rules and regulations and compliance with Risk Management policies as mandated by the International Headquarters, state and local government, Association Board, and the University.
- Maintain a set of keys to all rooms, closets, etc. The RA will check tenants in and out of their rooms noting the condition of the rooms on the proper form in conjunction with collecting security deposits. Take inventory at the beginning and end of each semester of property in the common rooms and bedrooms of the house.
- Meet weekly with the Chapter's president and sit in on at least two executive council meetings each month and at least one Chapter meeting each month. Meet at least monthly with the chapter advisor.
- Serves as a confidant and counselor to members on a variety of personal topics, connecting them with professional help when necessary.
- Schedules and conducts the opening and closing of the Chapter House over scheduled breaks.
- Provides academic assistance and resources to the chapter and its members.
- Responds to emergencies appropriately and as needed.
- Cooperates with investigations undertaken by the Association Board, University, by FarmHouse, and by other authorities into the conduct and activities of the Chapter and its members.

The Chapter

In order for a member of the chapter house to fully understand the meaningful contribution that the Housemother or RA can make, he should make every effort to get to know them as well as he knows his FarmHouse brothers. Members should know that the person in this role can always be trusted to honor confidences when they are requested or implied.

Within FarmHouse, the Housemother or RA is an employee of the Chapter. In many cases the Association plays a vital role in providing advice, support, financing and counsel to assist the chapter in its role as an employer. But the Chapter is the employer.

As with all employees, it is important that the Chapter produces and utilizes a written job description and employment agreement. A performance evaluation that is tied directly to the job description should take place at least annually, with a written document serving as the guide and kept for the records. The formal evaluation helps insure that the chapter is receiving what they have contracted for as the employer and that the employee has the opportunity to continue to develop and be aware of areas that they have done well and areas that need improvement.

A housemother/RA should know who has been delegated as the ONE person for contact in all matters of contract, duties, responsibilities, job performance reviews and job description. It is important that every housemother/RA have ONE BOSS in terms of matters of conflict, misunderstanding, and negotiations. Typically, the chapter president is responsible for evaluation and negotiation directly with the housemother.

The members of the Chapter must show the Housemother/RA all due respect and recognize that while they live in the chapter house, they will still have different housing needs and expectations. Brothers must honor quiet hours and areas. The term “mother” does not imply that she lives in the house to pick up after you – members are responsible for maintaining a clean and orderly working environment. Show the house the respect it deserves – it is the greatest financial asset of the Association Board/Chapter and must be operated, as any commercial property would be. It must be treated well to ensure that it can be inhabited by many generations of students to come or sold for a good price that will enable the Association to build/purchase an even better facility. This may be your temporary home – but a Housemother could be there for years – be respectful of her home.

This means that members and their guests must always follow the chapter house facility rules as enumerated in the charter, by-laws, and Director of House Operations resource, as well as following all appropriate risk management rules.

III. CHAPTER OPERATIONS

Why Have a Housemother?

Although the values of having a Housemother or Resident Advisor are numerous, some of the specific merits cannot be easily enumerated or defined. The most obvious merits include:

- Provides a respected and trusted ear to listen to problems, successes, etc.
- Provides a mature, honored, and professional attitude and presence in the chapter house.
- Promotes the appropriate social manners, behaviors, and language.
- A trusted counselor, resource person, friend, and advisor at the members' disposal on many issues.
- Provides a mature live-in person who can recognize the need of individuals for professional counseling, and then tactfully and appropriately can make proper referrals for professional help. A Housemother/Resident Advisor is NOT a student counselor or resident psychologist!

Employment Terms & Conditions

The job duties and expectations must be clearly understood and documented in a contract signed by all appropriate parties. This protects the rights of the chapter and the Housemother/RA. This should have a clear expectation on expected hours and the calendar events that they will be expected to attend (university, social, community, etc.). The Chapter (usually with assistance from the Association or Chapter Advisors) is responsible for determining the job description, desired qualifications, recruiting, interviewing, and selecting someone for the position, as well as negotiating the compensation package. While room and board are generally standard elements of the compensation, that must still be clearly documented as well as any additional salary. Some samples for this process are included at the end of the resource. Having an employee brings certain responsibilities beyond clearly defining the position's responsibilities.

Salaries

Generally, a Housemother or Resident Advisor will not be an hourly employee. Once the compensation has been agreed upon, you must also determine the frequency of payment – every 2 weeks or on the 15th and end of the month are the most common. It is vital that the chapter manages its finances appropriately so that the staff is paid on time – failure to do so is not only inconsiderate and irresponsible, but may put you in breach of contract and/or cause the employee to resign. Having a salaried employee means the chapter is also responsible for taxes. If the VP Finance uses accounting software, such as QuickBooks (www.quickbooks.com) it should help keep finances more organized with scheduled payments and reminders and prevent such an incident from happening. These can also be integrated with online access to accounts that can make payments automatically.

Taxes

The local chapter can be responsible for two types of taxes: income and payroll. The Chapter or Financial Advisor should work with the VP Finance in preparing the returns or determining an appropriate place to outsource this important process. If you have a Housemother or Resident Advisor, you will be liable for taxes unless they are employed as independent contractors. **It is highly recommended that if a chapter employees a housemother or cook that an outside payroll company be hired to handle payroll and tax issues.**

Payroll Taxes - Any chapter having full or part time employees are responsible to file Form 940 annually and Form 941 quarterly. These forms are filed by the 30th or 31st of each month following the end of a quarter. These dates are as follows:

1. March 31 Form 941 due April 30
2. June 30 Form 941 due July 31
3. September 30 Form 941 due October 31
4. December 31 Forms 940 & 941 due January 31.

In completing Forms 940 & 941, the chapter needs the following:

1. Federal Form W-4A package
2. Federal Form 940 Annual Federal Tax Return
3. Federal Form 941 Quarterly Fed. Tax Return
4. Employer's Tax Guide (Circular E)
5. Employer's Quarterly Tax Report (state)

To request forms, call the IRS at 1-800-424-3676 or at their website at www.irs.gov and tax management software at www.turbotax.com. We recommend that the chapter hire a professional payroll service company to handle this responsibility.

Payroll

Payroll is a unique situation for chapters that employ cooks or other services. Each state has different laws and requirements. Since filing of taxes has certain requirements, which include exact records, it is useful to have a separate payroll account. There are a number of payroll service companies that will handle payment and all accompanying filing and reporting for a very small fee. Payroll companies offer additional features, such as direct deposit, that make them more attractive. Using such a service would eliminate the need of using a separate professional service for your taxes. Any money set aside for payroll taxes should be left in the account so it is not used elsewhere. Always have this account in dual control with the Association Board. All records must be kept for seven years. Payroll service companies, such as www.ADP.com, www.paychex.com and www.paymaxx.com, are an excellent resource.

Qualifications

Because the responsibilities of a Housemother are different from those of a Resident Advisor, there are differences in the qualities you seek in an employee. Characteristics that you will need in both include:

- Be Honest and always have a sense of Self-Control.
- Have a good sense of humor.
- Be firm and fair-minded without being aggressive or dictatorial.
- Be neat and well groomed at all time.
- Leadership and communication skills demonstrated through past experience.
- Sensitivity to students and openness toward different racial, religious, gender, ethnic, ability and sexual orientation backgrounds.
- Maintain a professional status as a paid employee, rather than member of the chapter – you should never be “one of the boys.”
- Remain unbiased in all fraternity politics and chapter elections. This includes being interested in all residents but not having favorites.
- Ability to plan and facilitate social activities and educational programs.
- Able to effectively enforce all Housing and University policies and procedures and related laws.
- Have current CPR and First-Aid certification from the Red Cross or other licensed agency is desired.
- Some level of financial independence beyond their salary – so that poor finances do not impair their judgment.

Specific to a Housemother

- Should be in good health with no recent record of a serious illness.
- Has already raised her own family.
- Has an understanding of the realities and ideals of college and fraternity life.
- Have a good education and cultural background – a college degree is preferable, but she should minimally be educated to the degree that she uses proper English.
- Should be emotionally stable, especially relative to dealing with the age disparity and the exuberance of youth.

Specific to a Chapter Resident Advisor

- Academic stability and proficiency – recommend a minimum GPA of 3.0.
- Demonstration of self-confidence, leadership, assertiveness, maturity and stability.
- College or university residence hall living experience preferred.
- Candidates’ judicial history may be used to evaluate employment.
- Able to work varied hours including late nights and early mornings, weekends and holidays.

Policies & Procedures

The most important thing to know about your position is when to get involved. Certain matters are appropriate, and others are not. Even if you think the members may be making a mistake – let them. FarmHouse wants to Build Men and experience is the best teacher. The skills they develop dealing with these issues will be invaluable later in life. They may come to you for counsel, but do not directly intervene when it is truly the job of a brother.

When to Get Involved

Knowing the matters and issues in which the Housemother/Resident Advisor(s) should be involved is essential to your role. These general areas should guide you in getting involved:

1. Ensuring that the members conduct themselves in an appropriate manner, including social education.
2. Making visitors, guests, and new members welcome in the house.
3. Ensuring that Risk Management policies are followed.
4. Encouraging members to contact alumni board members for advice that may not be appropriate for the Housemother/Resident Advisor(s).

When Not To Get Involved

Although it is difficult to delineate all specific examples, there are times and situations in which the Housemother/Resident Advisor(s) should not be directly involved. Some examples of cases where you should not get involved would include:

1. Matters of membership selection, officer elections, and issues of making policy.
2. Actions to activate or deactivate a new member.
3. Repeating confidential issues that were brought to you by members.
4. Violation of the privacy rights of individuals.

Policies

Community Development

- Act in a manner that promotes individual and community safety at all times.
- Effectively approach residents concerning an actual or potential problem.
- Conduct himself/herself in a manner that is professional and that does not alienate residents, lead to ineffectiveness in the position or compromise the respect of the Resident Advisor position.
- Be accessible to all residents and spend time weekly with a wide variety of residents.
- Role model and encourage courtesy and consideration among residents by educating students about their rights and responsibilities to one another.
- Role model through actions and words a respect for human dignity and an appreciation for people of all races, ethnicities, genders, religions, abilities, and sexual orientations.
- Confront all acts of racism, sexism, religious intolerance, and homophobic behavior.
- Promote co-curricular education through faculty involvement in the chapter programming.

Resource and Referral to Campus

- Act as a referral agent for University services (i.e., Health and Counseling Services, Campus Dining, University Police, Student Life and Leadership, Student Community Services, Financial Aid, Multicultural Center, Student Academic Services, Career Services, Academic Advising, Library, etc.)
- Immediately post all notices, make informational signs and forwarding announcements.
- Replace out-of-date information on bulletin boards with updated information in a timely manner.
- Know and educate residents about University policies, services, facilities and programs.
- Develop strong working relationship with Coordinator of Student Development.
- Express differences of opinion openly, honestly and tactfully with university and fraternity staff members.
- Communicate openly with staff members and the Coordinators of Student Development.
- Consistently support staff members in the performance of all their duties.

Procedures

- Respond to student concerns and crisis situations both on and off duty.
- Sleep in the chapter house every night except when absence is approved in advance.
- Maintain and promote a high standard of professionalism.
- Stay through the closing of the chapter house (if it does) closing and complete Safety and Maintenance Checks.
- Return to the house in advance of the members to prepare the building for returning residents.
- Efficiently and promptly handle all administrative responsibilities such as openings/closings, check-ins/ checkouts, Safety and Maintenance Checks and other duties.
- Investigate, report, and follow up on all damage and maintenance requests.
- Maintain residence hall security
- Attend all assigned meetings throughout the year.
- Develop a recognition system to acknowledge members who go above and beyond Cleaning or caring for the facility

Conduct

- Maintain high standards of personal conduct, obeying all laws, and at all times reporting truthfully and completely to the Association Board.
- Know all policies and procedures in the Membership & History Handbook, Director of Risk Management, and Director of House Operations resources.
- Respond consistently and fairly to all violations of University and residence hall policies.
- Demonstrate a positive and respectful attitude during confrontation of policy violations.
- Immediately handle all judicial information and paperwork.
- Follow up on problem situations and mediate conflicts when appropriate.
- Demonstrate sound judgment at all times.
- Continually challenge self to grow and be open to change and new points of view.
- Effectively balance personal needs with the demands of the position.
- Maintain a healthy balance of time spent away and time inside the chapter house.
- Evaluate and apply constructive feedback from the chapter, Association Board, and university.

Risk Management

- Consuming alcohol and/or illegal drugs in the chapter house or returning to the chapter house under the influence of alcohol and/or drugs are prohibited.
- Drinking with underage residents is prohibited. You should immediately leave an event where underage residents are drinking. Failure to do so may result in termination from the position.
- Use, possession, and/or distribution of illegal drugs are in violation of State and Federal laws and will result in termination from the position.

How to Report Violations of Policy

From time to time, it is common to expect that policies or regulations will be violated by members. Obviously, policy violations will vary in their variety, complexity, and seriousness. Common sense is the key to knowing how and when to report policy violations.

The following are suggested steps for how to report various policy violations:

1. If the situation is appropriate and you are comfortable, confront the individual(s).
2. Depending on severity of violation, notify the chapter President or the next highest ranking officer(s).
3. If chapter President or other officer(s) does not action, notify the Association or the Chapter Advisor(s).
4. If chapter and association/advisors take no action, notify the FarmHouse International Headquarters.
5. If a major policy violation occurs (i.e. death, serious injury, etc.) it may require immediate attention from the local emergency response team, law enforcement, and/or University administration. Good judgment and common sense need to be adhered to when you get to this point. It is also advisable to notify all of other constituents identified above when a major issue such as this occurs.

Remember that a FarmHouse chapter is a complex organization; it is a self-governing entity, a small businesses and a brotherhood. As a housemother or resident advisor, you are not necessarily the enforcer of policies governing the chapter. However, you are expected to hold brothers and the chapter as a whole accountable to the values and principles of FarmHouse. Often times your presence alone will challenge the members to consider any questionable activities that may be contrary to any policies, rules, or regulations. In your role, you should not feel obligated to act *in loco parentis* inasmuch as FarmHouse members must be prepared at all times to assume full, personal responsibility for their own actions.

IV. ADDITIONAL RESOURCES

Resource Directory

It is important to keep this list updated with all pertinent contact information (Cellular phones, e-mail addresses, etc.). You should make sure this information is posted at various locations in the house and can be easily referenced in case of any emergencies.

- Fire Department
- Police Department
- Utility companies (Electric, Gas, Water, Telephone)
- Insurance Company
- House Corporation President
- Vendors & Maintenance Companies
 - Grounds (Paving, Concrete, Landscaping, Roofers, Security)
 - Interior maintenance (Appliances, Flooring/Carpeting, Fire Extinguishers, Fire Alarm, Furniture)
 - Contractors (Carpenters, electrician, plumber, exterminator, Painters, Glass Repair, HVAC)
 - Trash Removal – this can be the biggest obstacle to being a good neighbor, take it seriously!)
- City Building Inspector's Office
- Chapter Advisor
- University Housing Office
- City Health Department
- University Security Office
- FarmHouse International Headquarters

Sample Application Form

**FARMHOUSE FRATERNITY
HOUSEMOTHER APPLICATION FORM**

Name _____ Telephone No. _____

Address _____

City _____ ST _____ Zip Code _____

E-mail Address _____

College Graduate? _____ Major _____ Name of College _____

Describe any relevant professional experience you have had.

In what ways have you worked with college-age young people?

If necessary, would you feel qualified to:

- Plan simple, well-balanced meals?
- Plan and purchase supplies in quantities?
- Do simple sewing and mending?
- Be a good listener without divulging confidences?
- Be the official hostess of the fraternity?
- Assist members in planning and organizing chapter programs?

As a Housemother, how would you conduct yourself as far as your consumption of alcoholic beverages is concerned?

Are you a healthy person – capable of adjusting to a “young” schedule?

Describe briefly why you would like to be a housemother at FarmHouse (or attach separate sheet).

Based on your past experiences what makes you a good candidate for Housemother?

*Please attach a resume and any references that you would like to include.

Sample Contract

**FARMHOUSE FRATERNITY
HOUSE DIRECTOR AGREEMENT AND CONTRACT**

It is hereby agreed by and between the undersigned _____ is employed as the full-time Housemother for _____ Chapter of FarmHouse Fraternity for the _____ academic year at _____.

A salary of \$ _____ per month shall be paid in advance of each of _____ months beginning as of _____ .

Federal and State withholding taxes shall be deducted from salary as required. The Fraternity shall provide Workmen's Compensation insurance for the House Director.

Other compensation specified as follows:

The times of service and vacation specified as below:

Term of Annual Agreement _____ to _____

Thanksgiving Vacation _____

Christmas Vacation _____

Spring Vacation _____

Other Vacation _____

The duties of the House Director in the chapter house shall include:

1. Overall responsibility for financial management of kitchen and general board operation
2. Supervision of all employed help:
 - Cook
 - Waiters
 - Property Manager
 - Others
3. Ordering Supplies and Provisions
4. Social Adviser of chapter and at off-campus social functions
5. Planning of menus
6. Overseeing housekeeping of the house
7. Directing vacation house cleaning
8. Conduct fire and safety inspections
9. Coordinate parent clubs for the purpose of improvement in living conditions and materials.
10. Shall substitute as cook in cases of illness.

Other duties not stipulated above, i.e. alumni relations, recruitment duties, cultural events, new member education.

This agreement may be terminated by sixty (60) days written notice by the Fraternity (including Association Board president) or by the Director of Housing. A waiver of the sixty (60) day notice provisions may be established by the mutual consent of all parties endorsing this employment agreement.

Housemother	Date
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Chapter President	Date
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Association Board President	Date
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FARMHOUSE FRATERNITY

Housemother Interview

This is simply a guideline for you to use in your interview with a prospective Housemother. Since each Chapter has different needs, this guideline should be used on a discretionary basis along with her completed application form. Hopefully, by discussing these areas, future problems can be avoided.

Areas Important to Housemother

- Housing and eating arrangements
- Salary
- Schedule of vacations and breaks and how they affect her
- Free time away from the Chapter house
- Description of duties and responsibilities in areas of:
 - Meal planning
 - Purchasing or ordering supplies
 - Supervision of cook or other hired help
 - Housekeeping chores
 - Planning Chapter functions, i.e., Alumni functions, Parents/Mothers Club
 - Involvement in new member education (etiquette lesson, “Being a Gentlemen”)
 - Planning and organizing Chapter programs (Crescents, Newsletters, finances, public relations, etc.)
- Fraternity rules concerning drugs, alcohol, and women in the Chapter house and how it impacts her job.
- To feel that the men really want a Housemother and that it will be possible for all of them to work together to improve the Fraternity

Areas Important to the Fraternity

- That the Housemother be a warm and gracious hostess
- That she know the name of each brother and new members
- That she promote a good image of their Chapter with Alumni groups, parents, university representatives and people in the community.
- That she have a close working relationship with the faculty Advisers, top-five Officers, House Manager, and Alumni President.
- That she be willing to help in the following areas:
 - Meal planning and ordering of supplies
 - Etiquette classes for Chapter and new members
 - Social functions of the Fraternity
 - Alumni Relations, publications and related functions
 - Other activities and programs of the Chapters
- That she understand the goals and standards of the Fraternity. She should be willing to study available manuals, by-laws, etc., to get this background knowledge
- That she sets a good example of socializing with men and women
- That the Chapter be a better Chapter because of her presence and efforts
- That she fully understand and abide by the policies of the Fraternity as far as her consumption of alcohol beverages

Search Committee/Interview Committee

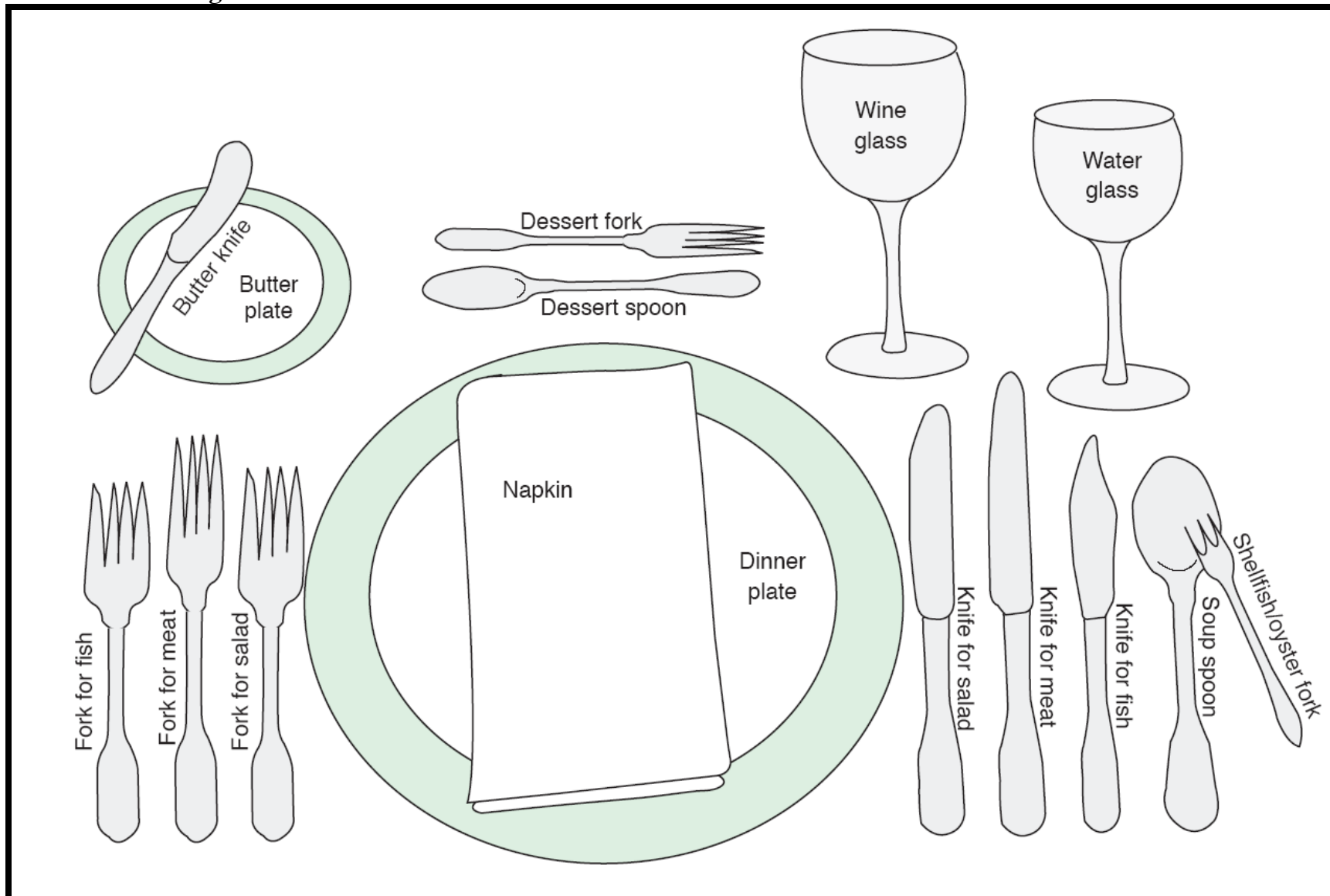
- Chapter Officers (some or all)
- Advisors
- Association Board Member
- Members at large (one Freshman, one Sophomore, one Junior)
- Another FarmHouse Housemother

Acknowledgements

Many groups and organizations have contributed to the development of these materials. Special thanks for all of their contributions to:

Kappa Sigma
Triangle
Pi Kappa Alpha
Theta Chi
Sigma Alpha Epsilon
Beta Theta Pi
Sigma Chi
Alpha Chi Omega
Alpha Gamma Rho
California Polytechnic University – San Luis Obispo

Formal Place Setting



Casual (Every Day) Place Setting

