

## First Login

- Greet your fellow guildmates
- Greet everyone that logs on. I like to if members are doing well and then ask them about it again the next time they log in to see if they were able to work it out.
- Check guild history
- Check guild bank
- Check if members are doing well

## Guild History

- Check for any suspicious activity
- You should remember the name of all your officers and their alts. If anyone else is accepting members, check with them if it was their friend or someone they know. If not, remind them to let officers handle it.
  - o Then whisper the new member a welcome message or send a welcome parcel to the new member. (Check **recruitment** to know more)
- Keep an eye for members that have been active/friendly, but ended up leaving the guild. Check with them if they're okay. There might be a chance that there was some sort of argument or problem.

## Guild Bank

- Check for suspicious activity
- The guild bank use to be open for all members but there have been many abuse in the past so now only officers handle them. If a member needs help or a little more resources, feel free to lend it to them. **Be smart about it.** Know when to say yes and no.
- Officers don't use the guild bank, rather they help manage it.

## Recruitment

Kitty Academy is PVE and Casual. There are ads for KA posted on Steam and Enmasse.

- GM and officers are the only ones allowed to accept applicants
  - o Whisper applicants if they're online before accepting them.
  - o "Hello [name]. I have received your application for the guild Kitty Academy. Are you still interested or have any questions for us?"
    - You have to say "guild" because applicants apply to many guilds. They won't always know what Kitty Academy means.
    - We ask them to be friendly and show that we care about their interests. There is a long cooldown before they're allowed to join another guild. It's important they know what they're getting themselves into.
- Everyone is allowed to invite and accept their friends into the guild.
- All alts must have a note. "Main's alt".
- After you accept them, tell them 2 **important** rules
  - 1) Be respectful towards others (I use to say friendly, but not everyone is friendly.)
  - 2) Guild applicants are to be handled by officers only
  - 3) Then welcome them in gchat and "Don't hesitate to ask if you ever have any questions"
- If the applicant is not online you have 2 options

- 1) Add them to your friendlist and wait until they come online
- 2) Accept them anyways, but make sure you send them a parcel

Subject: Welcome to Kitty Academy

Hello and welcome to KA! Don't hesitate to ask if you ever have any questions. Check out our website for more info regarding our guild and teamspeak info. Mic not required if you just want to chill and listen. 2 rules, respect others and don't accept applicants. Thanks!

**Inactivity – 28 days.**

(Originally 1 month, but it's easier to check on a calendar if it's exactly 4 weeks)

- Send a parcel to **each** inactive member
- Parcels can only fit 300 characters
- Check to see if it's an alt. If it is, send a parcel to their most active character reminding them to log on. For example, "Mischief's alt"
  - o Open parcel and type in "Mischief". If there is a drop down menu, then that means that they're still in the guild. If not, Mischief is no longer in the guild and their alt is inactive.
- If they'll be gone for a while, make sure they send you a parcel or let you know.

Subject: Kitty Academy Inactivity

Hello. You have been inactive for more than 28 days and therefore removed from the guild. However, if you'd like to rejoin, simply reply back to this letter and apply. We'd gladly have you back. Thank you and hope you have a beautiful day.

- Mischief  
GM of Kitty Academy

Subject: Kitty Academy Inactivity

Hello. Your alt "name" is considered inactive. Please log onto this character if you wish to keep it in the guild. Thank you

**Guild Ranks & Officers**

- 3 ranks, Curious, Royal and GM.
- No one has power over the other. There's no such thing. It's a game. Instead, you have respect. Anyone who has lost their respect among members have lost their chances to be an officer.
- Royal Kitties are officers, but they don't have any power over others. Their rank only shows that they're trusted and have volunteered to take on responsibilities to help the guild.
- Officers are not obligated uphold all their duties, but they're expected to try. If they can't, then they're free to step down. No one is forcing them. It's only a volunteer job.
- Remember that you don't need more officers, you only need reliable officers.

## Guild Drama

- Screenshot all textual arguments. Remind members to do the same. Evidence is important. You can NEVER put blame on someone if you don't have proof. If there's no proof, then you must investigate with other members and see if their statements match. Then make sure to carefully talk to the members involved in the drama to bring out the truth. NEVER assume. Usually they're misunderstandings.
- If drama is starting in gchat, remind them in gchat to keep it between themselves. Then whisper both members to get their side of the story. If it was a dungeon run, find out who else were involved and their side of the story as well.
  - o You never want to have drama publicly. It'll make other members feel uncomfortable.
- Remind members to be respectful. If someone is misbehaving, screenshot it and send it to the GM. If both parties are equally shitty then they're both to blame. If there's no screenshot, it's easy to assume that the accuser was also misbehaving. Try to be fair and gather as much info as you can.
- It's one thing to stop drama and it's another to solving one.
  - o Stopping drama is good, but if you can solve it then it's better.
  - o Always try to solve it or allow members to come to a compromise. It's healthier in a long run. Don't try to hide it, that's not solving the situation.
  - o Hiding and stopping drama without solving it can lead to cliques or separation among members. In a long run, it'll get awkward. Solve it while it's easier.
- If you ever make a mistake as a GM, you have to properly apologize. It's only fair.

## Teamspeak

- Everyone is allowed to make their own public or private channel. By default, they'll be temporary channels so after the last person exits the channel, it'll disappear.
- I personally like to keep officers of Tera and officers of Teamspeak separate because teamspeak manages multiple games.
- Officers can create permanent channels, but only if it's for the guild. No personal channels because you have to be fair to others that aren't allowed to do it either.
  - o Personal channels tend to develop cliques and separation of the guild. It's not healthy for the guild in a long run.
  - o As GM, I kept my own channel, but it was because multiple voices were distracting while I was trying to work. However, I didn't want to mute anyone that wanted to talk to me about any issues. Therefore, I created an office to let members know that they're free to come talk to me if they want to.
  - o Some members like to have their own channels for self-entitlement or attention, don't allow this to happen. Again, be smart and use your own intuition. We have many other channels to sit in rather than to make your own only to go afk.

## Website

- Most of it is already set in place. The only thing that needs constant updating is the photo album. Take as much screenshots as you can. If you notice a member isn't in the album, try getting them more involved in the guild to set up a situation where you can take a nice screenshot. Let people know about it too and if they make it on the website. Gets them more involved and motivated to do random runs.

## **Dungeon Runs & Training**

- Get members into the habit of running dungeons not just for loot, but also for fun. Place emphasis as much as you can. Remind them that failure can sometimes be fun and the fastest clear speed isn't always important. It's teamwork and effort.
- Avoid carry runs. This is difficult to determine, but use your intuition. Usually those that complain a lot about not getting smooth runs, prioritize experience/geared members, and discriminate against new players expect carry runs.
  - o Of course some situations call for people that don't have time to play as much, but again, use your intuition. These people make it difficult for members who just want to enjoy the game.
- Your main objective is to help people get into the habit of making their own runs and having the patience in shitty runs.