

MEMBER SERVICES

The chief function of the GAWN Member Services is to welcome, retain, and serve members. Attendance at all luncheons and board meetings is expected.

MONTHLY LUNCHEON MEETING

BEFORE:

- Print and bring guest sign-in sheet.
- Bring permanent nametags. Arrange nametags for pickup by attendees.
- Bring guest and new-member blank nametags.
- Prepare first-time-guest gift bags.
- Notify board members of prospective members attending the luncheon.
- Print list of new members who joined the previous month.

DURING:

- Arrive no later than 11:00am and set up table with the following:
 - Guest registration sheets
 - Name badge book with list of current name badges and a list of upcoming orders
 - Marketing materials
 - Nametags for new members
 - First-time-guest gift bags
 - Blank nametags for guests
 - Membership info and applications
- Discuss membership benefits at monthly meetings.
- Have guests sign guest log and give them first-time gift.
- Have a list of nametag orders so members can ensure their names are spelled properly (or add their names to the order).

AFTER:

- Send personalized recruiting letter via e-mail or call potential members. Follow up to invite them to register for the next meeting.
- Keep a list of new-member signups to order nametags after the meeting.
- Call or e-mail guests and thank them for attending the meeting. Provide membership info when appropriate.
- One week before the next luncheon order nametags
- Ensure that new-member nametags are picked up before next luncheon.

MONTHLY BOARD MEETING

BEFORE:

- Prepare report of new members and guests. Email to Chair by the Sunday before the meeting.
- Send list of new members to the board.

DURING:

- Present any feedback or ideas from members and guests.

AFTER:

- None.

OTHER ANCILLARY DUTIES

- Collect business cards, clip ads and media mentions of individuals who might benefit from being members of GAWN.
- Purchase supplies/materials for first-time guest gifts as needed.
- Keep a running list of potential new members.
- Keep membership box consisting of:
 - attendance folder with business cards from meeting
 - membership chair binder
 - guest log binder
 - nametag binder
 - blank nametags
 - supply box
 - pens and markers
 - nametags
 - first-time-guest gifts and supplies
 - any marketing or promotional materials
- Review Member Services job description and duties and update as necessary before end of term.