

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:

- Notify board members of prospective members attending the luncheon.

DURING:

- Arrive no later than 11:00am and assist with set up as needed
- Discuss membership benefits at monthly meetings.
- 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.

MONTHLY BOARD MEETING

BEFORE:

- Send monthly membership stats (Total Members, Active Members, Pending)

DURING:

- Present any feedback or ideas from members and guests.

AFTER:

- None.

OTHER ANCILLARY DUTIES

- Keep a running list of potential new members.
- Keep cards to mail new/renewing members
- Contact members with upcoming renewals (60 days prior to renewal).
- Follow up with former members to find out why they didn't renew.
- Review Member Services job description and duties and update as necessary before end of term.