Rotary District 5950

Serving
- Central MN
- Western MN
- Minneapolis MN

WOULD YOUR CLUB PASS THE SECRET SHOPPER TEST?

January 27, 2024

- ☐ **Consider the entire guest experience**
- ☐ **Make sure your website or FB meeting location/time is up-to-date**
- ☐ **Assign a guest ambassador to ensure guests are hosted at the meeting**
- ☐ **Give guests a name tag that clearly identifies them as a guest**
- ☐ **Let guests know what to expect**
- ☐ **Thank guests and invite them back**
- ☐ **Follow up with guests after the meeting**

RELATED THOUGHTS:

- ☐ **Consider giving your guests a small token/gift**
- ☐ **If your club still has fines, consider renaming the activity**
- ☐ **Don't pressure guests to join on their first visit**
- ☐ **Don't take a guest's money**
- ☐ **Give speakers the full time promised**