



## **Member Policies**

Welcome to Downers Grove Area Chamber of Commerce & Industry's "Chamber CORE" referral group. This information is important reading for all Members of Chamber CORE. You are urged to review this material closely.

## **Chamber CORE Philosophy**

Success in Chamber CORE means you need to be a positive and supportive Member of an organization based upon mutual support. This requires commitment to your fellow Members and to the Chamber CORE philosophy of "Givers Gain;" by giving business to others, you will get business in return.

## **Compare the Value**

Most business people advertise and we would never suggest that you stop advertising. However, compare the value between traditional advertising and word-of-mouth marketing. Being a Member of Chamber CORE is like having up to 20 salespeople marketing your product or service every day.

**Good Referrals** offer the opportunity to do business with someone who is in the market to buy your product or service. Although not a guaranteed sale, a good referral is an open door to discuss your business with someone interested in your product or service. Each Member knows many people. This extended network is a rich database of potential business available to Members of Chamber CORE.

**Word-of-mouth** is the most cost-effective form of advertising possible. Chamber CORE provides a structured environment for the development and exchange of quality business referrals.

## **CODE OF ETHICS**

- I will provide the quality of services at the prices that I have quoted.
- I will be truthful with the Members and their referrals.
- I will build goodwill and trust among Members and their referrals.
- I will take responsibility for following up on the referrals I receive.
- I will live up to the ethical standards of my profession. Professional standards outlined in a formal code of conduct for any profession supersede the above standards.
- I will display a positive and supportive attitude with Chamber CORE Members.

## **GENERAL POLICIES**

### **How does it work?**

1. Only one person from each professional discipline, trade or business is permitted to join Chamber CORE. Full disclosure of business trades or categories is expected. Members must represent their primary occupation, not a part-time business, representing only one business and one business category.
2. The meetings take place on the second and fourth Wednesday of the month, held in the Chamber conference room from 8:00 a.m. to 9:00 a.m. Members should plan on arriving on time and staying for the entire meeting.
3. An individual may be a Member of only one competing referral group at any given time. Chamber CORE Members must be exclusive to this group, in order to fairly provide referrals to fellow paid Members.
4. Members will take turns giving presentations on their businesses, the schedule is pre-determined.
5. There are no leaves of absence except for medical leaves. Members may take up to eight weeks medical leave with the group's prior approval if their fees are pre-paid for that period of time and they attempt to have someone from their business fill in during their leave.
6. Attendance is critical to the group. If a Member cannot attend, he/she may send a substitute (from their business) to the meeting. This will not count as an absence. A Member is allowed three absences every six months (April through September and October through March). After three absences, the Member is subject to removal by the Chamber CORE Members.
7. Members are encouraged to bring bona-fide referrals to meetings.

### **How do I join Chamber CORE?**

8. Visitors are encouraged to attend Chamber CORE meetings up to two times; they may introduce themselves in accordance with the agenda (20 sec. intro). If a visitor wishes to be voted into Chamber CORE they must notify the Vice Chairman, read and sign the guidelines; at this point they become a Prospective Member or Prospect. The Prospect will be asked to make a 3-5 minute presentation on their core business of which they will be representing, at the next meeting or as the agenda allows. After Q&A, a closed door discussion and vote follows.
9. It is the Member's responsibility to file a concern with the Vice Chairman of Chamber CORE if a Prospect in any way conflicts with their business classification on file with Chamber CORE. This should be done before the Prospect is voted on for Membership. If there are no complaints, the Executive Committee will "assume" eligibility.
10. Should a possible conflict be identified between a Member and a Prospective Member, the Vice Chairman will arrange a meeting with all concerned parties and include at least one other Member of the Executive Committee to determine if a conflict exists. If no conflict exists, a vote will occur.
11. A vote on all viable Prospective CORE Members will be taken. Results will be relayed to Prospective Member by staff liaison or Chairman prior to the next meeting. 75% of majority approval rules.
12. Members who wish to change or add to their classification may do so upon 75% majority approval rules.
13. Policies are subject to change. The Chamber CORE Members will determine all changes, excluding directives from the Chamber's Board of Directors.

## ADMINISTRATIVE POLICIES

1. Annually (first meeting in September) nominations will be taken for the Chairman, Vice Chairman, and Referral Tracker positions. The terms are in accordance with the Chamber's fiscal year, Oct. 1 – Sept. 30. A vote will be taken; 75% of majority approval rules. Job descriptions as outlined below:

### **Chairman**

Send meeting notices, sets agenda, facilitates meetings  
Work with Chamber staff to creatively market Chamber CORE and plan social events

### **Vice Chairman**

In Chair's absence: send meeting notices, sets agenda, facilitates meetings.  
All attendance issues: track attendance and address attendance issues as necessary  
Prospective members: coordinate visitors (schedules and prospective members),  
Member 3 to 5 minute presentations with Chairman

### **Referral Tracker**

Tracks leads and distributes copies of compilation

2. There is an annual registration fee of \$150\*\* per year. Chamber CORE fees are paid annually to the Downers Grove Area Chamber of Commerce & Industry. Fees are non-refundable.
3. Fees cannot be transferred from one person to another unless the fees are from the same company. Chamber CORE transfer guidelines apply to all Members.

=====

I agree to the expectations and guidelines as outlined above.

Name (print) \_\_\_\_\_

Business \_\_\_\_\_

The exclusive core business category I am representing is

\_\_\_\_\_.

Signature \_\_\_\_\_

Phone \_\_\_\_\_ E Mail \_\_\_\_\_

For office use only:

\_\_\_\_ 75% Majority Approval

\_\_\_\_ Staff Liaison, verification Member is in good standing.

\_\_\_\_ Check or credit card submitted for annual referral group dues.

\_\_\_\_ Approved Member of Chamber CORE Referral Group

September 21, 2011