



Chamber FIRST is a group of industry exclusive professionals focused on building each others businesses by supplying genuine referrals to their members. Built on trust and follow up, Chamber FIRST members maximize their membership with professional education and resources, encouraging mutual support while increasing sales.

Chamber FIRST Guidelines

Welcome to Downers Grove Area Chamber of Commerce & Industry's "Chamber FIRST" referral group. This information is important reading for all members of Chamber FIRST. You are urged to review this material closely and are required to read both the General and Administrative Policies.

Chamber FIRST Philosophy

Success in Chamber FIRST 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 FIRST 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 FIRST 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 FIRST.

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

Code of Ethics

1. I will provide the quality of services at the prices that I have quoted.
2. I will be truthful with the members and their referrals.
3. I will build goodwill and trust among members and their referrals.
4. I will take responsibility for following up on the referrals I receive.
5. 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.
6. I will display a positive and supportive attitude with Chamber FIRST members.

GENERAL POLICIES

1. Only one person from each professional discipline, trade or business is permitted to join Chamber FIRST. Membership Committee will meet with prospects to determine classification conflicts.
2. Members must represent their primary occupation, not a part-time business.
3. The meetings are held on the first and third Wednesday of the month, held in the Chamber conference room and last for 75 minutes. Members need to arrive on time and stay for the entire meeting. 8:00-8:15 a.m. networking; 8:15-9:30 a.m. meeting.
4. An individual may be a member of only one Downers Grove Area Chamber of Commerce & Industry referral group at any given time.
5. 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 FIRST members.
6. Members are required to bring bona-fide referrals and/or visitors to their Chamber FIRST group. The group may establish a minimum number of referrals and/or visitors that is acceptable to maintain membership.
7. Visitors may attend Chamber FIRST meetings up to two times.
8. Members will take turns giving presentations on their businesses, the schedule is pre-determined. Speakers are encouraged to bring a door prize. Only members bringing a visitor or a referral are eligible for the door prize.
9. There are no leaves of absence except for medical leaves. Members may take up to eight weeks medical leave with the Membership Committee'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.
10. It is the member's responsibility to file a concern with the Membership Committee of Chamber FIRST if a visitor in any way conflicts with their classification. This should be done before the visitor is approved for membership. If there are no complaints, the Membership Committee will "assume" their consent.
11. Members who wish to change their classification must submit a new membership application and get approval from the chapter's Membership Committee for the classification change.
12. In case of problems with a member, Membership Committees may, at their sole discretion, put a member on probation relating to the member's business practices or commitment to Chamber FIRST.
13. Memberships may be revoked for failure to comply with the Policies and/or Code of Ethics of Chamber FIRST. In the absence of a Membership Committee, the Leadership Team may fulfill that responsibility.
14. Policies are subject to change. The Chamber FIRST members will determine all changes, excluding directives from the Chamber's Board of Directors..

15. In the absence of a Membership Committee, the Chairman may act as an ad hoc Membership Committee until one is established.

16. All new members will meet with Chamber FIRST's Membership Committee within the first 60 days of joining.

18. All Chamber FIRST membership lists are for the purpose of 'giving' referrals and not for soliciting (i.e., e-mail, direct mail, etc.) members without their prior approval.

ADMINISTRATIVE POLICIES

1. There is an initial registration fee of \$150 per year. Chamber FIRST fees are paid annually to the Downers Grove Area Chamber of Commerce & Industry.

2. Fees are non-refundable.

3. Fees cannot be transferred from one person to another unless the fees are from the same company. Chamber FIRST transfer guidelines apply to all members.

PROGRAM GUIDELINES

Program guidelines are not policies, but are recommended practices that allow chapters to run more smoothly and effectively.

Absences and Tardiness

Absences and tardiness mean less business for members. The Membership Committee of a chapter may give warnings to members who are consistently late or leave early. If the problem continues, these members may be subject to removal by the Chamber FIRST membership.

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I agree to the expectations and guidelines as outlined above.

Name (print) _____

Signature _____

Business _____

Business Category _____

Phone _____ E Mail _____

For office use only:

____ Members voted, Chair approved.

____ Staff Liaison, verification Member is in good standing.

____ Check or credit card submitted for annual leads group dues.

____ Approved Member of _____ Leads Group