



President

1. Read and follow the ERN Bylaws.
2. As stated in the ERN Bylaws, Article VII, Section 3 (Election Procedure) **Only members who have earned a Gold or Green badge are eligible to hold the office of President.**
3. Supervise ERN members and all operations of the organization.
4. President and Vice-President arrive 45 minutes prior to calling the meeting to order, overseeing the set-up of the room and making sure every detail has been taken care of prior to the arrival of members and their guests.
 - a. Networking portion of the meeting starts at 6:45 to 7:15 am.
 - b. The meeting is called to order on time by the Sgt-at-Arms or he/she should donate \$5.00.
 - c. If ERN has more than 50 members, then the board should consider starting the meeting 15 minutes earlier or have it run 15 minutes later.
5. It is recommended that breakfast start being served at 6:45-7:00 am, so that the meeting may start promptly.
6. Run the weekly meetings with the ERN Flip Chart.
7. Reinforce the Speakers.
8. Conclude all meetings with the following:
 - a. Thank the guests for coming and hand out the ERN Brochure/Thank You to first time guests.
 - b. Remind the members to support our Speakers by talking to the first 10 people they meet about their services.
9. Ensure that you conclude the meeting on time, by 8:30, or you must donate \$5.00.
10. All issues that may need to be addressed are to be discussed at the Board of Director's meeting. Any member that has an issue must present it to a Board member before or after a meeting, never during an ERN business meeting.
11. Have Committee Chairs announce any appropriate decisions from your Board meeting during the committee reports at the following ERN Chapter meeting.

Never have the state that YOU (the President) have made a decision personally, state that the Board together made all decisions.

12. Delegate tasks. The Vice President should take attendance and pay attention to the details of the meeting.
13. Read all Board and Committee Chair responsibilities and be familiar with all duties. A good leader holds the officers and chairs accountable for doing their job. If Officers and Chairs are not doing their jobs, find someone to replace them. Proper delegation ensures that others are involved in the overall operations of ERN. This will help ensure that you build a winning TEAM.
14. Lead by example. Arrive early (6:30 am) and make yourself available to the membership after the meeting, if at all possible. Bring guests and submit ERN'd Referrals. You can't ask the membership to do something you have never done. Show your loyalty to fellow ERN members. To be a successful President you must be positive, energetic and organized.
15. Using the Bylaws appropriately, terminate non-productive members. Good members become discouraged when you allow non-productive members to remain. Guests can tell the poor quality of the membership and will not join.
16. With the Board, develop an ERN budget based on goals. Stick to the budget and require Board approval on all expenditures.
17. Always give a lot of recognition at your meetings. There is always someone deserving. Positive reinforcement goes a long way.



Vice President

1. Ensure the hotel/restaurant is in order to conduct the meeting. This responsibility should be delegated to the Meals and Meetings Coordinator.
2. Place the Weekly Meeting Flip Chart at the head table by the podium for the President.
3. Ensure that the room is set-up properly for the meeting to run efficiently. Place all materials on the tables including the ERN Mission Statement. Make sure the guest registration tables are in order and double check to make sure that the Showcasing Tables are in the proper place along with the U.S. Flag.
4. Place the guest register in front of the President prior to the start of the meeting.
5. Bring the updated Attendance Chart (or delegate this responsibility) to each meeting and provide an oral report to the membership for any members with two absences. Communicate with the Secretary on any member (s) with three absences, so a Warning of Termination Letter can be emailed and snail mailed immediately.
6. Ensure that ERN always has the necessary supplies to run a meeting (i.e. ERN'd Referral Forms, ERN note pads, guest name tags, guest brochures, card caddies, applications, and binders).
7. Tally all voting ballots for prospective members.
 - a. Review all "NO" votes with the President. All "NO" votes must include name and phone number. If the voting shows a rejection, no announcement is made until the President calls all "NO" votes to make sure they are valid to note.
8. Ensure that only business is conducted and discussed at the ERN meeting.
 - a. Any item brought up that does not directly relate to business leads is to be discussed at a later time or at a Board meeting. The Sergeant-at-Arms must have the meeting under control at all times.
 - b. Although we encourage involvement, the promoting of other organizations or charities is not allowed during the meeting.

- c. Simply redirect non-business topics by mentioning that you are free to discuss this after the meeting.
- 9. ALWAYS follow meeting guidelines and bylaws.
- 10. Encourage enthusiasm, loyalty, commitment and strong sense that ERN is a daily business activity. Lead by example.



Secretary

1. Attend all Executive Board Meetings, Weekly ERN Meetings and Special Meetings of the Officers. Take minutes:
 - a. You are required to take detailed notes at all Board meetings and type those notes in to minutes. These minutes should be maintained and organized in a binder, for they are the legal record of business for ERN. They will provide a historical record of who, what, where, when and why decisions were made. There will come a time that ERN begins to rely on these minutes to conduct their business.

2. Notify applicable members of termination.
 - a. The Board will decide any action take in regard to termination. If they decide upon termination of a member you will be asked to send that member a letter of termination via certified mail. It is important to retain this information with all ERN records. At the next Board meeting you will notify all Board members of this action, recording member name, date, etc in the minutes.

3. Establish and maintain a file on each member
 - a. A file for each new member is to be established and maintained by the Secretary. It is to include a copy of the member's application and any other pertinent information (i.e. home address). The information could be important should an emergency in the member's family arise and you need to contact them or you wish to send personal ERN invitations to the member. This personal information is not mandatory if the member does not wish to provide it to you.
 - b. Any other information pertaining to a particular member should also be included in their file, such as, a copy of the "Warning of Termination" letter if one is sent.

4. Set up and maintain files with copies of all ERN reports. Maintain records for seven years.

All records kept by the Secretary are to remain confidential. Only the Board has access to all files and individual members may have anything pertaining to them only. All records are to be maintained in a professional and organized manner. Any expenses incurred to establish and maintain ERN files are reimbursable.



Treasurer

1. Maintain record of all ERN dues:
 - a. At each meeting the Vice President and Treasurer should count the cash in the ERN bucket together. Always do a head count at each meeting to ensure that the hotel/restaurant is charging us properly.
 - b. Collect and track all quarterly dues. The dues notices should be in member's hands one month prior to the end of the calendar quarter. Remind members that are close to the deadline of the \$10 weekly penalty for nonpayment.
 - c. Collect prorated ERN dues from all new members.
 - d. Fees are due the first meeting of the quarter and will be assessed a \$10 penalty for each week they are late.
 - e. Advise President and Vice President of anyone delinquent for 2 or more weeks and no more action is required of the Treasurer.
 - f. 30 days past due and the membership can be suspended.
2. All members (except for those with a Green Badge) are billed directly for their annual renewal dues to ERN a month before their anniversary date.
3. Submit monthly financial reports to the Board of Directors.
4. Consult with the appropriate Board or Committee member prior to paying any bill.
5. A budget for ERN is essential:
 - a. Work with the Board to establish a budget for each business year and all ERN socials and events. Any events not budgeted must be voted on and approved. The Board must approve any amendments to the budget.
6. The ERN bank account should be set up so that two officers must sign each check. Have four signers on the signature card. If a signer should leave ERN for any reason, update the signature card with a new authorized signer.



ERN'd Referral Monitor

1. The ERN'd Referral Monitor is a member of the Board of Directors and must attend the monthly board meetings.
2. At the weekly meetings, remind the members and guests on what is an ERN'd Referral. Ensure that all ERN'd Referrals are being passed during the meeting with the white copy going to the member receiving the referral and the yellow copy going in to the ERN bucket. The member should keep the pink copy for their records.
3. The ERN'd Referral Report is presented during the committee reports.
 - a. Report the totals from the prior week, as well as year to date totals.
 - b. Give suggestions on how to increase referral giving.
 - c. Announce any contests to be held.
 - d. Recognize the Top ERN'd Referral Givers at the first meeting of each month.
4. Written reports should be updated monthly (with rolling quarterly totals) and shared with the membership at the first meeting of the month. These results should also be posted on the web site.
5. Periodically ask one or two members to report on how an ERN'd Referral worked out for them and stress the importance of outside versus inside referrals.



Membership Builder

1. Membership Builder is a member of the Board of Directors and is required to attend all Board meetings.
2. Hold Fiver Day – Testimonial Days on a monthly basis. The second meeting of the month is recommended.
 - a. Each member is required to bring guests to this meeting. Any members with a white or silver badge not bring a guest, is asked to donate \$5 in the ERN bucket. If they bring a guest(s), they receive \$5 for each qualified guest.
 - b. Remind them that ERN does not want the \$5.00. The goal is to build the membership.
3. Board selects Top 10 Most Wanted Categories.
 - a. Encourage members to bring guests in these occupations.
 - b. Each month bring a Category of the Month to the Board for approval. Any member bringing a guest that becomes a member in this category during the month will receive a \$25.00 reward.
4. Encourage members to attend monthly Chamber mixers. Either appoint three members to represent ERN at the Chamber Mixers or pass the ERN bucket and select three business cards. Have a goal for these members to meet potential guests that might fit in to open categories at ERN and invite them to one of the next weekly meetings.
5. Run an annual ERN Membership Campaign with some incentive for the winning members or teams of members.
6. Membership Builder should be in the room at 6:45 am and welcome all guests and start to build a rapport.
 - a. After a guest sits through his or her first meeting, the Membership Builder should deliver a signed copy of the ERN brochure/welcome letter to them, answer any membership questions and advise him or her of the cost to join ERN. Please include and encourage the Inspectors to assist with this as well.
 - b. Explain the inspection and voting process to them.
 - c. Send thank you notes/emails to all guests who attend meetings.

- d. Coordinate with the Inspectors and Guests who will be visiting with them at their place of business.
- 7. Explain the membership incentives for colored badges.
 - a. Encourage all members to sponsor members to qualify for Silver, Gold and Green Badges.
 - b. Recognize colored badge holders periodically.
- 8. When a member has been voted in, announce the telephone number and email address of the new member(s) and encourage all members to welcome that person.



Meeting Procedure

1. President starts the meeting promptly at 7:15 am.
2. Vice President hands guest list to the President
3. Pledge of Allegiance
4. ERN Mission Statement is read by a random member of ERN
5. Introduction of Officers/Board Members
 - a. All Officers should stand when introduced and state their office and company they work for.
 - b. When ERN'd Referral Monitor stands he or she states their business and should give the definition of an ERN'd Referral and how the copies of the form work.
6. Introduce all guests
 - a. Guests are introduced by the member that invited them, requesting that they stand
 - b. Each guest is given 30 seconds to give their occupation, company name, and a brief commercial.
7. Members and guest pass their business cards
8. Program Planner will introduce the speakers
 - a. Time controlled by Sgt at Arms, but the speakers will be given 6 minutes when there are 3 and 10 minutes when there are 2.
 - b. Speakers should sit at or close to the head table.
 - c. President reinforces speaker and loyalty to that member.
9. President introduces new members
 - a. Have new member come to the head table to present them with their card caddie, badge and ERN binder
10. President asks Vice President for the committee reports
11. President solicits Inspectors report of new applications.

12. Sgt at Arms or V.P. passes out the voting ballots before the meeting. Written votes on pending applications are taken and forwarded to the VP for counting
13. In the event of a speak-off the ballots are passed to the VP to tally
 - a. VP or President are to meet with the potential members after the meeting to give them the results
14. Unknown Director of 1st Impression is announced (preferably a guest). Have them stand and give them a round of applause
 - a. President announces and congratulates them, stating that any member that did not shake their hand is requested to drop \$1.00 in the ERN bucket.
15. ERN'd Referrals are placed in the ERN bucket as each member presents what a good referral would be for them
16. President concludes the meeting and asks members to bring guests. He or she will also have the Membership Builder hand out the ERN brochure and welcome letter to first time guests.