## MEMBERSHIP POLICY

With waiting lists beginning to tumble as more and more courses are being built, it pays to take a close look at your membership policy and look after your prospective members.

Secretary at Work: February 1998    *(reviewed July 2011)*

What policy your club has will depend on a number of circumstances. Do you have a waiting list? Is it club policy that all prospective members must have a handicap certificate? In most clubs a prospective member will need to be proposed and seconded by two members and in many cases they will have to get additional members to support the application.

Most clubs today have a leaflet or suchlike which sets out the procedures for all applicants. This will often give details of the club, its fees and other details. If you have leaflets printed it is best to have a separate slip with the fees on as these change often annually and it is cheaper to have a sufficient number of leaflets printed to last for a few years.

When receiving applications it is good policy to have the procedures set out so that either you or your assistant in the office know how far down the line a particular applicant has proceeded. These could be along the following lines:

- Answer any applications by sending an application form and details of the club along with the procedure the applicant must follow.
- When an application form is received check it for the correct details and ensure that the proposer and seconder are eligible and have carried out the correct procedure. Many clubs will ask for a letter from these members supporting the application.
- If all is correct then acknowledge the application giving the person some idea when they are likely to hear from you again. If the applicant has a current handicap and membership of another club then always check it either by letter or phone.
- Many secretaries have a large stamp which they stamp on the back with all the different things to do which are ticked off when completed.
- Pass on the details to your Chairman of the Membership Committee, if you have one, for them to decide when to call the applicant in for interview if that is your policy.
- Make sure that all details of each applicant are on hand when they meet the Membership Committee. If the applicant is accepted then write as soon as possible to the new member along with an account for fees and other items.
- Always try and meet all new members as you are generally their first contact at the club and you can often help them settle into their new club.

With potential new lady members their applications are often handled by the Ladies Committee who will report back to you if they are accepted. Your office will normally send out all the necessary correspondence.

Most clubs will have all the standard letters on the computer so it is usually only necessary to select the names from the members database for the letters. Depending on what system you use you may have a database for applicants separate to the members which is then transferred on election.

Remember to answer all applications for membership even if you have a closed waiting list and there is no chance of them joining the club. A constant complaint heard far too often is that a person has written to a club asking about membership and has received no reply. This is bad manners and reflects on both you and your club. So make sure you have as system in place.

## SPECIMEN LETTER OF ACCEPTANCE

Dear.....

I have pleasure in informing you that you have been elected a ......... member of ............................................. Golf Club.

Your subscription due for the remainder of the year amounts to £........ which, to conform with the Rules of the Club, must be paid within one month. The entrance fee is £......... which may be paid in equal instalments over a period of two years; the first instalment to be paid within one month of election.

I enclose a Fixture Card, Book of Rules, List of Subscription Rates, List of members and Membership Tag which should be attached to your golf bag.

Yours sincerely


Secretary/Manager