



Chapter Visitor Experience

Instructions: Support Team Member(s) independently score each item. Total the points. Then the Support Team Member(s) and Chapter Leadership Team compare scores, points, and perception after the Chapter Meeting. Identify 2-3 areas for improvement and then set a plan to put these into motion for the remainder of the leadership term.

Scoring Key: 1 – Not evident/highly inconsistent; 3 – Neutral; 5 – Consistently evident/strong

Item Description	1	2	3	4	5
1. Properly branded BNI Visitor Host Table with a Visitor Host at table ready to greet members, visitors, and guests.					
2. Members arrive on time and give a positive impression to visitors through open networking.					
3. Chapter Members are wearing proper BNI Name Badges 90% of the time or better.					
4. President ensures that speakers at the meeting are ready to deliver an excellent BNI meeting experience.					
5. President warmly welcomes members and visitors to the weekly meeting and explains the flow to visitors.					
6. President reflects energy and passion for BNI's impact on their business and/or member businesses at start.					
7. President introduces a star BNI member for the purpose and overview, who shares a positive BNI experience.					
8. President introduces a member of the Education Team to deliver a concise and meaningful education moment.					
9. President positively introduces VP, who shares a weekly recognition of one or more members, tied to areas of member value (key Po1 metrics)					
10. President announces how to capture and share business information among members and visitors during meeting.					
11. President celebrates renewing members at least monthly (as applicable) by recognizing them, their classification and business, and years of membership.					
12. President warmly welcomes new members (as applicable) with their sponsoring member and mentor coordinator; all members commit to the Code of Ethics.					

13. President explains the weekly member presentations to members & visitors; members deliver effective weekly presentations within the available time.					
14. President explains to visitors how to introduce themselves and their business as a presentation; visitors deliver a presentation within the available time.					
15. VP shares a positive, energetic message on the chapter's metric performance, and celebrates success.					
16. The VP or the Membership Committee shares a report on pending applications, chapter growth goals and progress, new members targeted, and a weekly policy.					
17. S/T announces upcoming speakers for the next 6 weeks and provides a timely professional speaker introduction.					
18. A BNI member delivers an engaging and informative presentation about their business within allotted time.					
19. President warmly acknowledges the featured presenter afterward and explains the elements of the referral and testimonial part of the meeting for members/visitors.					
20. President manages the time and fair rotation of the referrals and testimonials within the allotted time; visitors & substitutes share what they like about the meeting.					
21. President asks the Visitor Host/Orientation team to stand or move into a breakout room for the visitor orientation discussion. At least two trained Visitor Hosts or Membership Committee members join visitors.					
22. The S/T reports the members who are coming up for renewal in the next 90 days and shares a reminder to complete the renewal online.					
23. A member of the chapter or DC shares upcoming BNI announcements, reminders and special reports.					
24. President or a designated member shares a positive quote of the week to inspire members.					
25. Members actively identify & exchange quality referrals.					
26. Members actively invite visitors to open classifications.					
27. Members speak positively about BNI in the community.					
28. Members realize substantial business value from BNI.					
Total Score (count checkmarks in each column, add to total)					