

Visitor Host Team Process (Zoom)

There are three roles in the *BNI Legends* Visitor Host Team, including **Team Coordinator**, **Data Collector**, and **Welcomer**. These are included in the process definition below. There are also a set of chapter members who are on the **Designated Visitor Contacts** team.

General

Visitors are those non-members attending the meeting who do not currently belong to a BNI chapter. **Guests** are attendees who are already BNI members.

Objectives of the Visitor Host Team

1. Assure visitors and guests feel welcome, expressing interest in them and their business.
2. Prepare visitors for the meeting, explaining the meeting structure and what their participation will involve.
3. Answer all questions from visitors and guests before, during, and after the meeting.
4. Record and disseminate specific contact information about each visitor and guest appropriately.
5. Contact visitors and guests after the meeting, expressing appreciation for their attendance and inviting them to attend again if appropriate.

Pre-Meeting

The **Data Collector** receives emails from BNI of all pre-registered visitors, collects this information to bring to the meeting, and if the notification arrives before end-of-day on the day prior to the meeting, emails registered visitors welcoming them, copying the rest of the Visitor Host team and **President, VP, and Sec/Treas.**

The **Team Coordinator** gathers information about the visitors who are scheduled to attend to have it available in the meeting.

Visitor in Pre-Meeting Breakout

For any visitors who aren't pre-registered, the **Data Collector** collects their contact information, including their name, company, phone, email through the chat capability (which provides it for all attendees). The **Data Collector** also asks whether they are a member of another BNI group (they're a guest) and who invited them, and verifies it's complete before releasing the breakout session.

The **Welcomer** provides the verbal orientation to visitors, i.e., the structure of the meeting and what will be expected of them, including their 60 second intro and "I Haves."

Once the non-member information has been collected, the **Data Collector** forwards it to the **Team Coordinator** via private chat.

During the Meeting

(60-sec) President gives the **Team Coordinator** the floor during the 60-second introductions, after the members. The **Team Coordinator** uses the consolidated non-member data to introduce all visitors and guests, announcing them with name, company, and as visitor or guest.

	<p>(I Haves) President gives the Team Coordinator the floor. The Team Coordinator queues up the visitors and guests to give their I Haves.</p>
<p>Post-Meeting Breakout</p>	<p>If any visitors are in the breakout, the Team Coordinator presents the visitor PowerPoint and explains the process to join. The Welcomer works to assure a positive tone and that the visitors feel welcome, asking for their comments and answering questions.</p>
<p>After Meeting Step 1</p>	<p>As soon as possible after the meeting, the Data Collector opens BNIConnectGlobal.com and registers/validates visitors as having attended.</p> <p>Data Collector emails the data for each visitor and guest to the chapter.</p>
<p>After Meeting Step 2</p>	<p>The Welcomer emails all visitors before Friday of that week expressing how glad we were to have them attend the meeting and inviting them to visit again (if they haven't already visited twice) and to take next steps.</p> <p>Designated Visitor Contacts contact all visitors and guests before Friday of that week to express interest in them and their companies and optionally to set up 1-2-1 meetings.</p> <p>Any other interested members contact individual visitors and guests to set up 1-2-1 meetings or to thank them for their attendance.</p> <p>If any visitors have expressed interest in joining the chapter, the Team Coordinator sends the interested person(s) an email with the link to the member application page, currently at this address, cc'ing the President and VP.</p> <p>Assumed: Since the member application is now online, notification and data flow from the application will occur through automated processes generated by the BNI online systems, so that no further participation of the Visitor Host team is required.</p>

The roles included here are nominated, trained, and facilitated through separate processes. Generally, the **Team Coordinator** assures the Visitor Host team is effective.