

# Pavilion “Ambassador” Guidelines

Purpose: To provide a program in which long-term Pavilion members can mentor or assist new members with their orientation to the Pavilion with the overall goal of fulfilling our mission of improving the health status of those we serve. The program is aimed more specifically to new members new to the area, are new exercisers or who are at risk

## Ambassador Eligibility:

- Must be a member in good standing for a minimum of 3 years.
- Must have completed a fitness assessment, equipment orientation and have attended the Nutrition 101 class.
- Must complete the Passport Program. (see attached)
- Remain an Ambassador for at least a 12 month term.
- Attend one hour ambassador training session

## Ambassador Responsibilities

- Assist, when possible, in meeting with prospective members before or after their initial tour to answer questions.
- Each ambassador will be assigned no more than 5 new members per month.
- Make contact through phone or email to introduce yourself. Encourage new member to complete an assessment, orientation and attend the Nutrition 101 class.
- Assist them in completing the “Passport Program”.
- Do a follow-up contact in 2<sup>nd</sup> month of membership to answer any questions. Try to meet them personally at the club to attend a class together or just chat about the Pavilion.
- Complete a form on each member and return to Member Services within 90 days of member join date (see attached)
- Follow the ambassador policies.
- Wear your (free) ambassador t-shirt proudly ☺

## Pavilion Member Services Responsibilities:

- Assign each ambassador no more than 5 new members each month. Keep an excel sheet on each ambassador. (see attached)
- Email or mail 5 new member forms and contact info along with one FREE guest pass and one FREE café meal coupon (valued @ \$6.00) to each ambassador.
- Collect forms at end of three month period and distribute awards to ambassadors based on 100% completion.
- Promote Ambassador Program in newsletter.
- Evaluate program.

## Ambassador Awards

Once your member successfully completes all aspects of the introductory form: (Fitness assessment, equipment orientation, Nutrition 101 Class and Passport Program), you will receive a \$20 Pavilion gift card which can be used anywhere in the center excluding membership dues.

You will receive a FREE guest pass valued at \$15, and a FREE café coupon valued at \$6.00 each month. We encourage you to use the café card to share time with your member.