

ELKS MEMBER EXIT INTERVIEW / SURVEY

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This Exit Interview/Survey has been prepared for use by all California-Hawaii Elks Association Lodges when calling or interviewing a member who is requesting an Absolute Demit, has not paid his/her dues (lapsed) or has stated that that he/she is dropping their Elks membership. It is intended that Information obtained from this questionnaire will be used to help determine where changes in your lodge or the Order of Elks might be beneficial in helping make the Order Of Elks more attractive to current members, to perspective members as well as to entice you to return to the Order. Copies of this survey will be distributed only as indicated at the bottom of Page 2 of 2.

Member Name: _____ Lodge: _____

Lodge Number: _____ Years a member: _____ Date of Interview/call: _____

Interviewer/Caller: _____ Title: _____

NOTE: This survey is not for general distribution and will only be reviewed by authorized personnel interested in lodge membership/membership retention information.

Reason for Leaving or why did you became Lapsed?

(Check all that are Applicable)(Comment when/where Applicable)

Are you dissatisfied with your Lodge and Officers?

No time -----Too busy

Dues to high

Not interested in social or Lodge activities

Not approached to participate in activities

No activities or functions of interest to you

Poor Health

Business Reasons

Officers to cliquish

Members ignored you

Lodge facilities not up to your standards - Specify

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Other reasons for leaving: (Please specify)

Did you ever feel you weren't welcome? _____ How did you feel you were not welcome?

Is there something that can be done to influence you to change your mind and retain you as an active member?

If you are dropping your Elks membership because the lodge has failed to perform, as you believed it should, how did it fail you?

During your membership were you informed of the privileges and opportunities of membership?

Exiting member's comments and/or suggestions:

Thank you for your valuable time and information.

(Exiting Member Signature)

(Interviewer/Caller Signature)

Copies To: Exiting Member, Members Lodge File, Lodge Membership Management Control Team (MMCT), California-Hawaii Elks Association Membership Retention/Lapsation Reduction Chairperson Tom Ryder