



## Referral Partners - Frequently asked Questions (FAQ)

### What's the purpose of the group?

Referral Partners Network is an independent referral centered network of business professionals. Referrals are the reason we exist. Our purpose is to help each other grow our businesses by passed qualified, confirmed referrals. We ask four things of our members:

1. Attend our weekly meetings
2. Participate during the meeting
3. Provide qualified, confirmed referrals to other members of the group
4. When you receive a referral, do what you say you're a re going to do. If you make a mistake when providing a service or product – FIX IT! The reputation of the person who gave you the referral and your reputation are on the line.

### When do you meet?

Referral Partners Network meets every Tuesday morning. Open networking starts at 7:15am and continues until the meeting starts at 7:45am. The meeting usually ends by 9:00am or a few minutes after.

### Where do you meet?

We meet at the Mimi's restaurant at I35 and 1431.

Mimi's Restaurant  
 4151 N I H 35 Round Rock, TX 78664  
 (512) 869-3029

### What is the agenda?

Networking	Place breakfast order by 7:45am
Welcome and introduce visitors/guests, introduce Leadership	
Training or Guest Speaker	Card binder is passed, too
Member Elevator Pitch	Try to give a tip, experience, problem that you solved, etc. Don't say the same thing every week! Develop your "signature phrase"
Membership Report – referrals report, presentation schedule for next 6 weeks	
Introduce new members	



10 minute feature presentation	
Pass the "trophy"	Referrals, 1-2-1's, and testimonials ONLY!
Drawing for Door Prize	
Announcements	
Adjourn	
Additional networking and 1/1's	

### What do I need to know about the meeting on my first visit?

1. Stop by the visitor table and sign in. You'll find:
  - a. Name badge
  - b. Policy guide
  - c. Membership application
2. The official meeting starts at 7:45am. You should arrive before that time so that you may network and meet as many of our members as possible.
3. When seated, there will be a menu and a number at your place.
  - a. Write your seat number and first name on your menu.
  - b. Make your selection by circling your choice. Don't forget the details such as how you want your eggs cooked, what drink you want, etc.
  - c. Near the end of the meeting when your bill arrives writing your seat number on the bill will also assist in the efficiency of getting everyone out on time.
4. During the "Elevator Pitch" segment of the meeting, you'll have an opportunity to take 60 seconds to tell the group who you are, what you do, and describe what a good referral for your business would look like. You should also pass around a stack of your business cards prior to your 60 seconds.
5. At the same time, you will be given a stack of business cards, one for each member of the group.
6. A binder will be passed around the table with business cards. This binder is for Members Only. You may take additional cards from this binder should you require more than one for a particular member.

### What are the requirements to join?

In order to become a member you must:

1. Attend 3 meetings, in a row
2. Participate in 4 one-2-ones, two of those with members of the leadership team
3. Share why/what value-added you can bring to the group
4. Request a current member to sponsor you
5. Submit an application



### **Is there a limit in the number of members?**

Yes, we have a limit of 35 members. At the point that our limit is reached, we ask our visitors to consider our Associate Membership program. This category of membership allows you to substitute for members who cannot attend one of our meetings. You may do this until a membership slot opens up and you are able to convert to a regular membership. There is naturally some attrition most months, so it shouldn't be long.

### **How are membership decisions made?**

How do you decide when there are more people on the waiting list (Associate Program) than there are open slots?

Membership is not granted on a first-come, first-serve basis. There are a number of factors that go into the decision on which member to add. These factors include:

1. The value that the person can add to the group
2. The past participation, including referrals given during the application waiting process
3. Quality of service provided during any referrals that were passed to the applicant
4. Feedback from your 1-2-1's

### **I'm in an MLM business. Can I join?**

The purpose of our group is to pass referrals. We do not invite Multi-Level Marketing business to attend and will not approve them for membership.

### **What is an "elevator pitch"?**

The premise of an elevator pitch is to share what your company does with a complete stranger during your elevator ride. What would you share, how would you get his or her attention so that by the time you were both ready to step off the elevator you have generated enough interest for a second meeting. Our "60 second elevator pitches" are just that. Narrate what your company does in 60 seconds. Describe your company's value add, and how you are different from your competitors.

### **What's expected of each member?**

Each member of Referral partners is expected to attend, participate and contribute both during and outside the meetings. Members are required to be punctual to every meeting. Since we are gaining your trust it is important that you make the same commitment we have made. Phones should be in silence mode during the meeting. Should you need to take a call during the meeting you should step out of the meeting area or outside to take the call. During the meeting you should listen attentively during everyone else's 60 second presentation, making notes of what makes a good referral for them this week. You should contribute referrals during the meeting as well as actively seek referrals for members outside of the meeting.



### **Can I lose my membership?**

By missing 3 meetings in a row and by not having substitutes you may lose your membership. Also your membership can be revoked at any time by not adhering to the membership principles you agreed to when you became a member.

### **What is the visitor policy?**

Because of the limited number of memberships available in the group we prefer that visitors only be invited by existing members. When our membership is full (35), all visitors must be approved by, at least, 2 members of the Leadership Team. Visitors are allowed 3 visits before they must submit an application for membership.

### **What are substitutes? Why do I need one?**

Substitutes fill in for you when you can not attend the meeting. The sub can be a member of your organization who can deliver your marketing message or a person that is not a member but works in a discipline not currently filled by a member. You are responsible for forwarding your marketing message to your sub. A list of subs is located at the bottom of our meeting placemat and will also be placed on our website. Please be sure you notify your sub that they will have to purchase their own breakfast.

### **What are the characteristics of a good referral?**

An ideal, qualified referral is someone who is actively looking for the product or service offered by a member of the group or who you know has needs that someone in the group can meet. Prior to passing your referral to the receiving member, you should “warm up”/ the prospective customer so they will be expecting a call from your Referral Partners colleague.

### **How is the group managed/what are the leadership positions and their responsibilities?**

The Leadership roles and responsibilities are:

The President is responsible for organizing the group and facilitating the weekly meetings.

The Vice President serves the President’s role in his or her absence.

The Secretary-Treasurer is responsible for managing the speaker schedule, bios of the group and any group funds.

The Membership Committee meets once a month to review applications and discuss unresolved membership and general issues in the group.

The Visitors Hosts are responsible for greeting visitors and guests, explaining the meeting process and answering any questions about the group. NOTE: all members should be expected to welcome visitors and make them feel at ease.



The Education Coordinator is responsible for delivering or selecting someone to deliver the weekly “education moment” at the beginning of each meeting.

### **How long does someone serve in a leadership role?**

Leadership positions terms are twelve months in length. There are no restrictions on the length of service in these positions. However, members are encouraged to serve in membership roles if nominated or asked to serve.

### **What's the process for choosing new leaders?**

At the end of that one year period or if someone in Leadership resigns, the membership committee will meet within 7 days of the resignation to consider nominations for the open position(s). Nominations may come from any member of the group and must be seconded by another member. After consideration of all nominations the leadership committee will elect a member to serve in the position in question.

Leadership positions should be considered a privilege not a right. The leadership committee must meet within 7 days to discuss and take appropriate action if ethical issues or allegations are raised by a group member. By a simple majority vote of the committee, any member, including members in Leadership may be asked to resign.