

### **Visit 1: Orientation**

Meet the prospective member at the club and show them around, including gym and restrooms

Give them the plastic card with our "Rule of the Rowed", and review these rules.

Identify all Club Boats, Explain how they are marked and "numbered"

**Discuss which boats may be good for them to use**

**Determine the Prospect's level of experience - is our club appropriate?**

Give them a waiver and set up the next appointment

### **Visit 3**

Shadow the Prospect through all of the above.

Have them TELL YOU what they are doing at each step

Correct and prompt as necessary

Have them show you the obstacles and mileage markers

**Have them demonstrate a re-entry in whatever boat they are using**

Point out the "Help Wanted" sign that lists ways they can help out.

Remind them that the club is a volunteer organization and that everyone is expected to put in some time.

Show them where we keep rakes, brooms, and paint for graffiti coverup

Set up the next appointment

## Visit 2 (May be combined with Orientation)

Walk the Prospect through opening the boathouse and signing in. Signing in and out is not only for safety and accountability, but a requirement with the City.

Show them how to remove the appropriate boat from the racks.

Note the pitfalls of narrow aisles, and being aware of fins, rudders and riggers.

Show them how to properly adjust the boat while on the slings

Walk them through closing the boathouse, even if others are there!

Show them how to transport the boat to the dock, especially when there is wind

Make sure they can get into the boat safely from the dock

Row/Paddle 1 lap. Explain right of ways, Identify obstacles & mileage marks

Make sure they can exit the boat safely and carry the boat back to the boathouse

Walk them through cleanup; washing and drying the boat, replacing rigger covers, putting away the hose, locking the doors and turning out the lights. Double check the doors.

Ask if they are still interested, if the club is a good fit for them. If so, set up the next appointment

## Final Visit \*\*

Shadow the Prospect through all of the previous steps. **Do not prompt** - make certain they know what they are doing and how to care for both the boats and the boathouse.

If you are satisfied that they are ready to become responsible members, **arrange for a key, set up a final meeting to collect the membership form, waiver & money**

Give them a sticker for their car, remind them to close the gate

**Review Guest privileges:** Anyone visiting more than 5 times should become a member. Minors must wear pfd's on the water and be supervised at all times.

Remind them of the waterski club times and schedule, as well as others that we share the water with

**\*\* NOTE:** Set up additional sessions as needed until you are satisfied they are safe and competent. You may need to refer them elsewhere for lessons, or even turn them away. Ask another member for their input if you are unsure.