

*The  
Fundamentals of*

# NEW-MEMBER COMMUNICATIONS



## THE POWER OF THE WELCOME EMAIL

*How to write a welcome email for new chamber members*



## NEW-MEMBER ONBOARDING PLAN

*A step-by-step plan to keep new members engaged*



## IMPROVING EMAIL OPEN RATES

*4 easy techniques to get members to read your emails*

# THE POWER OF THE WELCOME *email*



**GrowthZone**  
chamber edition

# THE POWER OF THE WELCOME *email*



## Hello? Is this thing on?

It's simple right?

When a new member joins your chamber of commerce, you fire off a quick message and move on to the next thing on your to-do list. Wrong! This is a valuable opportunity that only happens once.

**The first email to a new member is a valuable opportunity that only happens once.**

A welcome email is categorized as a 'triggered' email, which is generated based on a meaningful change or event in a customer's behavior or profile.



Triggered emails are very different from 'business-as-usual' (BAU) emails. For one, triggered emails typically get 3x the open rate as BAU promotional emails. They also have 135%\* higher click-through rates than BAU emails.

Because triggered emails are personal and occur at an early stage in the member relationship, and before email fatigue sets in, you have a great opportunity to make a positive impression.

**Don't pass it up.**

# THE POWER OF THE **WELCOME** *email*



## The Subject Line

Never underestimate the importance of the subject line. In the battle of the inbox, you're fighting for attention. An engaging subject line makes all the difference. It should catch the reader's attention, thank them for joining, and give them a reason to open your email. Try something like, "Thanks for joining. Now what?" It's welcoming and hints at answering an important question that's likely on their mind.



## Use a Recognizable Sender Name and Email Address

The sender's name is just as visible as the subject line in an inbox. On mobile devices, it's even more visible. The sender's name also greatly impacts open rates. Be sure to use a real person's name with the organization's name. For example, "Marcy from GrowthZone" is far more effective than "Marcy" or "The GrowthZone Team".

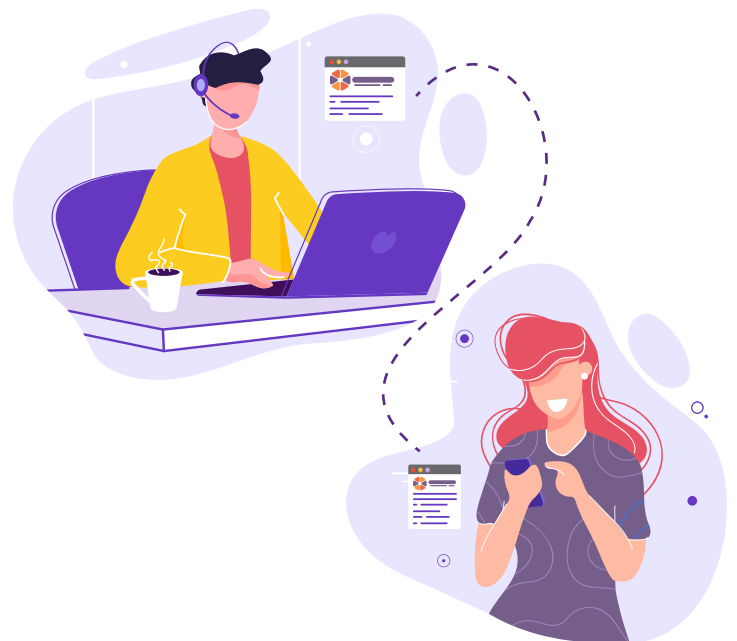
Note: Choose a "from" address that you'll want to use for a long time.

Avoid using a 'no-reply' email address. A generic address is okay but using a specific person's email address is best. People are more likely to reply if they know it's going to a real person. If you must use a generic address, try [hello@chambername.com](mailto:hello@chambername.com)—it's eye-catching and friendly. Consider going a step further and including a phone number. This reinforces to the new member that you want to hear from them. Better yet, invite them to reply (more on this under *Call to Action*).



## Branding

This is your chance to reinforce your brand. Shine the spotlight on your chamber with eye-catching images, your logo, and tagline. Using borders? Your colors are crucial for making sure your brand is recognizable. Everything from the subject line to the logo should brand your chamber.



# THE POWER OF THE **WELCOME** email



## Make Sure Future Emails Get Through

The best of the best in email marketing will sometimes fall victim to SPAM filters. If your email service provider has it, use a SPAM checker to increase the likelihood of your email making it to your new member's inbox. The welcome email can also be an opportunity to ask to be added to their trusted contacts (sometimes referred to as whitelisting).



## Be Mobile Friendly

With the proliferation of smartphones and mobile email readership, consider how your emails display on mobile devices when crafting your campaigns. It is also important to keep in mind that mobile screens are smaller, so your subject lines should be shorter as well.



## Add Social Media Buttons

Ask members to follow your chamber of commerce on social media. This is not a radical, breakthrough technique, but it works—and it benefits both of you. It's the ideal time to grow those relationships beyond the inbox—across all your social channels. It also gives you a nice safety net if they decide to unsubscribe from your email list later (avoid this by following the guidelines under *Reinforce Their Decision*).

This is also a bullseye for your chamber. You have the chance to turn each new member into a fan or follower, and members are given more opportunities for connecting with you online.



# THE POWER OF THE **WELCOME** *email*



## **Make It Genuine**

An email from a person is more authentic than one from an organization. Tone and language are key—keep it conversational and let the message flow naturally while reflecting your chamber’s personality. Remember, what works in person also works online. You’re building a relationship here, so make sure your online presence also treats people like people. Your welcome email should have a personalized greeting; it’s a small gesture that goes a long way. Address the new member by name. It suggests a personal connection, plus people love to see their own names. Most email programs make this easy to implement. If you can fit it in more than once, do so! But keep it simple and honest by being sincere.

**You’re building a relationship here, so make sure your online presence also treats people like people.**

Avoid using ‘We’ or ‘I’; Use ‘You’ ...a lot. New members don’t necessarily care about you or the chamber of commerce (yet). They’re interested in what the chamber can do for them. It’s subtle but makes a big difference psychologically. You’re assuming this role because you’re emphasizing what you can do for them and not what they can do for you.



## **Reinforce Their Decision**

Say thank you. Express how excited you are to have them as a member. Reiterate that they’re part of something special and aren’t just a number. This goes a long way in establishing a strong relationship. Remind them that it’s a partnership and you’re working on their behalf. Let them know the kind of content the chamber will be sending and how frequently they can expect to hear from you.

Is the email getting too long? Read more under the *Magic Formula* section. Doing these things will increase readership and reduce opt-outs.



# THE POWER OF THE **WELCOME** *email*



## Provide Tips

Remember, new members join to gain something, so help them right away. Just like you would in person, show them around. Remind them of benefits they can take advantage of immediately. You have their attention. This is a great time to offer tips on what they can do right now to get the most out of their membership.



## Call to Action

Ask the easiest, yet most valuable question. Use your new member's enthusiasm to learn "What can the chamber of commerce do for you?" Even if only 1 out of 10 members respond, it will provide data to help you recognize trends and spot weaknesses in your program.



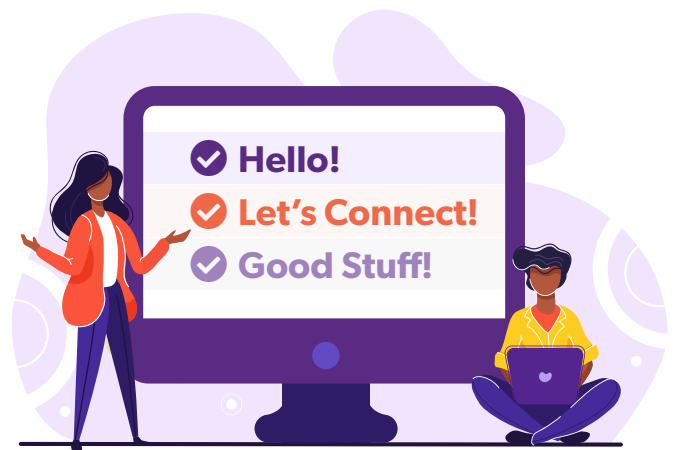
## The Magic Formula

The best welcome emails have something in common: Short and to the point. Don't overload new members by sending too much information. The average recipient spends 20 seconds scanning an email. Make your message count by focusing on welcoming them. It should be no more than a few paragraphs. Have too much to say for one email? Consider a series of welcome emails.

The following subjects often yield positive results:

- Welcome!
- Join us on Social!
- You're going to get great content!

Remember, the average open rate for a welcome email is between 50-60%. Subsequent emails won't command this level of engagement, so remain cognizant of email fatigue.



# THE POWER OF THE **WELCOME** *email*



## It's All Yours

Have you done everything right so far? If so, your members will be more excited than ever about receiving updates from your chamber of commerce. Follow the steps in this eBook and remember this is your welcome email. It's your opportunity to introduce your chamber, so make it memorable! Let us know about your welcome email campaign.



Experiencing success or have suggestions? Please share your story with us at [marketing@growthzone.com](mailto:marketing@growthzone.com).

\*shopify.com via epsilon

## About GrowthZone

GrowthZone AMS helps organizations grow and retain membership, engage, and inform members and prospects, and streamline tedious tasks. The cloud-based system is powerful, easy to use, and designed to manage all the day-to-day operations of your organization.



## GrowthZone Website Services

Whether you simply want to populate your existing website with useful GrowthZone website modules or create a new website from scratch, we have an experienced developer and design team who will accommodate your objectives and budget.

We've designed and built hundreds of compelling chamber, association, and CVB websites, so let us help you enhance your brand and drive increased traffic and engagement to your most important public-facing asset.

**GET A DEMO**





# NEW MEMBER ONBOARDING

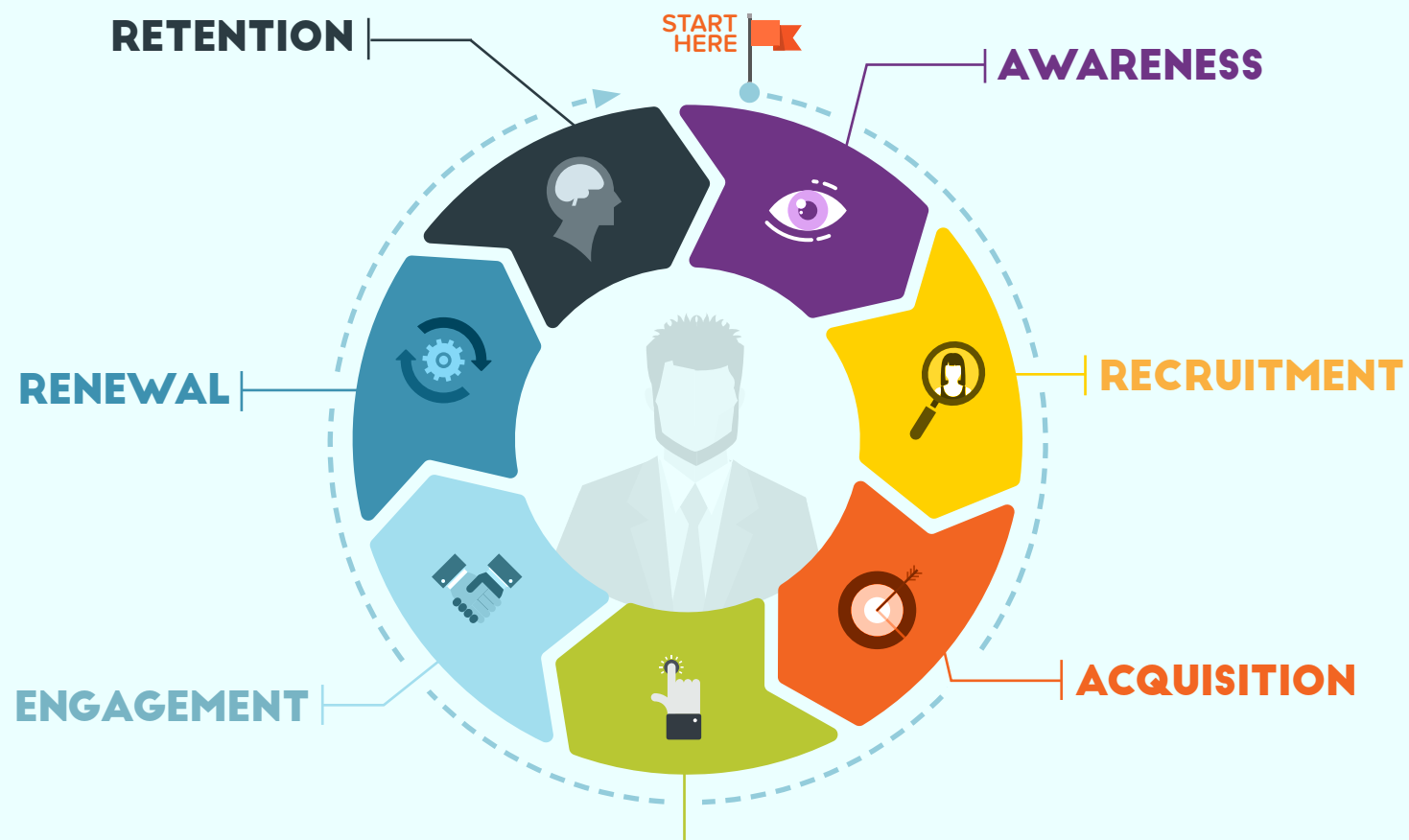
WHY NEW MEMBER ONBOARDING MAKES A DIFFERENCE.

IT COSTS **7x** MORE TO OBTAIN VS RETAIN MEMBERS!

New member onboarding is critical to retention. Statistics show that it costs 7x more to obtain a new member than to retain a current one and that first-year members have the lowest renewal rates.

Onboarding is more than simply sending out a welcome packet and adding them to your Chamber's email list – it's an ongoing process that relies on deliberate communication and engagement.

## THE MEMBERSHIP LIFE CYCLE



### ONBOARDING

A process through which new members move from being organizational outsiders to becoming organizational insiders.

## WHY NEW MEMBER ONBOARDING IS CRUCIAL FOR CHAMBERS

**IMPACT**  
They're new, motivated, and excited

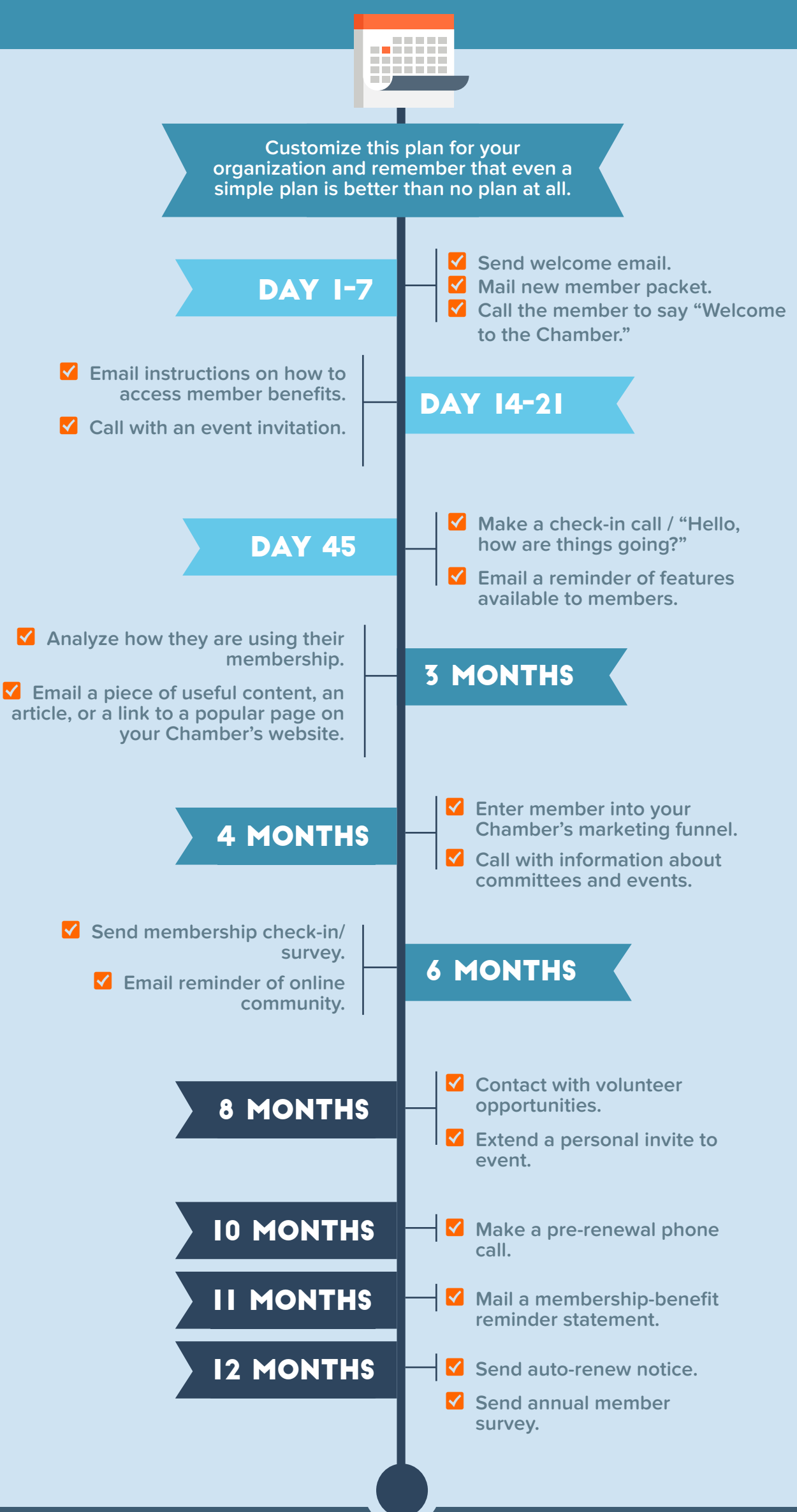
**ATTENTION**  
You have their attention and one chance to set the tone

**RETENTION**  
First-year members have worst renewal rates

## THE ONBOARDING & TOUCHPOINT SCHEDULE

Onboarding is a process that is worth investing in. Use this timeline as a guideline to help new members become engaged with your organization and build a membership meant to last.

Member onboarding involves more than a checklist. A touch plan to improve onboarding and engagement builds a strong foundation for long-term membership.



THE ONBOARDING CYCLE SHOULD CONTINUE FOR YEAR 1, YEAR 2, AND YEAR 3+ MEMBERS.



### EXCEEDING MEMBER EXPECTATIONS

- Be a person, not just an organization, to your members.
- When it comes to communications, build a relationship with a new member before putting them in the email marketing cycle.



### CONSIDER THESE QUESTIONS

- When planning onboarding engagement with new members, ask:
- What was their reason for joining?
  - How did you attract them in the first place?
- The answers will guide you in managing new-member expectations and demonstrating your Chamber's value.

## CONTACT US!

Learn more by contacting:  
[sales@growthzone.com](mailto:sales@growthzone.com)

OR

Call:  
**1.800.825.9171**

# 4 SIMPLE WAYS TO IMPROVE YOUR EMAIL OPEN RATES

You put a lot of effort into the emails you send to members. Use these easy techniques to get them to actually open them.

## 1. Write a Great Subject Line

Never underestimate the importance of the subject line. In the battle of the inbox, you're fighting for attention. An engaging subject line makes all the difference. It should catch the reader's attention and give them a reason to open your email.

## 2. Use a Recognizable Sender Name and Email Address

The sender name is just as visible as the subject line in an inbox. On mobile devices, it's even more visible. The sender name greatly impacts open rates. Use a real person's name with the organization's name. For example, "Marcy from ChamberMaster" is better than "Marcy" or "The Chamber-Master Team".

## 3. Be Mobile Friendly

With the surge of mobile email readership on smartphones, consider how your emails display on mobile devices. It is also important to keep in mind that mobile screens are smaller, so your subject lines should be shorter as well.

## 4. Remember, the First Sentence (really) Matters

Some inboxes display part of the first sentence under the subject line. Readers often use the subject line and first sentence to decide if an email is worth opening or not.

You're competing with a recipient's personal, work, and marketing emails. It's time to take steps to win the battle for their attention.

