

WHAT IS A MEMBER?

A member is the most important person in our Organization.

A member is not dependent on us - we are dependent on him/her.

A member is not an interruption of our work - he/she is the purpose of it.

A member does us a favor when he/she calls - we are not doing him/her a favor by serving him/her.

A member is a part of our organization - not an outsider.

A member is not a cold statistic – he/she is a flesh and blood human being with feelings and emotions like our own.

A member is not someone to argue or match wits with.

A member is a person who brings us his/her wants – it is our job to fill those wants.

A member is deserving of the most courteous and attentive treatment we can give him.

A member is the lifeblood of our organization.

THIS WE BELIEVE.