



## Good Practice Guide to Welcoming Visitors

Make your members and visitors feel more welcome and want to come again!

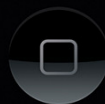
Generate a greater willingness for visitors to attend your lodge meetings and social activities. Doing so will improve attendance, develop friendships with Brethren from other lodges and will improve a member's pride for their lodge.

How To:

1. Compile a list of relatively senior, personable Brethren who are regular attenders
2. Brethren on this list are asked to give their full attention to the arrival of visitors and to ensure they are welcomed appropriately as soon as they arrive.
3. Visitors should be shown where to go to dress in their regalia, where to sign the visitors book and then introduced to other Brethren who may be in the area.
4. They should be taken to the refreshment area and offered a pre-meeting drink.
5. If necessary, they should be introduced to other visitors and arrangements for entering the lodge discussed.

Tips:

- Ensure the first impressions of a visitor are of friendliness and a welcoming environment. Consider particularly the appearance of the Building inside and out, the greeting by the Tyler, the explanation of the lodge layout to any EA or FC before entry, timing, lodge reception in the lodge-room.
- Never leave a visitor standing on his own – make sure he is involved with a group before leaving him. Also make sure the visitor is introduced to the Tyler.
- If the visitor needs to be proved, organise this as soon as possible after his arrival; this is normally done by the Wardens but you might like to have your Membership committee review the lodge's current procedures.



# THE FREEMASONS TOOLBOX



Tips cont'd:

- Further to first impressions above look at how a visitor would view the lodge and the impression he could make, from the time he arrives in the car park until he leaves. These would include;
  - Car park availability, and building surroundings.
  - Main entrance, reception or robing room.
  - Personal greetings on arrival, introduction to the Master!
  - Should he be proved and by whom.
  - Tyler's approach and greeting.
  - Early arrivals invited in for opening!
  - E.A, F.C and Master Masons acknowledged. Spare aprons available and explain lodge customs etc.
  - How the lodge is situated to receive visitors.  
(where is the East situated and what degree)
  - Are there special seating arrangements
  - Retirement arrangements.
  - Refectory arrangements,
- Visiting Masters invited to the east and by whom.
- Refectory costs (remember he may have just spent \$20 in travel to visit).
- Reply to visitors Toast
- Are members making visitors welcome?
- The Lodge Visitor vision statement "Treat every visitor as your next joining member"

