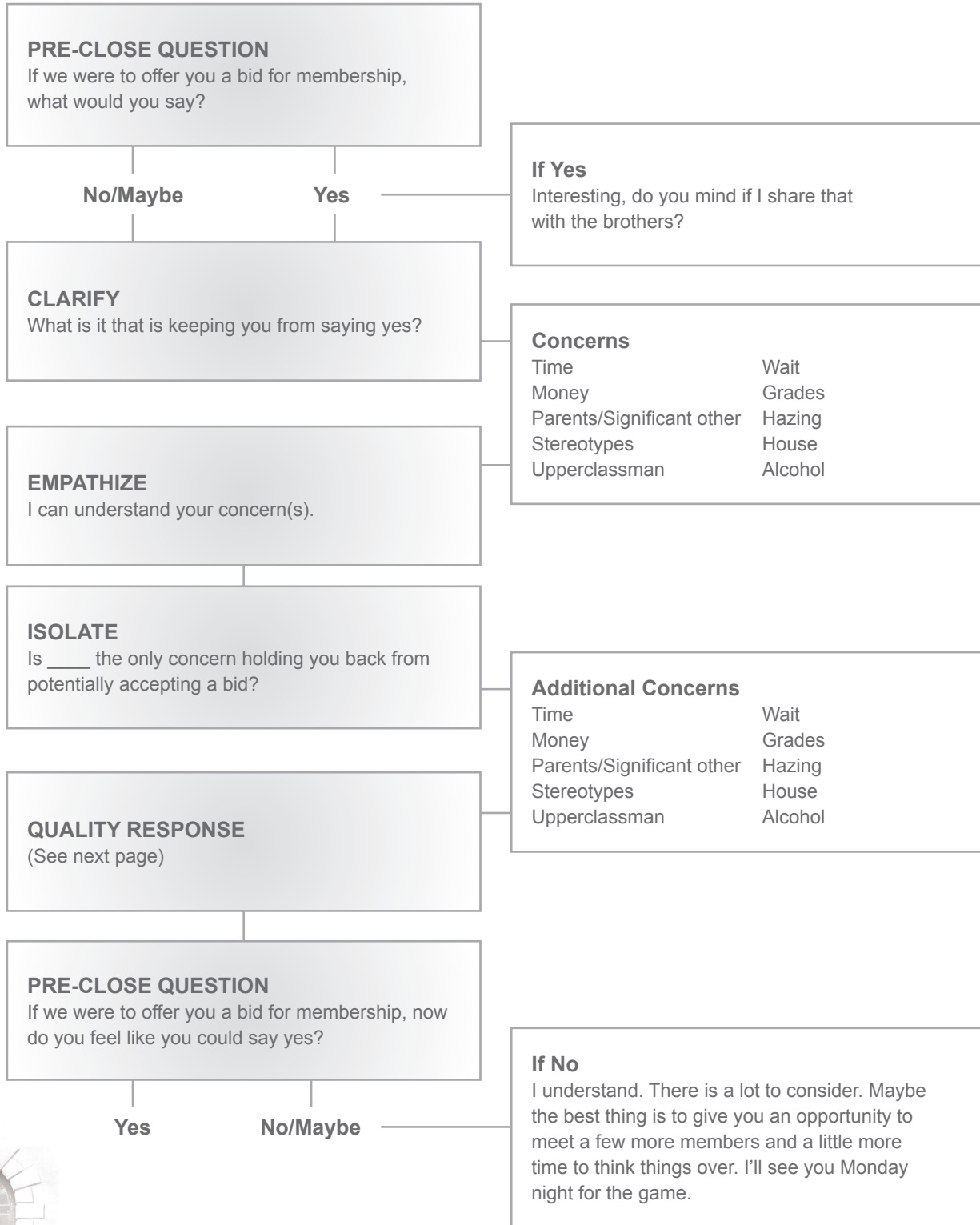


# Pre-Close for 100% Bid Acceptance



# Quality Response Guide

<b>I don't have the time.</b>	<ul style="list-style-type: none"> <li>• How much time do you think it will take?</li> <li>• What are your other time commitments?</li> <li>• How much time could you commit?</li> <li>• I would like to introduce you to _____. He works part-time, plays a sport and maintains a 3.5 GPA.</li> </ul>
<b>I can't afford it.</b>	<ul style="list-style-type: none"> <li>• Do you know how much it costs?</li> <li>• May I show you exactly how much it costs and how that compares?</li> <li>• If we could arrange a payment plan, would that make a difference?</li> </ul>
<b>My mom/dad/significant other doesn't want me to join.</b>	<ul style="list-style-type: none"> <li>• What is it they do not approve of?</li> <li>• Why do you think they feel that way?</li> <li>• Have they met any of the members of this Fraternity?</li> <li>• Would you be willing to help me arrange an opportunity for them to meet some of the members/parents/chapter advisors?</li> </ul>
<b>I've got to focus on my grades.</b>	<ul style="list-style-type: none"> <li>• What are your concerns?</li> <li>• Did you know the chapter has minimum standards for maintaining membership, an academic assistance plan and rewards?</li> <li>• May I introduce you to our scholarship chairman?</li> </ul>
<b>Upperclassmen don't join fraternities.</b>	<ul style="list-style-type: none"> <li>• What is it that you would like to get out of a fraternity?</li> <li>• This is a lifelong membership. You're talking about only two years.</li> <li>• We could use a few more guys with your experience and maturity.</li> <li>• You're that much closer to leveraging our alumni network.</li> </ul>
<b>I'd just like to wait a semester or two.</b>	<ul style="list-style-type: none"> <li>• What is it you think will change between now and then?</li> <li>• Would you help me understand the benefits of putting off the experience for a whole semester?</li> <li>• What would need to change for you to feel comfortable joining now?</li> </ul>
<b>I'm not the fraternity type.</b>	<ul style="list-style-type: none"> <li>• What is the "fraternity type?" Does that describe us?</li> <li>• Good. That's the reason we're interested in you.</li> <li>• Does that mean you would be willing to help our chapter change the image of fraternities on this campus?</li> </ul>
<b>I don't want to get hazed.</b>	<ul style="list-style-type: none"> <li>• Do you think we haze our new members?</li> <li>• Hazing is unacceptable and strictly forbidden in our ritual.</li> <li>• Let me introduce you to our new initiates. Ask them about pledging.</li> <li>• Here is our pledge education program outlining everything we do.</li> </ul>
<b>I don't want to live in the house.</b>	<ul style="list-style-type: none"> <li>• What is it that makes you not want to live in the house?</li> <li>• May I show you the Fraternity's plan for filling the house?</li> <li>• We have a lot of brothers who are active members and choose not to live in the house.</li> </ul>
<b>I don't drink.</b>	<ul style="list-style-type: none"> <li>• Do you think you have to drink to be in a fraternity?</li> <li>• The majority of the Fraternity's activities do not include alcohol.</li> <li>• We respect every member's choice. There is no pressure to drink.</li> <li>• Were you aware we have an alcohol-free rush and pledge program?</li> </ul>

