

Ideas for What to Include in a Welcome Kit

When putting together a "Welcome Kit / Booklet" you may wish to consider whether it needs to be hard copy or whether you can sit it on your web site or email the file to new members with a welcome note.

If you do chose hard copy, it would be worth considering where you are going to store them, who will physically put them together and what happens after information included, e.g. contact details becomes outdated. The kit may also offer opportunities for some of your sponsors.

The following present some ideas of the sorts of things you could include in your kit:

- A welcoming statement or letter from the President
- Introduction to the Welcoming Officer(s) – photo and a hello, this is what I do type document
- Club Contact List – people in the roles, what particular roles do and 'who' to call on for 'what'
- Other contact lists e.g. other team members, coach, team manager
- Who to go to if you have an issue or concern
- Details of the Club website
- A list of what players / athletes need to have before they start the season, supplier details, details of any second-hand purchasing arrangements or loan systems that can be accessed
- Words to the Club song if you have one
- Fixtures, details about venues, encouragement for car pooling amongst members
- A Calendar of Social Events
- A brief survey about how the new member came to know about the club, what their experience had been to date and whether they needed any further support
- Information about your sponsors and sample product, discount vouchers etc.