## Our Members ... Do not Underestimate Their Importance!

## Lest we forget whose Association it really is, we suggest you keep this little reminder handy.

- ★ Our members are the most important People in our Association.
- ★ Our members are not dependent on us, we are dependent on them.
- ★ Our members are not an interruption of our work, they are the inspiration of it.
- ★ Our members do us a favor when they come to us, we are not doing them a favor by serving them.
- ★ Our members are part of our Association, not outsiders.
- ★ Our members are not cold statistics. They are flesh and blood human beings, with feelings and emotions like our own.
- ★ Our members bring us their wants, and it is our job to fill their needs.
- ★ Our members are deserving of the most courteous and attentive treatment we can give them.
- ★ Our members are necessary for us to survive. Without members, the Association is without purpose.
- ★ Our members are the lifeblood of the Association.

Reprinted from Association Connection Tennessee Hotel & Motel Association