

The Significance and Value of the Exit Interview

Located in Section 8 Forms/Operations in this manual is the worksheet for the “Member Exit Interview.” BNI Headquarters encourages you to utilize this tool.

Directors who regularly perform Member Exit Interviews report the following benefits:

1. It allows them to place a member in another chapter if the reason for leaving is relocating or change in classification.
2. It provides insight into what the member’s impression is and can serve as a quality control to correct problems.
3. It can help chapters take ownership of the quality of their members and help avert potential problems.

The means by which Member Exit Interviews are conducted vary. Some Directors educate the Membership Committee to conduct them. This can be done either in person after a meeting (make arrangements ahead of time with the member who is leaving), or over the phone. Other Directors have an AD or office person call after the person has left the chapter. The phone script can be quite simple: “Hi, this is _____ with BNI. I would like to ask you a few questions about your experience with BNI. Is this a good time?”



MEMBER'S EXIT INTERVIEW

Chapter: _____

Name of Interviewer: _____

Name of Interviewee: _____

Reason for leaving BNI: _____

Did you feel that BNI was a benefit to you and your profession? _____

What did you like most about BNI? _____

Was there anything you disliked about BNI? If so, what was it and how would you change it?

Did you feel that you were well informed on all the activities and benefits offered to you by BNI?

Did you:

1. Meet for lunch with other members of the group? Y/N
2. Express what a good referral was for you? Y/N
3. Ask members if the referral you gave worked for them? Y/N
4. Have a good Memory Hook and 60-Second Presentation? Y/N
5. Did you feel you had a good communication with your chapter and its members? Y/N

Signature of Interviewer

Signature of Interviewee

Date