



## Quality Response Guide

<p><b>1. I don't have time.</b></p>	<p>a. How much time do you think it will take?  b. What are your other time commitments?  c. How much time could you commit?  d. I would like to introduce you to _____. He works part time, plays a sport, and maintains a 3.5 GPA.</p>
<p><b>2. I can't afford it.</b></p>	<p>a. Do you know how much it costs?  b. May I show you exactly how much it costs and how that compares to other college expenses?  c. If we could arrange a payment plan, would that make a difference?</p>
<p><b>3. My mom, dad, or girlfriend doesn't want me to join.</b></p>	<p>a. What are their concerns? Why do you think they feel that way?  c. Have they met any of the members in this fraternity?  d. Would you be willing to help me arrange an opportunity for them to talk to my parents, then maybe meet some of the brothers/members' parents/chapter advisor?</p>
<p><b>4. I've got to focus on my grades.</b></p>	<p>a. Me too. What are your concerns?  b. Did you know the chapter has minimum standards for maintaining membership in the organization, an academic excellence program, and we reward scholastic achievement?  c. May I introduce you to our scholarship chairman?</p>
<p><b>5. Upperclassman don't join fraternities.</b></p>	<p>a. What is it that you would like to get out of a fraternity?  b. This is a life-long membership. You're talking about the difference of two years.  c. We could use a few more guys with your experience and maturity.  d. You're that much closer to leveraging our alumni network.</p>
<p><b>6. I'd just like to wait a semester or two.</b></p>	<p>a. What is it you think will change between now and then?  b. Would you help me understand the benefits of putting off the experience for a whole semester?  c. What would need to change for you to feel comfortable moving forward with this pledge class?</p>
<p><b>7. I'm not the fraternity type.</b></p>	<p>a. What is "the fraternity type?" Does that describe us?  b. Good. That's the reason we're interested in you.  c. Does that mean you would be willing to help our chapter change the image of fraternities on this campus?</p>
<p><b>8. I don't want to be hazed.</b></p>	<p>a. Do you think we haze our new members?  b. Hazing is strictly forbidden in our fraternity.  c. Let me introduce you to our newest initiates. I would like you to ask them about any details of their pledge process.  d. Here is our written education program outlining everything we do.</p>
<p><b>9. I don't want to live in the house.</b></p>	<p>a. What concerns do you have about living in the house?  b. May I show you the fraternity's plan for filling the house?  c. Let me introduce you to our house manager. He'll be able to help you make sure we work together to find the best possible living arrangement.</p>
<p><b>10. I don't drink.</b></p>	<p>a. Do you think you have to drink to be in a fraternity?  b. The majority of the fraternity's activities do not include alcohol.  c. We respect your choice. There is no pressure to drink.  d. Did you know the fraternity chooses to implement a substance-free rush and an alcohol-free new member program? _____</p>