



The Welcome Committee Team Guide

Thanks for signing up to support our newbies! This guide outlines how to conduct outreach and utilize the dashboard. Please bear with us as we may make changes with the evolution of this team!

This manual is for PMers. If you are on the Forum Track, [hop over here for that guide!](#)

PM Welcomers Guide to Messaging & Documenting New Member Outreach

Before you join this team, please note that this role requires regular work on Google sheets which cannot be done via a mobile device.

We apologize for the inconvenience!

→ WHERE TO CHECK FOR NEW USERS

You will be checking the following section to send PMs:

Our latest member sign-ups:

<https://www.7cups.com/listener/training/welcome-committee/>

- You can find the link on the [Training Page](#) under **Welcoming Committee**

➔ **Please note:** this project's focus is welcoming the **member side**. If you're interested in welcoming Listeners, you can apply for the Care Team ([info](#)).

→ SENDING PMS

This formula has proven to receive at least a 50% chance of response:

- A friendly greeting

- Introduce yourself (*Leaders, if you hold a role, include it.*)
- Leave room for them to ask questions
- Conclude with a question/prompt to respond to

Note: *Do not paste as one message. Break the messages up so information doesn't get lost in a text block.*

[Please refer to this document for templates you can use!](#)

Please try to personalize your PMs. If there's a particular one that's been working for you, please suggest your own! We'd love to hear them and experiment with different variations of welcome approaches!

→ TRACKING YOUR WELCOMES

We use a system to collect and document usernames. Please read through the following instructions:

- 1) Use the Training Tab > [Welcoming Committee](#) to find the list of latest new members. It is recommended you refresh this page every hour.
- 2) After step 3, use CTRL + A (command A on Mac) to copy the entire list of usernames on the page (do not worry about anything else that gets copied too)
- 3) Use ChatGPT (It's best to be logged in for this prompt as problems can occur when you are logged out) and use this prompt to get the usernames in a list form *"Extract and list all the usernames mentioned in the provided text, removing the "@" symbol, and present them in a horizontal single column table format without any additional numbers or symbols."*: (paste selected text from the 7 cups page)
- 4) Use ChatGPT (no login required) and use this prompt to get the usernames in a list form *"Extract and list all the usernames mentioned in the provided text, removing the "@" symbol, and present them in a horizontal single column table format without any additional numbers or symbols and Don't add | ."*: (paste selected text from the 7 cups page)

- 6) When you paste a batch from the New Member list, please note the time you did so for the next person to prevent overlap. We use EST ([you can convert your timezone on the World Time Buddy site](#)).
- 7) We want to get to the most recent newbies because they are most likely still using the site when we're PMing, and there's a much higher chance of them seeing and replying so please try to finish all usernames you uploaded to the sheet. **Delete the ones you cannot finish if you run out of time.** That way they don't pile up and we're staying current.
- 8) Sending PMs: [Again, refer to this document for templates you can use!](#) The Share the Welcome Pack, which is one of our most helpful beginner documents ([here](#)).
- 9) **All those PMed must receive a followup check-in after 1-3 days.** E.g. ask how they're settling in, see how they found the features recommended or tried out, and mention any additional needs or concerns. Mark that you have under the **Sent** column as it will be calculated toward your quota. If you didn't hear back from them initially, send them a PM the next day. If you did get a response from the newbie, you can wait a few days to follow up. No later than 3 days though, if you can help it.

Tips:

We recommend asking the user what they expect from 7 Cups or what they need help with. Questions result in a higher rate of responses.

Recommend appropriate resources based on their needs. The Welcome Pack, for example, is one of our most helpful beginner documents ([here](#)).

For other resources, visit the **Members - Useful Resources** tab

The monthly quota to remain active on the team:

- **Adults: 80 messages sent**
- **Teens: 40 messages sent**

Messages include your first PM and your follow-up PM. Both of these are calculated on the sheet. For example, you would send 40 welcome PMs, and the other 40 would be your check-in message.

[The Dashboard](#) (linked)

First tab: Overview of leadership & Updates Area (please check this routinely for general reminders, announcements etc.

The Team: Roster & Activity Status. Please note your status here at the end of each month.

Monthly Leaderboard: Every time you mark your username on the dropdown on the Welcoming Tracking tab, it's automatically updated toward your quota here.

Tracking: We add each new month. See the previous section for how to use the sheet for tracking and following up with your members.

Useful Resources: Just about everything a newbie needs to know can be found in this extensive library. Please pull from it for outreach and replies.

And that's it for now! [Check out our FAQ for more commonly asked information.](#)

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