



The Iowa Museum Association presents:
**DANA HINES on
Membership Development**

May 11 & 12, 2009
9:00 a.m. - 4:00 p.m.

www.iowamuseums.org

Living History Farms Conference Center,
Urbandale, Iowa

This two-day workshop is an intensive training course for membership managers at all levels—from beginning level to seasoned professionals. Topics covered include:

membership acquisition - renewals - on-site sales - telemarketing
dues and benefits - customer service in membership
technology and membership - the membership product

Dana Hines is President of Membership Consultants, Inc., a company that won 25 Direct Marketing Arrow Awards from 1991-2003, including 5 “Best of Show” First Place Awards.

Mail Payment and registration form to:

Iowa Museum Association
1116 Washington Street, Cedar Falls, IA 50613
Questions?

e-mail: imasweet@cfu.net or call (319) 239-2236
Registration Deadline May 7. No Refunds after May 7.

\$85
includes lunch
both days
(a \$495 value!)

Registration Form

Membership Development

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Living History Farms Conference Center, Urbandale, Iowa

Name:
Museum/Organization:
Mailing Address:
City/State/Zip:
Phone:
e-mail:

This workshop is supported by our funding partner
the Community Foundation of Greater Des Moines