

Excuses, Excuses, Excuses...

By Bob Harris, CAE

28 Phrases You Wouldn't Want to Hear in the Association Office

- Sorry, we ran out of membership applications weeks ago.
- But I thought the insurance agent automatically renewed our policies.
- Excuse me, you want what — it's called a 990?
- I left the computer back-up tapes for the week on my desk – why, what happened?
- Sorry - I don't know and the staff is at convention, can you call back next week?
- How did I know the article I “borrowed” was copyrighted?
- I thought I'd try to fit as much information as possible into the Board minutes so it will all be in one place.
- If we do the financial every third month and perform an audit every third year, we'll save \$1,000s. (Or maybe the elected treasurer could do a casual-audit at the office!)
- We don't really have time for a board orientation at this meeting, maybe next time.
- Ah, we tried that once and it didn't work.
- You should serve on the board, there's nothing really to the job and you'll be reimbursed for travel to various meeting sites at nice facilities!
- I thought the typesetter was paid to proof it.
- What convention cancellation insurance?
- I didn't know I had to collect sales tax!
- Has anyone seen last year's taped recordings of our Board meetings – I can't seem find them and I like having the back-ups.
- No I didn't call the 800 number in the convention brochure before I OK'd the printing.
- I just didn't think we had to proof the T-shirts for spelling, too.
- I never realized I left out the hotel's phone number in the registration brochures. I wonder who answers the phone and the wrong number – maybe they can tell our members the right number?
- I know I took the call, but I thought you would follow up on the member's request.
- It's not my job.
- I don't work for the membership department.
- It is not our job to do that for you.
- So what if they don't renew their membership?
- Can you call us back; that person isn't in right now?
- Who's on the phone? I don't have time for members' calls – transfer them to voice mail. Who cares if she is a Board member?
- That's how we have always done it here.
- Have you tried finding it on the Internet – it's always a good source of information when the association office strikes out?
- We can't be held accountable because we are depending on volunteers!

Author: Bob Harris, CAE provides free tips and tools for nonprofit governance and management at www.nonprofitcenter.com. Contact him at bob@RCHCAE.com.