

Light the Torch- Pass it On!

TOASTMASTERS TOOLKIT

MASTER YOUR MEETINGS

The club meeting is the most important part of the Toastmasters experience. If the experience is fun, enjoyable, dynamic and well-conducted, members will remain and bring others to join. The meeting must be a cut above what members and prospects see outside of the club.

Good Club meetings also serve to help members reach their goals of becoming better Communicators, effective listeners, thinkers, and leaders. Good Club meetings provide the forum for members to achieve their goals.

PROVIDING GOOD SERVICE

A successful Toastmasters Club is much like a successful business. Your member is the customer; the Club works hard to keep the customer (member) happy with service it provides. For the Toastmaster, member service is the Club meeting. Strive to make sure that everyone gets an opportunity to speak at every meeting, including your guests. Most of all, make it worth their being there.

Successful Club meetings:

- Begin and end on time
- All participants arrive on time and are prepared
- Members and guests are greeted as they arrive and are made to feel welcome
- The program moves at a good pace, is interesting and fun
- Transitions between segments of the program are smooth
- All members of the meeting have an opportunity to participate
- Good constructive and helpful evaluations help the members' personal growth and improvement
- Milestones and achievements are recognized within the club and outside
- Members are enthusiastic and are enjoying the meeting and it shows!

Many factors contribute to the success of a Club meeting and a combination of these factors makes the meeting successful and brings the members back with guests.

One important factor is high club standards. Adherence to these high standards and demonstrated in the meeting ensures a quality meeting on a regular basis such as:

- Good use of Parliamentary Procedure
- Good Evaluations
- Manual Speeches
- Well Planned Programs
- New Member Orientation

These are just a few of many factors that will ensure good quality meetings that give good customer (member) service.

Good meetings occur when members are committed to the Club and its purpose, meaning, all officers and members fulfill their responsibilities and duties because everyone wants their Club meeting to be outstanding and of high quality.

CREATING THE RIGHT ENVIRONMENT

Guests are important customers to your Club. These are potential members and you want to treat them with respect and interest. Greet them and make them feel welcome and already a part of the Club. Have a member sit with them if they come alone to help them understand what's going on throughout the meeting. Make sure they have literature about your Club and Toastmasters International before they leave. Follow up within a few days and invite them to the next meeting. Give them a opportunity to speak. Most clubs do this at the end of the meeting- asking for their feedback on how they viewed the meeting.

MAKE SURE YOU HAVE A PRINTED AGENDA AT EVERY MEETING!!!

Have your club invest in the Toastmasters manual 'Master Your Meetings' code # 1312

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Use the manual '*Master Your Meetings*' for informational purposes in this handout