

TOASTMASTERS CLUB QUALITY AUDIT

The 36 Service Standards a Club needs to meet in order to conduct Quality Meetings and to fulfil its mission
(from the Toastmasters Moments of Truth module)

Club officers should complete this audit of their club as a group by ticking standards that are consistently met.

Done honestly, it is often found that the number of standards met closely relates to the number of active members in the club.

First Impressions

- Are guests **greeted warmly** and introduced to Officers and members?
- Is the **guest book** displayed and are **name tags** provided for visitors?
- Is the **room set up** with agendas and ballots distributed and lectern, gavel, timer and banner in place?
- Is the **meeting venue** conveniently located, accessible and user friendly?
- Are guests **encouraged to participate** and comment at the end of the meeting?
- Are guests **invited to join** on their first visit?

New Member Orientation

- Are new members given a **formal induction** and presented with a pin, manual, etc.?
- Are new members **assigned a coach/mentor** for one-on-one assistance?
- Are new members briefed on how the **educational program** helps develop speaking and leadership skills?
- Is there a **survey** of each new member's **learning needs**?
- Are new members **assigned a speaking role** as soon as possible?
- Are new members **encouraged on an on-going basis** to participate regularly?

Fellowship and Variety

- Do **members greet guests** and make them feel welcome?
- Are **enjoyable and educational programs** planned with exciting themes?
- Does the Club enjoy regularly scheduled **social events**?
- Are club members encouraged to attend **Area and District events**?
- Are **inter-club events** encouraged including joint meetings and forums?
- Is a **Club newsletter/bulletin** issued on a regular basis and presented in a lively format?

Program Planning

- Is the **agenda published for 2 meetings in advance** and sent to all members?
- Are **members ready and prepared** to carry out their program assignments?
- Are **all speeches manual speeches** from the Basic and Advanced C & L manuals?
- Are **creative table-topics and exciting theme programs featured**?
- Are the **evaluations positive** and helpful and based upon project objectives and the speaker's learning needs?
- Do the meetings Start, Keep and End on **Time**?

Membership Strength

- Does the Club actively work to maintain a minimum of **20 or more members**?
- Are **members retained**, indicating individual members are satisfied and involved with the club?
- Is the **Club actively promoted** in the community or within the organisation?
- Are **varied and exciting programs** planned to stimulate growth and club development?
- Are **sponsors** of new members **recognised**?
- Does the Club organise regular **membership building** programs?

Recognize Achievements

- Are all educational award **applications sent immediately** to World Headquarters?
- Is a **Member Progress Chart** posted and displayed at every meeting?
- Does the Club **formally recognize** member educational achievements?
- Does the Club **acknowledge and utilize** past and present Club and District leaders?
- Are member and Club **achievements publicized**?
- Are the **Club Success** and the **Distinguished Club Plans** used for both planning and recognition?