

AT YOUR SERVICE !

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A successful Toastmasters club is much like a successful business: The members are the customers, and the club should strive to provide excellent customer service along with the superior product it provides. What is the club's product? It's the club meeting – where members develop their communication and leadership skills. Poorly run club meetings mean members do not receive the quality product they expect. The result can be unhappy customers who decide to find a better product elsewhere. Find out if your club is providing good customer service and a quality product with this checklist for a great club:

- 1. Meetings start and end on time.**
- 2. Participants are considerate of others;** they know everyone's time is too valuable to waste.
- 3. All participants are prepared.**
- 4. The meeting flows smoothly.** There are no awkward transitions between segments and no gaps or lags in the program. The meeting is fast-paced, never slow or boring. Time limits are established and followed for each meeting segment.
- 5. Scheduled speakers give manual speeches.** All members are working in the basic or advanced Communication and Leadership Program manuals and are presenting manual speeches. They know that by giving non-manual speeches, they are depriving other members of the opportunity to achieve their goals. Members also should avoid giving "stoplight" speeches - speeches prepared while driving to the meeting.
- 6. Recognition is given when the members earn it.** Club awards are given only to those who serve them. Members apply for education awards only when they have fulfilled all requirements. Members conduct and register Success/Leadership and Success/Communication programs according to the guidelines provided by World Headquarters.
- 7. Everyone is involved.** All members actively participate in the meeting. Each member is encouraged to improve and achieve.
- 8. Evaluations are meaningful,** not "whitewashed." Every evaluator offers specific suggestions for improvement and gives positive comments.
- 9. Members are enthusiastic** and proud of their club.
- 10. Club officers are trained in their roles** and fulfill their responsibilities. Officers are dedicated and genuinely concerned about the well being of the club and its members.