

## Guide to fulfilling Toastmasters International Club Meeting Roles

### TABLE OF CONTENTS

Item	Pg No:
1. Purpose behind the development of the guide	2
2. High Performance Leadership (HPL) Vision	2
3. High Performance Leadership (HPL) Mission	2
4. High Performance Leadership (HPL) Core Values	2
5. Structure of the Guideline	2
6. General Hints	3
6.1. How to yield control	3
6.2. Toastmaster "Speak"	3
7. Breakdown of Meeting Roles	3
7.1. Ah Counter (Um Counter, Uh-Ah Counter, etc)	3
7.2. Business Meeting Chairman	4
7.3. Business Meeting Secretary	4
7.4. Business Meeting Time Keeper	5
7.5. Evaluator	5
7.6. General Evaluator	6
7.7. Grammarian	7
7.8. Harkmaster	8
7.9. Hot Seat	8
7.10. Introduction of Guests	9
7.11. Introduction of Members	9
7.12. Introduction of Visiting Toastmasters	9
7.13. Invocation	10
7.14. Joke Master	10
7.15. Loyal Toast	11
7.16. Parliamentarian	11
7.17. Secretary	11
7.18. Sergeant-at-Arms	12
7.19. Stock Custodian	12
7.20. Table Topics Master	13
7.21. Time Keeper	13
7.22. Toast of Own Choice	14
7.23. Toastmaster	14
7.24. Toast to Toastmasters International	15
7.25. Welcoming Committee/Greeter	16
7.26. Word of the Day	16
8. Concluding Remarks	17
9. Sample General Evaluation Form	18
10. Sample Template of Meeting Minutes	19
11. Sample Template Executive Meeting Minutes	20

## **1. Purpose behind the development of this guide**

I would love to be able to say that I am a totally unique individual in all areas. Even though that may be the case 90% of the time, I am sure that you will agree with me that our experiences in Toastmasters are not all that unique. If you are anything like me, you feel nervous and unsure of how to fulfil all meeting roles effectively and professionally especially when called to do so upon the spur of the moment. And I can assure you that I am not only speaking about the experiences of the new members in the club.

Different clubs and/or members in the same club, often fulfil the roles differently and this causes confusion to members and guests as to the correct way of doing things in Toastmasters Clubs.

Even though each club has a different culture which will determine the emphasis that they put on each role, I have been motivated to set up a general guide that will help each member to conduct themselves professionally to some type of quality standard without changing or undermining each club's culture.

## **2. High Performance Leadership (HPL) Vision**

To have one quality recommended standard across District 74 Toastmasters Clubs that does not only reflect the intrinsic toastmaster culture specific to Southern Africa but also the professionalism of each member in performing the different meeting roles, while allowing the growth and development of each club's individual culture.

## **3. High Performance Leadership (HPL) Mission**

1. To set up an easy to follow step – by – step guide that may be used by new and experienced toastmasters alike to improve their knowledge and understanding of the professional manner in which to conduct themselves when fulfilling these roles.
2. To ensure that an electronic copy of this guide is available for possible distribution to their new and existing members so that it will be easily accessible to all toastmasters in Southern Africa.
3. To make sure that the guide is available for download on the District 74 Toastmasters Website.

## **4. High Performance Leadership (HPL) Core Values**

1. The guide is to be used as a developmental tool only and not to be seen as a prescriptive document.
2. The Guide is to be used within each specific club's culture and not for the purpose of undermining each club's individuality.
3. Information within the guide is a true reflection of the acceptable processes according to Toastmasters International and not one individual's personal opinion.
4. To serve all Toastmasters International members in District 74 by making the guide easily accessible.

## **5. Structure of the Guideline**

This document is to be available for use by all Toastmasters, new and established but is by no means to be seen as prescriptive to any Toastmaster or club but should be seen purely as a tool to provide hints on how to perform these roles to the best of your ability.

Each role's specific purpose will be highlighted, the criteria/activities that are integral to the particular role will be highlighted which will be complemented by further suggestions on how to act professionally when conducting the role. Who the possible role-players are to conduct each role will also be listed. These roles will be listed alphabetically to make the search easier.

Please use this guide in conjunction with the following resource materials from Toastmasters International:

- Making a Toast – Special Occasions Manual.
- Toastmaster wears many hats.
- Competent Leader Manual.
- Evaluate to Motivate
- Effective Evaluation
- Word of the Day
- Word of the Day II
- Robert Rules of Order
- Club Officers' Guide

## **6. General Hints**

### **6.1. How to yield control**

The gavel is a symbol of authority and is to be used by the different chairmen of the meeting to illustrate that they are in control of that particular section of the meeting. There is a certain protocol to observe when the gavel is transferred from the SAA to the Chairman or from one Chairman to the next Chairman.

Please note that when this happens we are “yielding control to” not “handing over the gavel”.

The steps to follow are as follows:

- Hold the gavel in your left hand with the handle facing towards the person you are yielding control to.
- The person takes hold of the gavel with his/her left hand while shaking your right hand.
- **Remember: Always have both hands free to facilitate the smooth and professional action required.**

### **6.2 Toastmaster “Speak”**

In the guide you will find many abbreviations, known as Toastmaster “speak”. Please find the definition of these here.

HPL = High Performance Leadership

SAA = Sergeant-at-Arms

VPE = Vice President Education

VPM = Vice President Membership

VPPR = Vice President Public Relations

CL = Competent Leader

If you would like more information regarding the roles and responsibilities of the Club Officer roles: President, Vice President Education, Vice President Membership, Vice President Public Relations, Treasurer, Secretary, Sergeant-at-Arms and Immediate Past President please refer to “The Club Officers' Guide”.

## **7. Breakdown of Meeting Roles**

### **7.1. Ah Counter (Um Counter, Um-Ah Counter, etc.)**

#### **Purpose:**

To help speakers become aware of their verbal crutches.

#### **Integral Criteria/Activities:**

- Prepare a short statement about your role, and what you will do.
- Listen carefully to all speakers, evaluators and any other role player and count their ‘crutch words’, like *um* and *ah*, *like*, *so*, *now*, *actually*, *okay*, unnecessary pauses, repetitive words, nervous coughs, and other habits that distract from the presentation.
- Write down the number of ‘crutches’ used by each speaker.
- Deliver your report during the evaluation session.

**Additional Suggestions to Enhance the Delivery:**

- Only a count is required but additional detail helps. For example, a speaker may hesitate when speaking impromptu, but not with a prepared speech.

**Possible Role Players:**

- Any club member or willing visitor.
- Ah counter is often a role given to new members, but this is not a pre-requisite.
- This role can be used towards completing the CL manual.

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**7.2. Business Meeting Chairman****Purpose:**

To control the meeting in a balanced and orderly manner that deals with the agenda efficiently and timeously while ensuring that all members have a reasonable opportunity to state their point of view.

**Integral Criteria/Activities:**

- Run the meeting in terms of Roberts Rules of Order as specified by Toastmasters International (or as adapted by the club in their bylaws).
- Ensure that the agenda and written copies of all required reports are distributed in advance to all participants.
- Get a list of active members from the VPM and/or Treasurer before the meeting.
- Determine whether there is a quorum present. (Accepted quorum = 50% + 1 of paid up members).
- Be fully aware of the presented reports and historical information that is available to each member.
- Conduct the meeting in terms of the Agenda in a courteous but assertive manner.
- Allow all points to be expressed but deal firmly with any member who deviates from the subject under discussion.
- Ensure that the correct wording of any motion or amendment is clearly stated, and recorded by, the Secretary.
- Conclude the meeting within the allocated time or, if this is not possible, ask the meeting for an extension of time.

**Additional Suggestions to Enhance the Delivery:**

- Explain at the start of the meeting the reason for running a formal meeting and how this can be applied in members' own business environments.
- Explain the principles of the Rules of Order as they occur during the meeting to provide educational training to other members.
- Make good use of your Parliamentarian (see point 7.16) during the business meetings.

**Possible Role Players:**

- A senior toastmaster with sufficient knowledge of the Rules of Order.

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**7.3. Business Meeting Secretary****Purpose:**

To take minutes of the meeting in order to record all decisions taken.

**Integral Criteria/Activities:**

- Have a set template to complete at every meeting.
- Record all members present and apologies received.
- Report to the Chairman on attendance numbers to determine if there is a quorum.
- Record all proposals and amendments accurately.
- Record the proposer and seconder of all motions, counter motions and amendments.
- Record all voting results accurately.

**Additional Suggestions to Enhance the Delivery:**

- Have correct spelling of members' names recorded.
- Under normal circumstances it is not necessary to record the discussions – only the motions, counter motions and amendments as well as the decisions taken.
- When necessary ask the Chairman to re-state or confirm the exact wording of any motion or amendment to ensure that it is recorded accurately.

**Possible Role Players:**

- Club's Secretary
  - Any member nominated by the Club's Secretary in his/her absence.
  - If no-one has been appointed in the secretary's absence in advance, the Chairman must appoint a member of the club to fulfil the role.
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**7.4. Business Meeting Time Keeper****Purpose:**

To keep time during the meeting and to ensure that the meeting is finalised within the agreed upon timeframe.

**Integral Criteria/Activities:**

- To advise the Chairman in respect of the remaining time available for the meeting.
- To time any inputs or presentations that are subject to a time limit, such as the discussion of motions.

**Additional Suggestions to Enhance the Delivery**

- Make sure you are aware of the allocated times for the meeting as well as the timed sessions.
- Ensure that the lights are visible to the Chairman and speakers.

**Possible Role Players**

- Any member of the club.
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**7.5. Evaluator****Purpose:**

To assist fellow members in their growth and development while developing personal listening, critical thinking, feedback and motivational skills.

**Integral Criteria/Activities:**

- A sincere desire to assist fellow members through encouragement and motivation.
- An awareness of the speaker's skill levels, habits, mannerisms and progress to date.
- Ideally, to have completed at least three (3) manual assignments towards attaining the Competent Communicator.

**Additional Suggestions to Enhance the Delivery:**

Prior to the meeting:

- Talk to the speaker to confirm which project will be presented and the relevant goals of the project.
- Get the speaker's manual from him/her before the meeting starts.
- Determine any particular goals or areas of concern that the speaker may have.
- Study the project objectives as well as the evaluation guide in the manual.
- Meet briefly with the General Evaluator (if assigned) or the Toastmaster to confirm the evaluation session format. (This is especially important when evaluating at another club.)

During the meeting:

- Listen attentively, think critically, and be objective.
- Record impressions in the manual, together with answers to the evaluation questions (use additional paper if needed).
- For verbal evaluations, proceed to the lectern when called upon by the General Evaluator, (Toastmaster if no General Evaluator role has been assigned), and start and end the evaluation with positive observations and praise.
- To stay within the allotted time, it may be necessary in the verbal evaluation to address only two or three issues identified.
- Remember that the Grammarian and Ah-Counter will be looking at language usage, thereby freeing the Evaluator to concentrate on the speaker's delivery and whether s/he met the manual's objectives. But make notes in the manual if you identified a problem in the speech. If the grammarian didn't highlight the problem you may approach the speaker after the meeting and point the mistake out if warranted.
- Always provide specific examples and suggestions for areas of improvement.
- When members complete leadership roles towards their CL Manual, you will need to evaluate their performance of these tasks. These evaluations are often silent with comments only being written in the manual with a one-on-one discussion after the meeting but it can also be delivered verbally at times. When it is done verbally, follow the same procedure for speech evaluations.

After the meeting:

- Additional items, if relevant, can be addressed one-to-one during a break or after the meeting.
- Return the manual to the speaker, with a verbal word of encouragement that was not previously mentioned.

### **Possible Role Players**

Any club member who:

- Has, ideally, completed at least three (3) manual assignments.
  - Wishes to develop his/her personal listening, critical thinking, feedback and motivational skills.
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## **7.6. General Evaluator**

### **Purpose:**

To evaluate anything and everything that takes place during the meeting, and has not been evaluated or reported on by anyone else. To head the evaluation "Team", comprising the Evaluators, Timekeeper, Word Master, Table Topics Master, Grammarian and Ah-Counter (depending on the roles in the programme).

### **Integral Criteria/Activities:**

- A sincere desire to assist fellow toastmasters through encouragement and motivation.
- Have experienced the roles within the Evaluation "Team".
- To be the chairman of the evaluation sessions.

### **Additional Suggestions to Enhance the Delivery:**

- A Toastmaster visiting from another club can, if s/he is prepared to, be the General Evaluator, in order to bring a refreshingly new perspective to the meeting.

Prior to the meeting:

- Prepare a brief but thorough introduction on the purpose of the evaluation (for the benefit of guests).
- Talk to the Toastmaster to confirm how the programme will be conducted and if there are any deviations from the normal meeting format.
- Confirm that all Evaluators know who they are evaluating, and that they have done the necessary preparation, and that they understand the overall evaluation procedure that will be applied (e.g. some clubs adopt a "Team" evaluation approach).

- Remind the Evaluators that evaluation is a positive, motivational, helping act. Very few clubs “fail” speakers who do not meet their assignment objectives but rather encourage them to re-do the assignment for their own benefit.
- Evaluation is a positive experience designed to help people overcome weak habits and add power to good ones.
- Ensure that all the Evaluators are comfortable with what is expected of them.
- If any Evaluator is absent, arrange a replacement with the VPE.
- Verify each speaker’s time with the Time Keeper.
- Sit near the back of the venue to allow a full view of the meeting and its participants.

During the meeting:

- Listen attentively, think critically, and be objective.
- Take notes of everything that happens (or doesn’t but should). As an example of the sort of things that could/should be considered a sample “General Evaluation Form” is attached in the Appendix.
- Always provide specific examples and suggestions for areas of improvement.
- When introduced to conduct the evaluation phase of the meeting, proceed to the lectern when called upon by the Toastmaster, and ensure that each team member is introduced and thanked for their contribution.
- When serving as General Evaluator at an “outside” club, remember that every club is different and they will have tailored their programme and approach to suit their particular needs – recognise this when making suggestions for ‘improvement’.

After the meeting:

- Ensure that the Evaluators return the Speaker’s manuals.
- Thank the Evaluation Team – some of them may have performed their task for the first time, and will appreciate an additional word of encouragement.

### **Possible Role Players**

Any club member who:

- Has, ideally, previously filled each of the roles of his “Team” members at least once and preferably, been an Evaluator at least three times.
- Wishes to develop his/her personal leadership, listening, critical thinking, feedback and motivational skills.



## **7.7. Grammarian**

### **Purpose:**

To introduce new words to members, to comment on the use of language during the meeting and to provide examples of good grammar and word usage.

### **Integral Criteria/Activities:**

- A good command of language.
- Good listening skills.

### **Additional Suggestions to Enhance the Delivery:**

- Some clubs may combine the role of the Grammarian with that of e.g. the Ah-Counter and/or Word Master (Word of the Day).

Prior to the meeting:

- Select and prepare the “Word of the day” (if applicable).

During the meeting:

- Briefly explain the role of the Grammarian for the benefit of guests and new members.
- Make notes throughout the meeting of people's word usage, the commendable e.g. alliteration, rhythm, imagery etc. as well as the areas for improvement such as incorrect tenses.
- Commend those who used the "Word of the day", or a derivative of it, correctly.
- Present the Grammarian's Report when called upon to do so by the General Evaluator.

After the meeting:

- Hand the completed Grammarian's Report to the Treasurer for the collection of fines (if applicable to the club) and Secretary for inclusion into the minutes.

### **Possible Role Players**

- Any club member who has, or who would like to improve his/her language and listening skills.
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## **7.8. Harkmaster**

### **Purpose:**

To test listening skills of club members and provide an entertaining interlude while votes are being counted.

### **Integral Criteria/Activities:**

- Listen to speeches, devise questions that test whether members have listened to the speeches, and ask them when called upon to do so.

### **Additional Suggestions to Enhance the Delivery:**

- Read out the question then select a member to answer it. Do not ask the member who gave the speech on which the question is based.
- If the member does not give the correct answer, various types of fines may be levied. One suggestion is to collect any amount of money in a suitable piggy-bank.
- Keep a light-hearted mood. The purpose is not to embarrass or put any member on the spot.
- Ask interesting questions, not only the most difficult you can think of.

### **Possible Role Players**

- Any member nominated by the VPE when preparing the programme.
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## **7.9. Hot Seat**

### **Purpose:**

To ensure that there will be a member available to fill any meeting role if the allocated person does not arrive for the meeting.

### **Integral Criteria/Activities:**

- The person in the hot seat needs to ensure the s/he is fully aware of the meeting roles for that meeting.
- The individual must prepare for all the roles in order to fulfil them effectively.

### **Additional Suggestions to Enhance Delivery:**

- Coordinate with the VPE at the beginning of the meeting to discover any specific instructions.
- Come with topics that can be used for the table topics or the introduction of members, a word that can be used in your role as Grammarian or Word of the Day, prepare a dialogue that can be adapted to fit the speakers as Toastmaster and ensure that you have an idea of how to complete the other roles.
- The person in the hot seat should also have a speech prepared as it will be beneficial to the club if a scheduled speaker doesn't arrive to deliver his/her speech.

### **Possible Role Players**

- Any experienced member allocated by the VPE.
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### **7.10. Introduction of Guests**

#### **Purpose:**

To introduce guests to members, visiting Toastmasters and other guests while making them feel welcome and appreciated.

#### **Integral Criteria/Activities:**

- Provide the names of each guest.

#### **Additional Suggestions to Enhance the Delivery:**

- Have a standard form for guests to complete with information about their interests, work, how they heard about the club, etc. Mention this when introducing the guests.
- Ask the guests to rise or indicate where they are sitting.
- Repeat guests may be asked to introduce themselves.
- Applaud the guests when the task is completed.

#### **Possible Role Players:**

- In many clubs this is the VPM or President's responsibility.
  - Any member nominated by the VPE when preparing the programme.
  - Each guest's host can also be asked to introduce their guest.
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### **7.11. Introduction of Members**

#### **Purpose:**

To provide all members with a chance to speak at the start of the meeting while introducing the members to the guests and visiting Toastmasters.

#### **Integral Criteria/Activities:**

- Ask each member to rise and state their name.

#### **Additional Suggestions to Enhance Delivery:**

- Indicate clearly in what order members are to introduce themselves, e.g. We will work clockwise around the table starting from ...
- It is common to ask members to answer a question/statement you pose such as "Tell us about the best gift you ever received." The question/statement may or may not relate to the theme of the evening.
- Indicate clearly the format for each member to follow and model by starting yourself.
- Stress that they need to give their names before they answer the statement.
- Indicate how long they have to talk.
- Conclude by stating "That concludes my task. A round of applause for our members" and yield control to the President or Toastmaster.

#### **Possible Role Players:**

- In many clubs this is the Sergeant-at-Arms' responsibility.
  - Any member nominated by the VPE when preparing the programme.
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### **7.12. Introduction of Visiting Toastmasters**

#### **Purpose:**

To introduce visiting Toastmasters to members and guests and to ensure that important visitors such as the Area Governor, Division Governor are welcomed officially to the meeting.

**Integral Criteria/Activities:**

- Give the names of visiting Toastmasters and relevant information such as their designation.
- Ensure that you introduce them according to their designation's rank, i.e. District Governor before Division Governor before Area Governor etc.

**Additional Suggestions to Enhance the Delivery:**

- Ask the visiting Toastmasters to rise or indicate where they are sitting.
- Thank them for attending.
- Applaud the visiting Toastmasters when the task is completed.

**Possible Role Players:**

- In many clubs this is the President's responsibility.
  - Any member nominated by the VPE when preparing the programme.
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**7.13. Invocation****Purpose:**

To provide a moment for reflection.

**Integral Criteria/Activities:**

- A form of prayer invoking a spiritual deity's presence at the beginning of a religious service or public ceremony.
- Most clubs use it as a short thought-provoking or inspirational comment or quote

**Additional Suggestions to Enhance the Delivery:**

- Keep it short, under 2 minutes.
- A suitable quote is topical.
- If a meal is served, it could be the grace.
- Many clubs use this for a short prayer. This may depend on the nature of each club. It should not be offensive or controversial.
- Note that the audience are not to applaud after the invocation.

**Possible Role Players:**

- Any member nominated by the VPE when preparing the programme.
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**7.14. Joke Master****Purpose:**

To create a light atmosphere and 'warm up the audience' while taking up some time in the programme, such as during the tally counting. This is an optional role.

**Integral Criteria/Activities:**

- Tell a tasteful joke.
- Sexist, racist or otherwise degrading jokes are never tasteful, no matter how funny they are.

**Additional Suggestions to Enhance the Delivery:**

- Be well prepared. A joke can take as much preparation as a speech.
- Remember that a joke is not a humorous speech or stand-up comedy.
- If possible tie your joke to the theme of the evening.
- Do not read your joke.

**Possible Role Players:**

- Any member of the club.
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## 7.15. Loyal Toast

### **Purpose:**

To honour the club's home country while demonstrating at least one toast during a meeting.

### **Integral Criteria/Activities:**

- Propose a toast to the club's home country.

### **Additional Suggestions to Enhance the Delivery:**

- Ask the audience to ensure that their glasses are charged. Ask them to rise and say something like "please drink with me to our country X".
- You may walk to the lectern to speak.
- If you remained at your seat ask the audience to be seated once the task is completed.
- If you presented the toast at the lectern, the audience remains standing until you return to your seat and either request them to be seated or you are seated.
- No applause for Loyal Toasts.
- Ensure that no glasses are clinked after the toast.

### **Possible Role Players:**

- Typically the President or Toastmaster of the Evening.
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## 7.16. Parliamentarian

### **Purpose:**

To ensure that the meeting, especially the Business Meeting, is run in terms of the agreed Rules of Order.

### **Integral Criteria/Activities:**

- Assist the Chairman when requested on the correct application of the Rules of Order.
- Interrupt the meeting on a "point of order" when the Chairman is not following the correct process.

### **Additional Suggestions to Enhance the Delivery:**

- Provide educational feedback after the close of the meeting on the procedures used and identify any areas that can be used to help members better understand the Rules of Order.

### **Possible Role Players:**

- A senior Toastmaster who has good experience in the theory and application of the Rules of Order.
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## 7.17. Secretary

### **Purpose:**

To keep a record of the educational goals achieved at the meetings as well as any meetings as well as any decisions made at the business sessions.

### **Integral Criteria/Activities:**

- Minutes must be kept for every meeting.
- Minutes should be filed electronically and in a hard copy.
- Minutes must be made available to all members.
- All educational goals that were achieved need to be recorded.
- All decisions taken at Business Sessions need to be recorded.

**Additional Suggestions to Enhance the Delivery:**

- If you have a meeting role that will prevent you taking minutes, delegate the role to someone who can record them.
- Ensure that you have a template that will ease the completion of the minutes. (Modern technology, such as laptops and I-pads can assist in this.)
- The level of detail can be decided on by the committee. Less detailed minutes can just include the speakers' names, speech titles and times.
- Ensure that all the club's membership details are correct and up to date.
- Make note of awards per meeting in order to facilitate the club's awards at the end of the year. Coordinate this with the VPE.

**Possible Role Players:**

- Secretary
  - Any member of the club can be delegated if the secretary is unable to do so.
  - If no-one has been appointed in the secretary's absence in advance, the President must appoint a member of the club to fulfil the role.
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**7.18. Sergeant-at-Arms****Purpose:**

To prepare the meeting room and to keep control of the meeting.

**Integral Criteria/Activities:**

- Arrive early and start getting the room ready before the members and guests start arriving.
- Hang the club's banner in a visible place.
- Ensure that refreshments and food will be available as arranged.
- Call the meeting to order.
- Keep order during the meeting.
- Assist speakers with props and visual aids.
- After the meeting, return the room to a reasonable state of order.

**Additional Suggestions to Enhance the Delivery:**

- The Sergeant is quite likely to encounter early-arriving guests and visitors. Welcome them, explain to them what will be happening. Give them a welcome pack or other Toastmasters materials. Introduce them to the Vice President Membership or President or other relevant club officers.
- The gavel is a tool to be used with respect as it is a symbol of authority. (See 6.1: How to yield control) When yielding control to the President make sure that you do so with respect. Hand it over with your left hand with the handle towards the person you are yielding control and shake the persons hand with right hand.
- During the meeting be aware of any possible distractions and deal with these – even if it is necessary to call a recess.
- Delegate. The Sergeant's task easily becomes overwhelming, but it has many parts that can easily be delegated.

**Possible Role Players:**

- Club's Sergeant-at-Arms.
- Any other member to whom the Sergeant delegated this role.
- Any member asked but is generally not a role given to a recently-joined member.

**7.19. Stock Custodian (Optional Role)****Purpose:**

To ensure the safekeeping of the club assets, e.g. manuals and other supplies of training material, other than the routine items that are used at each meeting and are under control of the Sergeant-at-Arms. To ensure longer-term continuity in the control of these items and to provide a service to the club executive as well as to the members regarding the availability of these items.

**Integral Criteria/Activities:**

- Conscientiousness and trustworthiness.
- Good organisational skills.

**Additional Suggestions to Enhance the Delivery:**

- Compile and maintain a comprehensive list of the club's manuals, training and reference materials, audio/DVD collection etc. and similar assets.
- Liaise with the club's VPE to identify what materials are required for individual member's growth.
- Raise members' awareness of the material available by e.g. publishing the stock list in the club newsletter from time to time.
- Place orders with the District Stock Custodian.
- Provide the Treasurer with a copy of the stock list, with a monetary value included, for the inclusion in the club's financial records and reporting as part of the club's assets.

**Possible Role Players:**

- This is generally the role of the SAA for the meeting.
  - Any club member who is prepared to hold the position for 2-3 years consecutively.
  - Any club member who has, or who would like to enhance, their in-depth knowledge of the various TI training materials that are available.
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**7.20. Table Topics Master****Purpose:**

To coordinate the impromptu speaking session of the programme.

**Integral Criteria/Activities:**

- Have topics prepared before-hand.
- Always be aware of the total time available for the session.
- Always state the topic first and then choose a speaker to ensure that all members listen.

**Additional Suggestions to Enhance the Delivery:**

- When taking control of the session explain the purpose of the impromptu session, e.g. to enhance people's impromptu, or speaking off the cuff skills.
- Ensure that your topics are well thought out. They can link to the theme of the programme or they can have their own theme.
- Explain the time that the speakers have to speak: 1 – 2min and keep encouraging them to stick to it.
- Topics must challenge the members but never put the members in a compromising situation.
- Generally, but not necessarily, light hearted subject matter to be used.
- Lead the applause for the speaker before and after they speak.
- Give priority to members who are not otherwise on the programme.
- Can invite guests and/or visitors to participate.

**Possible Role Players:**

- Any member allocated the role by the VPE.
  - Any member completing their CL manual.
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**7.21. Time Keeper****Purpose:**

To take the times of the speakers and other roles players, signal them when their allotted time is up, and record the time taken.

**Integral Criteria/Activities:**

- Familiarise yourself with the timing device (stopwatch) and signalling device (lights), which will be provided by the Sergeant-at-Arms.
- Prepare a statement on the Time Keeper's role, and present it when asked to do so.
- Take note of the time required by each speaking project.
- Use the lights to signal to the speaker that the end of his allotted time is approaching.
- Ensure that lights are off at the start of each timed speech.

**Additional Suggestions to Enhance the Delivery:**

- The Secretary will appreciate a written record of the times recorded.

**Possible Role Players:**

- Any club member or willing visitor.
  - A club member working on the Competent Leadership Manual
- 

**7.22. Toast of Own Choice****Purpose:**

To provide a speaking opportunity while practicing toasts.

**Integral Criteria/Activities:**

- Select a topic and propose a toast.
- Toasts are not made to inanimate objects. Whatever or whoever you toast should be able to respond, if present or applicable.

**Additional Suggestions to Enhance the Delivery:**

- Ask the audience to ensure that their glasses are charged.
- Speak about the topic, ask them to rise and say something like "Please drink with me to X".
- You may walk to the lectern to speak. The audience should applaud as you walk to the lectern and applaud after the Toast until you have returned to your seat.
- 3 – 5min is appropriate.
- Select a topical subject for the toast.
- The audience must remain standing until you are seated or give them permission to be seated.
- They may applaud your toast upon completion.

**Possible Role Players:**

- Any member nominated by the VPE when preparing the programme.
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**7.23. Toastmaster****Purpose:**

To coordinate and conduct the meeting. To introduce the role-players involved in the programme to the audience while linking the various programme items. To learn and practice Master of Ceremony Skills.

**Integral Criteria/Activities:**

- Be well prepared and be sure that you know all the role-players involved.
- Coordinate the programme with the General Evaluator and VPE, to ensure the transition occurs smoothly.
- Introduce each speaker and item on the programme.

**Additional Suggestions to Enhance the Delivery:**

Before the meeting:

- As soon as you get the programme contact the speakers to find out their speech titles.
- Find out if they need to be introduced in any special manner to ensure the success of their presentation.

- Also ask them to give you an interesting fact that you can use in your introduction.
- Prepare a number of ideas to link the speakers to ensure a smooth flow to the programme.
- If there is no theme to the meeting, develop one for the evening.

At the meeting:

- Get there early and work through the latest updated programme to make adjustments to your dialogue.
- Check with the Sergeant-at-Arms that s/he knows the specific requirements for the speakers with regard to the placement of the lectern or any other resources required for the speeches.
- When your session starts ask the Time Keeper to explain how the lights work and ensure that you can see them.
- Start by explaining what the session is all about.
- Ask the speaker's evaluator to read the speech's objectives and then continue the introduction of the speaker, by sharing the interesting fact or the information that the speaker asked you to.
- Then call up the speaker by name, speech title, speech title, name and lead the applause as the speaker walks to the lectern.
- Where practical once the speaker is up front, shake his/her hand and take a seat in order to acknowledge that they have permission to speak.
- Where practical once the speaker has completed his or her speech, stand, shake his/her hand again and then lead the applause until the speaker is seated.
- Make a final comment regarding the speaker but do not make an evaluation judgement as that is the evaluator's role.
- Introduce all speakers in the same manner.
- If there is no General Evaluator in the meeting, introduce the evaluators as well as all the other role-players to give their feedback.
- If there is a General Evaluator yield control to him/her (See point 6.1) to take over the evaluation session of the meeting.

**Possible Role Players:**

- Any member designated by the VPE.
- Any member completing their CL Manual.



**7.24. Toast to Toastmasters International**

**Purpose:**

To provide a speaking opportunity to practice a toast while honouring Toastmasters International.

**Integral Criteria/Activities:**

- Propose a toast to a positive aspect of Toastmasters International.

**Additional Suggestions to Enhance the Delivery:**

- Select an aspect of Toastmasters International that you wish to appreciate or draw attention to. This may include something that it has done in your life, something you have seen in other members, something you wish your club to concentrate on in the future, or many other topics.
- Ask the audience to ensure that their glasses are charged.
- Speak about the topic, ask them to rise and say something like "Please drink with me to X".
- You may walk to the lectern to speak. The audience should applaud as you walk to the lectern and applaud after the Toast until you have returned to your seat.
- 3 – 5min is appropriate.
- The audience must remain standing until you are seated or give them permission to be seated.
- They may applaud your toast upon completion.

**Possible Role Players:**

- Highest ranking Toastmaster such as the District Governor, Division Governor, Area Governor etc. whether s/he is a member or visiting Toastmaster.

## 7.25. Welcoming Committee/Greeter

### **Purpose:**

To welcome all members, visiting Toastmasters and guests at the door.

### **Integral Criteria/Activities:**

- Arrive early before any guests or visitors.
- Be at the door ready to greet people.
- Always be friendly and welcoming.

### **Additional Suggestions to Enhance the Delivery:**

- Have a guest pack ready to give the guests.
- Introduce the guest to other members and arrange for them to sit next to an existing member who will explain the meeting roles to them.
- Always inform the VPM of any guests that have arrived so that s/he can introduce them at the meeting or inform the person who will be doing the introduction of the guests.
- Welcome any visiting Toastmaster to the meeting and show them to their seats. Ensure that you follow seating protocol of any high ranking visiting Toastmasters.
- Inform the President of the club of any visiting Toastmasters.

### **Possible Role Players:**

- Sergeant-at-Arms.
  - Vice President Membership (VPM) or Vice President Public Relations (VPPR).
  - Any member assigned the role by the SAA, VPM, VPPR or VPE.
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## 7.26. Word of the Day

### **Purpose:**

To introduce new vocabulary or illustrate correct use of misused words to the members of the club to enhance their communication skills.

### **Integral Criteria/Activities:**

- Choose a word that challenges the members but one that is not so obscure that it is impossible to use in a manner that makes sense.

### **Additional Suggestions to Enhance the Delivery:**

- If there is also a Grammarian in the meeting – coordinate the role and the word.
- Ensure that you have the word printed on at least an A4 size paper and that it will be visible at the back of the room.
- Explain the meaning of the word in a clear and simple manner.
- If the word has different functions as different parts of speech you need to clarify all possible options.
- Give examples of how the word could be used.
- Give the word as early in the programme as possible to allow more opportunities for all members to use the word.
- At the end of the programme give feedback to the meeting on those who used the word. Don't only look at who used the word but give feedback on effective and not so effective use of the word as well as any exceptional use of the word.

### **Possible Role Players**

- Any member who is allocated the role by the VPE.
- Any member completing their CL Manual.

## **8. Concluding Remarks**

A big Thank You goes out to the following Toastmasters who assisted in the compilation of this document: Ray Spencer, Niel Malan, Chris Roth and Stewart Gibson and to the Toastmasters who were on my Guidance Committee: Robin Lunt, Susan le Roux and Willem le Roux.

Your guidance and support is greatly appreciated.

Developed by: Claire de Muelenaere, Pretoria East Toastmasters Club.

## 9. Sample General Evaluation Form

<b>General Evaluator:</b>	
<b>Date:</b>	
<b>Before the Meeting</b>	
Did the SAA have the room set up properly?	
Were guests warmly greeted and made to feel welcome?	
<b>Presiding Officer:</b>	
Was the meeting opened well?	
Was the business meeting kept within allotted time? (or Will there be enough time for the business meeting?)	
<b>Timing:</b>	
Did the meeting begin on time? Is it still running on time?	
Did anyone abuse his or her recommended time limit?	
<b>Toastmaster:</b>	
Was the agenda complete? Were there enough copies?	
Did the Toastmaster have a good opening and follow the theme?	
Were transitions between speakers smooth?	
Were speakers properly introduced?	
Was the lectern exchanged properly? (never left unattended)	
<b>Table Topics:</b>	
Were the table topics questions appropriate for the level of speaker called on?	
Were people who didn't have roles or members with lesser roles called on?	
Were the questions asked before the members were called on?	
<b>Evaluations:</b>	
Were the evaluations of a high-quality, white-washes, or too tough? (Comment on evaluators not the speeches)	
<b>General Comments:</b>	
Did everyone explain their duties well and give good reports?	
Has everyone in attendance had an opportunity to speak?	
Did members and guests enjoy the meeting?	

This is to be used as a guideline as you can add on other criteria that you notice.

## 10. Sample template of Meeting Minutes

PROGRAMME FOR MEETING NO. \_\_\_\_\_  
 \_\_\_\_\_ 2011, 18:30 for 19:00  
 Venue:  
 Theme:

<b>Welcome</b>				
<b>Programme Information</b>				
<b>Introduction of Guests</b>				
<b>Introduction of Visiting Toastmasters</b>				
<b>Introduction of Members</b>				
<b>Loyal Toast</b>				
<b>Grammarians</b>				
<b>Ah Counter</b>				
<b>Harkmaster</b>				
<b>Table Topics</b>				
<b>Prepared Speaking Session</b>			<b>TM:</b>	
<b>Speaker</b>	<b>Title</b>	<b>Time</b>	<b>Evaluator</b>	<b>Time</b>
(Insert as many	rows as			
needed.)				
<b>Planning Awards Session</b>				
<b>Planning next meeting</b>				
<b>On – A - Point</b>				
<b>PR – Update</b>				
<b>Awards</b>				
<b>Table Topics</b>		<b>Best CC Speech</b>		
<b>Best AC Speech</b>		<b>Best Evaluator</b>		
<b>Best Chairman</b>		<b>Most Improved</b>		
<b>Best Contribution</b>		<b>Wooden Spoon</b>		
<b>Closure (with details of next meeting)</b>				

## 11. Sample template of Executive Meeting Minutes

**Club name:**  
**Minutes of the Executive Meeting**

**Date:**  
**Venue:**  
**Time:**

<b>1. Welcome</b>
<b>2. Apologies</b>
<b>3. Additions to and Approval of the Agenda</b>
<b>4. Approval of the Previous Minutes</b>
<b>5. Matters Arising from Previous Minutes</b>
<b>6. Branding</b>
<b>7. Planning for the Year Ahead</b>
<b>8. DCP Points Obtained</b>
<b>9. Membership: New Members / Attendance Report</b>
<b>10. Public Relations / Website / Newspapers / Other</b>
<b>11. Financial Report</b>
<b>12.1 Budget</b>
<b>12. Speeches and Winners Report</b>
<b>13. Stock-taking / Equipment Report</b>
<b>14. General</b>
<b>15. Date / Time and Venue for Next Executive Meeting</b>
<b>16. Closure</b>