

# Moments of Truth Report

1/21/05

Downtown Toastmasters Club #5158

## What are we doing right?

As members of a club, we are greeting guests, handing them guest packets, helping them sign up. Applications are processed in a timely manner and turned into WHQ via on-line application. Our member strength has grown and is growing because we are friendly towards guests.

Our club meetings are timely, exciting, and enthusiastic. Our members know the meeting routine, although the agenda is not publicized prior to the meeting. Speeches are given from the basic or advanced manual. Evaluations are helpful and positive. Progress charts are displayed and kept up-to-date.

## Where do we need to improve?

Members need a better orientation program that will help them jump-start their Toastmasters experience. Although Toastmasters is a professional society, an off-site meeting in a less formal setting would give members other opportunities to build camaraderie.

The education program is not well explained. A special web page for new members with the program paths outlined on it. Make the DCP status/progress report available on the Downtown Toastmasters web page.

## Score Summary

First Impressions	6
Member Orientation	3
Fellowship, Variety, and Communication	4
Program Planning and Meeting Organization	5
Membership Strength	4.5
Recognizing Achievements	5.5
<b>Total Score (out of 36)</b>	<b>28</b>

## Recommendations

### First Impressions

None

### Member Orientation

Explain the standards on the new member orientation web page (include more detail). Provide a short, five-minute meeting for new members. Address these standards during the meetings; new members do not know what to ask about various speaking roles.

### Fellowship, Variety, and Communication

For social event, the club could meet at an off-site location such as a restaurant or other meeting room. We could attempt to have inter-club event by asking

members to visit other club meetings and inviting other club members to visit our club.

**Program Planning and Meeting Organization**

None

**Membership Strength**

Most new member sponsors are not given recognition, until recently. Member building program is not well publicized.

**Recognizing Achievements**

Make DCP progress report a part of the meeting, or once per month. Also, could make part of the Website.

**Detailed Data**

Scoring: Yes - 1, Yes/No - 0.5 point.

<b>First Impressions</b>	
Guests greeted warmly and introduced to officers and members	Yes
Guest book and name tags provided	Yes
Professionally arranged meeting room	Yes
Arrangements meet speakers' needs	Yes
Guests invited to address the club	Yes
Guests invited to join	Yes
<b>Total Yes answers</b>	<b>6</b>
Recommendations None	

<b>Member Orientation</b>	
Formal induction, including presentation of pin and Basic Manual	Yes
Assignment of coach/mentor	Yes/No
Education programs and recognition system discussed	No
Learning needs assessed	No
Speaking role(s) assigned	Yes/No
Members involved in all aspects of club activities	Yes
<b>Total Yes answers</b>	<b>3</b>
Recommendations Explain the standards on the new member orientation web page (include more detail). Provide a short, five-minute meeting for new members. Address these standards during the meetings; new members do not know what to ask about various speaking roles.	

<b>Fellowship, Variety, and Communication</b>	
Guests greeted warmly and made welcome	Yes
Enjoyable and educational meetings planned	Yes
Regularly scheduled social events	No
Members participate in Area, District, and International events	Yes
Inter-Club events encouraged	No

Club Newsletter/bulletin issued on a regular basis	Yes
<b>Total Yes answers</b>	<b>4</b>
Recommendations For social event, the club could meet at an off-site location such as a restaurant or other meeting room. We could attempt to have inter-club event by asking members to visit other club meetings and inviting other club members to visit our club.	

<b>Program Planning and Meeting Organization</b>	
Program and agenda publicized in advance	No
Members know program responsibilities and are prepared to carry out all assignments	Yes
Speeches given from Basic and Advanced Manuals	Yes
Meetings begin and end on time	Yes
Creative Table Topics	Yes
Positive and helpful evaluations	Yes
<b>Total Yes answers</b>	<b>5</b>
Recommendations None	

<b>Membership Strength</b>	
Club has 20 or more members	Yes
Current members retained	Yes
Promotion of Club in the Community or within an organization	Yes
Club programs varied and exciting	Yes
Toastmasters who sponsor new members are recognized	Yes/No
Regular membership building programs	No
<b>Total Yes answers</b>	<b>4.5</b>
Recommendations Most new member sponsors are not given recognition, until recently. Member building program is not well publicized.	

<b>Recognizing Achievements</b>	
Award applications are immediately submitted to WHQ	Yes
Progress chart displayed and maintained	Yes
Member achievements formally recognized with ceremony	Yes
Club, District, and International leaders recognized	Yes
Club and member achievement publicized	Yes
Distinguished Club Program (DCP) used for planning and recognition	Yes/No
<b>Total Yes answers</b>	<b>5.5</b>
Recommendations Make DCP progress report a part of the meeting, or once per month. Also, could make part of the Website.	