



TOASTMASTERS
INTERNATIONAL®

When You Are the
Secretary

**A Guide to
Effective Club
Leadership**

TOASTMASTERS
INTERNATIONAL®

When You Are the Secretary

A Guide to Effective Club Leadership

TOASTMASTERS
INTERNATIONAL®

P.O. Box 9052
Mission Viejo, CA 92690
Phone: 949-858-8255 • Fax: 949-858-1207
members.toastmasters.org

© 2010 All rights reserved. Toastmasters International, the Toastmasters International logo and all other Toastmasters International trademarks and copyrights are the sole property of Toastmasters International and may be used only by permission.

The Mission of the Club

The mission of a Toastmasters club is to provide a mutually supportive and positive learning environment in which every individual member has the opportunity to develop oral communication and leadership skills, which in turn foster self-confidence and personal growth.

The Mission of Toastmasters International

Toastmasters International is the leading movement devoted to making effective oral communication a worldwide reality.

Through its member clubs, Toastmasters International helps men and women learn the arts of speaking, listening, and thinking – vital skills that promote self-actualization, enhance leadership potential, foster human understanding, and contribute to the betterment of mankind.

It is basic to this mission that Toastmasters International continually expand its worldwide network of member clubs, thereby offering ever-greater numbers of people the opportunity to benefit from its program.

Vision

Toastmasters International empowers people to achieve their full potential and realize their dreams. Through our member clubs, people throughout the world can improve their communication and leadership skills, and find the courage to change.

Values

Toastmasters International's core values are integrity, dedication to excellence, service to the member, and respect for the individual. These are values worthy of a great organization, and we believe we should incorporate them as anchor points in every decision we make. Our core values provide us with a means of not only guiding but also evaluating our operations, our planning, and our vision for the future.



Being a Toastmaster means more than simply making a commitment to self-development. Everyone who joins a Toastmasters club is making a commitment to the club, to its members, and to the organization as a whole.

A Toastmaster's Promise

As a member of Toastmasters International and my club, I promise:

- To attend club meetings regularly
- To prepare all of my speech and leadership projects to the best of my ability, basing them on projects in the *Competent Communication*, *Advanced Communication*, or *Competent Leadership* manuals
- To prepare for and fulfill meeting assignments
- To provide fellow members with helpful, constructive evaluations
- To help the club maintain the positive, friendly environment necessary for all members to learn and grow
- To serve my club as an officer when called upon to do so
- To treat my fellow club members and our guests with respect and courtesy
- To bring guests to club meetings so they can see the benefits Toastmasters membership offers
- To adhere to the guidelines and rules for all Toastmasters educational and recognition programs
- To maintain honest and highly ethical standards during the conduct of all Toastmasters activities



Contents

TOASTMASTERS
INTERNATIONAL®

6	You Are the Secretary
7	Standards for Success
7	At the Club Meeting
7	Outside of the Club Meeting
7	Attend Club Officer Training
7	Maintain an Accurate Membership Roster
8	Report New Officers to World Headquarters
8	Maintain General Club Correspondence
8	Keep Club Files
9	Record Meeting Minutes
9	Attend Executive Committee Meetings
9	Arrange for a Replacement
10	Prepare Your Successor for Office
11	Successful Leaders
11	Leadership Opportunities
12	Beyond the Club
13	Appendix
14	Calendar/Checklist
17	Web Resources
18	Tools for Success
19	Club and Officer Information
20	Amending Your Club Constitution and Bylaws
21	Resolution Form
22	Record of Regular Meetings
24	Standards for Other Officers
27	Leadership Evaluation Guide
29	Index

You Are the Secretary

As secretary, you are responsible for keeping clear and accurate records of club business, including membership records and correspondence with Toastmasters International's World Headquarters and others.

Your main duties include:

- Maintaining an accurate membership roster
- Submitting club officer lists to World Headquarters
- Keeping club files and records
- Recording the meeting minutes

This manual contains all of the basic information you need to fulfill the role of secretary. In it you will find:

- An outline of standards for the club secretary
- Detailed explanations of how to meet these standards
- Leadership techniques you can use to meet these standards
- A calendar with important dates
- Access to the tools and resources available to ensure a successful term of office and a successful club (in the Appendix)

Standards for Success

Every club officer has performance standards to meet. These standards aid officers in understanding their roles and help club members know what they should expect from officers. The rest of this manual provides information you need to meet your standards.

A club secretary must:

At the Club Meeting

- Record and read meeting minutes
- Greet members and guests and arrange for guests to sit with members

Outside of the Club Meeting

- Attend district-sponsored club officer training
- Maintain an accurate membership roster and give it to the treasurer to submit with dues
- Submit new club officer lists to World Headquarters within 10 days after elections via Web site or mail. Also, submit any club officer changes to World Headquarters immediately
- Handle general club correspondence
- Keep club files, including the club charter, Constitution and Bylaws, minutes, resolutions, and correspondence
- Attend club executive committee meetings
- Arrange for a replacement when you're unable to attend a meeting and for assistance if necessary
- Prepare your successor for office

Attend Club Officer Training

Every June, July, and August, as well as December, January, and February, your district conducts club officer training. The training includes a review of each officer's responsibilities and tips for fulfilling them. The training allows you to meet officers from other clubs and provides an opportunity to share ideas and keep up on current information. Contact your district lieutenant governor education and training (LGET) or visit

your district Web site for information about the next training workshop. Links to district Web sites are available at www.toastmasters.org/distwebsitelist.

Maintain an Accurate Membership Roster

You are responsible for keeping accurate membership records that ensure all members receive important materials and that they are eligible for educational awards and speech contests.

When a new member joins your club, record his or her name, address, e-mail, and telephone number in the club roster. Likewise, whenever a member's and/or officer's address changes, you must immediately notify World Headquarters. Be sure to include the member's previous address, new address, and club and district numbers. You may also submit changes online at www.toastmasters.org/clubbusiness.

Twice each year, in October and April, your club is required to send to World Headquarters an updated list of its members and corresponding dues. World Headquarters sends a dues renewal reminder via e-mail to your club president. The updated roster and dues payments are due at World Headquarters on or before October 1 and April 1 respectively.

As soon as the president receives the e-mail, he/she will meet with you, the vice president membership, and the treasurer to update the club's membership list. It is the treasurer's responsibility to collect the dues and your responsibility to update the membership list. Verify the names and addresses on the list and make corrections as necessary.

An accurate membership report is important. Accidentally omitting someone from your list jeopardizes that person's eligibility for speech contests and educational awards. And that person no longer will receive the *Toastmaster* magazine.

Do not add the names and addresses of any new members who joined after the start of the dues period (October 1 or April 1). Instead, apply online or send a Membership Application (Item 400) for each new member to World Headquarters in a separate envelope. Membership applications submitted with the dues renewal delays processing of the applications and the renewals. Dual members (those belonging to more than one club) must pay International dues to each club.

Dues are non-refundable and non-transferable. Do not send dues for people who have not paid the club. Likewise, do not leave the name of someone on the list for which the club is not sending dues. Do not assume these people will renew; if they don't, your club forfeits the payment.

In order to keep its charter in good standing, your Toastmasters club must maintain a minimum level of six members, at least three of whom were members of the club during the last renewal period.

Be sure to keep the roster in your club's records. If the club pays dues by check, give a copy of the roster to the treasurer to mail with the check to World Headquarters. Your club receives on-time credit in the Distinguished Club Program if the dues are paid by October 10 and April 10.

Report New Officers to World Headquarters

Whenever your club elects new officers, has a change in officers, or has an address change for an officer, you are responsible for reporting the changes to World Headquarters and your district immediately. The fastest way to get this information to World Headquarters is to make changes online. Submit new officers and changes online at www.toastmasters.org/clubbusiness. Or download a hard copy form from www.toastmasters.org/clubinfo.pdf. A form also is in the Appendix.

Only those clubs that meet weekly have the option of semiannual terms. Clubs that meet less frequently

than weekly must have annual terms. The annual term of office is July 1 through June 30. The semiannual terms are July 1 through December 31 and January 1 through June 30. No other terms are allowed.

Officer lists submitted by any method are due by midnight June 30 for clubs electing annually and semi-annually, and by midnight December 31 for clubs electing semiannually. Please note: In order to hold office a person must have dues paid to Toastmasters International. Also, clubs must have a minimum of three officers – the president, a vice president, and a secretary/treasurer – and these offices must be held by three different individuals. Club presidents may not serve for more than 12 consecutive months.

Maintain General Club Correspondence

As secretary, you are responsible for writing and mailing all correspondence on behalf of the club. You should have a supply of club stationery for this purpose. File copies of all correspondence and make the file available to members upon request.

Your club will occasionally need to order supplies, such as administrative forms, manuals, programs, trophies, ribbons, pins, etc., from World Headquarters. You are responsible for preparing and sending the orders to World Headquarters. You may order from the online store at www.toastmasters.org/shop, or from the Toastmasters Product Guide (Item 1205). Payment must accompany each order; checks, VISA, MasterCard, AMEX, and Discover are accepted.

Members may also order their own personal supplies from the online store or Product Guide. Display the Product Guide at each club meeting and have extra order forms on hand.

Keep Club Files

Your club is governed by Toastmasters International's Club Constitution and Bylaws and should have a copy of this important document on file. If not, you may order a replacement from World Headquarters. Read the document and become familiar with it. A copy of the standard document is available for purchase from the online store (Item 210C) or download from

www.toastmasters.org/policies#SectionIV3. You should also be familiar with the procedure for amending the bylaws (see Appendix). Maintain other club files, including meeting minutes, applications, resolutions, and correspondence.

Following is information about how long to keep specific documents:

- Cancelled checks, bank statements, financial statements, journals, audits – 7 years
- Minutes of all meetings, including attendance – permanently
- Club Constitution and Bylaws (including amendments), Bylaws of Toastmasters International, and club policies (including amendments) – permanently
- Internal reports (including officer and committee reports) – 3 years
- Charter documents/certificate – permanently
- Distinguished Club Program performance reports – 1 year
- Correspondence (routine) – 1–3 years
- Correspondence (legal, controversial, or other important matters) – permanently
- Club rosters – indefinitely (Please note: World Headquarters keeps only current membership information. Your club may want to keep a list of members for historical reasons.)

Record Meeting Minutes

Attend club and executive meetings and record the proceedings. Read the minutes from the previous meeting. Minutes should include:

- Name of the group, type of meeting (general, regular, special), and place, date, and time of the meeting.
- Names of people present.
- Quorum count and the name of the presiding officer. A quorum of the club is a majority of the active members. A quorum of the executive committee is a majority of the officers.
- Correction and approval of the minutes of the previous meeting.
- The exact wording of motions, name of the mover, name of the seconder, and whether the motion was passed or defeated.

- The exact wording of a committee assignment including any power to act, the date due, and the names of the committee chairman and members.
- Main points made in debate (usually included in committee minutes, but not in the minutes of a general business meeting).
- Your signature and the date.

Before each meeting, give the president a list of actions to be taken, including unfinished business, announcements, and correspondence. This list is taken from minutes of previous meetings. A good resource for preparing minutes and agendas is *Robert's Rules of Order, Newly Revised* (Item B30), available through the online store. Every club should have a copy of this parliamentary procedure guide. (Clubs in countries following Westminster parliamentary law should use *Renton's Guide for Meetings and Organisations*.)

Attend Executive Committee Meetings

The executive committee consists of all seven club officers (president, vice president education, vice president membership, vice president public relations, secretary, treasurer, and sergeant at arms) and the immediate past club president. The club president serves as the committee chairman. The executive committee is in charge of all business and administrative club affairs, such as creating a club budget, completing a Club Success Plan and tracking the club's progress in the Distinguished Club Program (DCP), and overseeing the other club committees, such as the reception committee.

The executive committee's decisions must be submitted to the club for confirmation at a club business meeting. The club may vote to affirm or reject the action of the executive committee and the result of the vote is binding.

Arrange for a Replacement or Assistance

Occasionally you may be unable to attend a club meeting. On such occasions, arrange for someone – perhaps another club officer or a former secretary – to carry out your duties.

Prepare Your Successor

Once your successor is elected, help him or her to assume leadership. Consider how you felt when you first took office. What could your predecessor have done to make your job easier?

Make sure the newly elected secretary has a manual, review the standards for the office of secretary, and remind him or her to attend district-sponsored training.

Encourage the new officer to ask questions as you discuss any unfinished business and turn over any files you may have. Share as much advice and information as possible. You may even suggest the incoming officer observe you over several weeks.

Don't let the success you've helped to build for your club lose momentum.

Your Leadership Opportunity

Serving as secretary is your opportunity to develop and enhance your leadership skills. Following are some tips to help you lead successfully.

Successful Leaders

- **Set realistic and attainable goals.** As a member of your club's executive committee, you work with the committee to establish goals for the term.
- **Plan how to accomplish goals.** Work with the executive committee to set goals, design a plan of action, develop strategies, establish timetables, and monitor the club's progress toward those goals.
- **Delegate.** Delegation is the process of transferring responsibility from one person to another and empowering that individual to accomplish a specific goal. The five steps of delegation are:
 1. Prioritize what needs to be done. Look at your overall workload and then identify tasks that can be delegated.
 2. Match the requirements of each responsibility with who is available and what they can handle.
 3. Assign responsibility. Clearly explain what the individual would be responsible for and what your expectations are so that he or she can decide whether to accept or decline the responsibility.
 4. Empower the individual to make the decisions necessary to achieve results and ensure he or she has the tools and resources required to complete the work.
 5. Establish milestones, timelines, and ways to report progress to lay the groundwork for a successful project and establish a solid foundation for accountability.

As you begin to delegate more and more, always make yourself available to support your team along the way. And remember, the idea is to delegate – not abdicate.

Monitor progress. Use the Distinguished Club Program (DCP) progress reports online, the Club Success Plan, and the communication and leadership achievement wall charts to track the club's and members' progress toward goals. Use the information to make alterations to goals if necessary.

Coach team members when necessary. Coaching is essential and it helps team members recognize and manage their strengths and weaknesses. The four steps to coaching are:

- Agree that a problem exists. You can't solve a problem until you and the team member agree there is a problem.
- Discuss solutions. You and the team member should outline possible solutions to the problem.
- Agree on an action. Explain what behavior is necessary to produce the desired result, and develop a timetable for carrying it out.
- Follow up. Check periodically to see that the member is acting according to the agreement.

For example, your assistant is in charge of recording club members' changes of address and reporting them to World Headquarters. On two occasions members did not receive their CC awards because your assistant did not submit the members' changes of address to World Headquarters. Because of this, it took longer than two months for the members to receive their awards. One of the members was so discouraged by the lack of response he quit the club. You should:

-
- Speak with the assistant privately.
 - Start the conversation by acknowledging that there is an issue and obtain an agreement that prompt submission of members' change of address information to World Headquarters is important and both you and the assistant want a resolution.
 - Share your side of the story and ask for theirs. For example, point out that when members' educational awards are delayed this not only stalls their educational progress, it can be disillusioning and members may leave the club. Listen to the assistant, and then ask questions to make sure you understand the assistant's perspective. Is there a reason why the assistant isn't able to submit address changes, such as family or work issues?
 - Make sure the assistant understands the responsibilities of the office.
 - Work with the assistant to develop a plan for submitting members' address changes as soon as they are submitted. Discuss the tools and resources the assistant needs to improve the situation.
 - Follow up with the assistant to ensure that standards are being met. Offer additional help if necessary.

Recognize achievement. Reward team members who perform well. The reward isn't necessarily tangible – a "thank you" or a smile will often suffice, as will an announcement during a club meeting. For example, a club member recently recruited two new members. Announce the member's accomplishment during a club meeting. Make her feel special. The recognition will also motivate other members to achieve.

For ideas on achievement recognition, go to www.toastmasters.org/awards.

Leadership Opportunities Beyond the Club

Toastmasters International has several leadership development opportunities outside of the club environment. Visit www.toastmasters.org/districtofficer for more information.

Appendix

TOASTMASTERS
INTERNATIONAL



Secretary's Calendar/Checklist

The following calendar/checklist shows by month the activities and events you should address. You may use the blank lines to add items.

June

Before taking office in July:

- Meet with the outgoing executive committee and obtain files from the outgoing secretary.
- Confirm the outgoing secretary submitted a list of newly elected officers to World Headquarters and the district governor.
- Take minutes and attendance at club meetings.
- Attend district-sponsored club officer training.
- Complete the Club Success Plan with the executive committee.
- Develop a club budget with the executive committee.
- Review the Toastmasters Product Guide or online store and order materials.
- Obtain *When You Are the Secretary* from the president and read it. (View a PDF of the manual at www.toastmasters.org/whensecretary.)
- _____
- _____

July

- Attend district-sponsored club officer training if you didn't attend in June.
- Attend and take minutes at the executive committee meeting.
- Attend and take minutes and attendance at club meetings.
- Prepare and mail club correspondence.
- Order club supplies online, or prepare and mail club orders to World Headquarters.
- Update club membership roster.
- _____
- _____

August

- Attend district-sponsored club officer training if you didn't attend in June or July.

- Attend and take minutes at the executive committee meeting.
- Attend and take minutes and attendance at club meetings.
- Work with the president, vice president membership, and treasurer to collect dues and update the membership list.
- Prepare and mail club correspondence.
- Order club supplies online, or prepare and mail club orders to World Headquarters.
- Update club membership roster.
- _____
- _____

September

- Attend and take minutes at the executive committee meeting.
- Attend and take minutes and attendance at club meetings.
- Work with president, vice president membership, and treasurer to collect dues and submit payment. Dues must be at World Headquarters by October 1.
- Prepare and mail club correspondence.
- Order club supplies online, or prepare and mail club orders to World Headquarters.
- Update club membership roster.
- _____
- _____

October

- Attend and take minutes at the executive committee meeting.
- Attend and take minutes and attendance at club meetings.
- Ensure dues renewals are at World Headquarters by October 1.
- Prepare and mail club correspondence.

- Order club supplies online, or prepare and mail club orders to World Headquarters.
- Update the club membership roster.
- _____
- _____

November

- Attend and take minutes at the executive committee meeting.
- Attend and take minutes and attendance at club meetings.
- Prepare and mail club correspondence.
- Order club supplies online, or prepare and mail club orders to World Headquarters.
- Update the club membership roster.
- If club your elects semiannually, prepare to give files, manual, and materials to the incoming secretary.
- _____
- _____

December

- Attend district-sponsored club officer training program.
- Attend and take minutes at the executive committee meeting.
- Attend and take minutes and attendance at club meetings.
- Prepare and mail club correspondence.
- Order club supplies online, or prepare and mail club orders to World Headquarters.
- Update the club membership roster.
- _____
- _____

If the club elects semiannually, the incoming secretary must:

- Attend district-sponsored club officer training.
- Provide list of newly elected officers to World Headquarters and to the district governor. The information must be at World Headquarters by December 31 for DCP credit.
- Obtain files, manual, and materials from the outgoing secretary.
- Meet with the incoming executive committee to develop a club budget.
- Read *When You Are the Secretary*. (View a PDF of the manual at www.toastmasters.org/whensecretary.)
- _____
- _____

January

- Attend district-sponsored club officer training if you didn't attend in December.
- Attend and take minutes at the executive committee meeting.
- Attend and take minutes and attendance at club meetings.
- Prepare and mail club correspondence.
- Order club supplies online, or prepare and mail club orders to World Headquarters.
- Update the club membership roster.
- _____
- _____

February

- Attend district-sponsored club officer training if you didn't attend in December or January.
- Attend and take minutes at the executive committee meeting.
- Attend and take minutes and attendance at club meetings.
- Work with the president, vice president membership, and treasurer to collect dues and update the membership report.
- Prepare and mail club correspondence.
- Order club supplies online, or prepare and mail club orders to World Headquarters.
- Update the club membership roster.
- _____
- _____

March

- Attend and take minutes at the executive committee meeting.
- Attend and take minutes and attendance at club meetings.
- Work with the president, vice president membership, and treasurer to collect dues and submit payment. Dues must be at World Headquarters by April 1.
- Prepare and mail club correspondence.
- Order club supplies online, or prepare and mail club orders to World Headquarters.
- Update the club membership roster.
- _____
- _____

April

- Attend and take minutes at the executive committee meeting.
- Attend and take minutes and attendance at club meetings.
- Ensure dues renewals are at World Headquarters by April 1.
- Prepare and mail club correspondence.
- Order club supplies online, or prepare and mail club orders to World Headquarters.
- Update the club membership roster.
- _____
- _____

May

- Attend and take minutes at the executive committee meeting.
- Attend and take minutes and attendance at club meetings.
- Prepare and mail club correspondence.
- Order club supplies online, or prepare and mail club orders to World Headquarters.
- Update the club membership roster.
- Prepare to give files and materials to the newly elected secretary.
- _____
- _____

June

- Attend and take minutes at the executive committee meeting.
- Attend and take minutes and attendance at club meetings.
- Prepare and mail club correspondence.
- Order club supplies online, or prepare and mail club orders to World Headquarters.
- Update the club membership roster.
- Provide the list of newly elected officers to World Headquarters and to the district governor. The information must be at World Headquarters by June 30 for DCP credit.
- Meet with the incoming executive committee and give files to the newly-elected secretary. Help prepare the new secretary for office.
- _____
- _____

Web Resources

Change Club Bylaws	www.toastmasters.org/clubbusiness
Club Officer List	www.toastmasters.org/clubofficerlist
Club Officer Info Form (PDF)	www.toastmasters.org/clubinfo.pdf
Club Officer Roles	www.toastmasters.org/clubofficers
Communication Track	www.toastmasters.org/commtrack
Conduct Club Business	www.toastmasters.org/clubbusiness
DCP Rules and Requirements (PDF)	www.toastmasters.org/dcpmanual
Educational Program	www.toastmasters.org/educprogram
Leadership Track	www.toastmasters.org/leadtrack
Meeting Roles Descriptions	www.toastmasters.org/meetingroles
Order Form (PDF)	www.toastmasters.org/orderform
Order Products Online	www.toastmasters.org/shop
Organization Chart (PDF)	www.toastmasters.org/orgchart
Policies and Procedures	www.toastmasters.org/policiesandprocedures
WHQ E-mails for Member Questions	www.toastmasters.org/departments

Tools for Success

Following are some materials you may want to order to ensure a successful term as secretary:

1310M	<i>Secretary Essentials</i>	352	<i>Note Cards (set of 25)</i>
902	<i>Change of Address Cards (Set of five)</i>	1205	<i>Product Guide</i>
B30A	<i>Robert's Rules of Order, Newly Revised in Brief</i>	B30	<i>Robert's Rules of Order, Newly Revised</i>
233	<i>Portfolio</i>	210C	<i>Club Constitution and Bylaws</i>

Order online at www.toastmasters.org/shop.

Please type or print clearly

Club No.: _____ District No.: _____ Club Name: _____

Contact Information:

Club Phone Contact: _____

Club E-Mail: _____

Club Web Site: _____

Club Meeting Information:

Meeting Day: _____ Meeting Time: _____

Club Meeting Place:

Facility: _____
(if applicable)

Address: _____

City: _____ State/Province: _____

Country: _____ Postal Code: _____

Please check the box that best describes your Club:

- | | |
|--|---|
| <input type="checkbox"/> 1. Community Club | <input type="checkbox"/> 6. College Club |
| <input type="checkbox"/> 2. Company Club | <input type="checkbox"/> 7. Church Club |
| <input type="checkbox"/> 3. Government Agency | <input type="checkbox"/> 8. Advanced Toastmasters |
| <input type="checkbox"/> 4. Military Club | <input type="checkbox"/> 9. Other Institution or Specialized Club |
| <input type="checkbox"/> 5. Correctional Institution | |

List sponsoring company/governing agency/school, etc. (if applicable):

Is your club:

- Open to all interested persons [O]
 Open only to members of a specific organization or group [G]

Minimum Officer Requirements: Clubs must report at least a president, one vice president, and a secretary or secretary/ treasurer, and these offices must be held by three different individuals.

Term of Office (check only one box and fill in year)

- Annual (July 1, _____ to June 30, _____) Semiannual (July 1 to December 31, _____) Semiannual (January 1 to June 30, _____)

NOTE: Toastmasters International's Club Constitution and Bylaws state club officer terms must conform to the above schedule. Only those clubs that meet weekly may elect officers for semiannual terms.

If your club has an address for officer information, please indicate that address below. If no address is filled in, each officer's home address will be used.

Address: _____

City: _____ State/Province: _____

Country: _____ Postal Code: _____

PRESIDENT: _____ Member No.: _____

Home Phone _____ Business Phone _____ Cell Phone: _____

Fax No. _____ E-mail Address _____

VICE PRESIDENT EDUCATION: _____ Member No.: _____

Home Phone _____ Business Phone _____ Cell Phone: _____

Fax No. _____ E-mail Address _____

VICE PRESIDENT MEMBERSHIP: _____ Member No.: _____

Home Phone _____ Business Phone _____ Cell Phone: _____

Fax No. _____ E-mail Address _____

VICE PRESIDENT PUBLIC RELATIONS: _____ Member No.: _____

Home Phone _____ Business Phone _____ Cell Phone: _____

Fax No. _____ E-mail Address _____

SECRETARY: _____ Member No.: _____

Home Phone _____ Business Phone _____ Cell Phone: _____

Fax No. _____ E-mail Address _____

TREASURER: _____ Member No.: _____

Home Phone _____ Business Phone _____ Cell Phone: _____

Fax No. _____ E-mail Address _____

SERGEANT AT ARMS: _____ Member No.: _____

Home Phone _____ Business Phone _____ Cell Phone: _____

Fax No. _____ E-mail Address _____

SEND HQ COPY TO: TOASTMASTERS INTERNATIONAL, Officer Lists

P.O. Box 9052, Mission Viejo, CA 92690 USA. Or FAX it to: 949-858-1207.

Club officers may enter the information online by visiting members.toastmasters.org.

Send by one method only; please do not send duplicates.

SIGNATURE

Amending Your Club Constitution and Bylaws

Your club's Constitution and Bylaws are in two parts:

Constitution

Clubs may not amend the club constitution. The constitution may be amended only by a majority of the votes cast at an Annual Business Meeting or a special meeting of the voting members of Toastmasters International.

Bylaws

Clubs are encouraged to keep their bylaws as close to the Standard Bylaws as possible. However, a club may amend portions of the bylaws if the amendment does not conflict with the Toastmasters International Bylaws, the club constitution, or the policies of the organization. Amendments may be made with a two-thirds vote as outlined in Article VII of the bylaws. Notify World Headquarters online at www.toastmasters.org/clubbusiness or in writing of any proposed bylaws changes. The changes will be reviewed and if not in conflict, the information will be kept on file. Changes in a club's name, location, and meeting time and place (to keep the international club directory current) may be made online or submitted to World Headquarters on the resolution form. Or you can simply submit the information to World Headquarters by letter or e-mail (clubbylaws@toastmasters.org).

Resolution

TOASTMASTERS
INTERNATIONAL®

Rancho Santa Margarita, California

Club Number _____

Please Print or Type

District _____

WHEREAS the _____ Toastmasters club of

_____, Club No. _____ District _____
City State Country

has found it advisable to change the name (location) of the club appearing above because _____

WHEREAS on the _____ day of _____, _____ by at least a two-thirds vote of members present and voting at a meeting at which a quorum was present, the club has taken necessary action to notify Toastmasters International of the change: Therefore be it **RESOLVED** that from this date henceforth, the club previously identified as the

Toastmasters club shall be known as the _____

Toastmasters club of _____
City State Country

On _____ Signed _____
Date *President* *Secretary*

You can obtain a reissue charter bearing this change if desired at a cost of \$7.00. (Check one)

- Enclosed is my check or money order for \$7.00
 Please charge: MasterCard VISA AMEX Discover (CIRCLE ONE)

Credit Card # _____

Expiration Date _____

Signature _____

Name _____

Address _____

City _____ State/Province _____

Country _____ Zip _____

New Meeting Information

Club Information:

Club Name _____

Club Number _____ District No. _____

Contact phone number (_____) _____

Meets: Weekly 1st & 3rd 2nd & 4th

Other _____

Day _____ Time _____ AM _____ PM

Club Web Site: _____

Club E-mail: _____

Meeting Place:

Name _____

Address _____

City _____

State/Province _____ Zip _____

Please check the box which best describes your club, and provide the additional information requested:

1. Community Club
 2. Company Club _____
Name of company & division (IF APPLICABLE)
 3. Government Agency _____
Level of government & name of agency
 4. Military Club _____
Branch
 5. Correctional Institution _____
Name and type
 6. College Club _____
School
 7. Church Club _____
Denomination
 8. Advanced Toastmasters _____
Requirements
 9. Other Institution or Specialized Club _____
Explain

Is your club:

- Open to all interested persons [O]
 Open only to members of a specific organization or group [C]

P.O. Box 9052, Mission Viejo, CA 92690 • 949-858-8255 • Fax: 949-858-1207

Record of Regular Meeting of Club No. _____

TOASTMASTERS
INTERNATIONAL®

Meeting Date _____ Location _____

Presiding Officer _____ Invocation By _____

Committee Reports and Other Business

Parliamentarian _____ Grammarian _____

Topicsmaster _____ General Evaluator _____

Toastmaster _____ Timer _____

Speaker/Leader	*Subject	Evaluator	Time
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

*Indicate: CC. Competent Communication, AC. Advanced Communication, TT. Table Topics

Guests

Best Table Topics Speaker (optional) _____

Best Program Speaker (optional) _____

Best Evaluator (optional) _____

Club Secretary _____

(record attendance and additional information on next page)

Item 1503

Standards for Other Officers

It is important that you understand the standards of your fellow club officers. Following are brief descriptions of each.

President. The president serves as the club's chief executive officer, responsible for general supervision and operation of the club.

Standards at the club meeting are:

- Ensure the meeting starts and ends on time
- Make sure guests are warmly and enthusiastically welcomed and introduced
- Allow time before and after the meeting to speak with guests
- Read and/or display the club mission at every meeting
- Discuss the DCP and the club's progress and achievements in it
- Recognize member achievements in Toastmasters and in their personal lives
- Report on the Moments of Truth the club is achieving

Standards outside of the club meeting are:

- Attend district-sponsored club officer training
- Ensure club officers meet standards
- Analyze and evaluate the club's strong and weak areas with the executive committee
- Oversee a plan to achieve Distinguished Club Program (DCP) goals and ensure the club is a Distinguished Club
- Encourage communication and leadership development through promoting of CC, AC, CL, and AL awards
- Ensure the club has an ongoing membership-building campaign
- Attend and vote the club's proxy at district council meetings or authorize a club member to do so
- Attend the Annual Business Meeting at the International Convention and vote the club's proxy or send an authorized delegate or alternate
- Oversee administrative operation of the club in compliance with the Club Constitution and Bylaws
- Maintain relationships with the district and Toastmasters International World Headquarters

- Schedule and chair monthly executive committee meetings
- Arrange for a replacement if he or she is unable to attend a club or executive committee meeting
- Search for leaders, ensure all club offices are filled for the succeeding term, and conduct timely elections
- Prepare his/her successor for office

Immediate Past President. The immediate past president:

- Provides guidance and serves as a resource to club officers and members
- Chairs the nominating committee
- Assists in the preparation of the Club Success Plan
- Promotes the club's efforts to become a Distinguished Club

Vice President Education. The vice president education (VPE) is responsible for planning successful club meetings so that each member has the opportunity to achieve his or her educational goals. The VPE is the second-highest ranking club officer, presiding at club and executive committee meetings in the absence of the president.

Standards at the club meeting are:

- Assign each new member to be a Table Topics participant at the first meeting after joining, to a meeting role at the third meeting or earlier, and to give the Ice Breaker manual project at the fourth meeting or sooner
- Ensure a club member conducts *The Successful Club Series* presentations "Evaluate to Motivate," "Moments of Truth," "Mentoring," and "Finding New Members for Your Club" at least once per year
- Monitor club performance quarterly in cooperation with the club president
- Initial members' Project Completion Records and ensure eligible members fill out their award applications

-
- Greet guests warmly and enthusiastically
 - Preside over meetings when president is absent

Standards outside of the club meeting are:

- Attend district-sponsored club officer training
- Plan club meetings, completing schedules and assignments at least three weeks in advance and confirming each schedule five to seven days before the meeting
- Promote participation in the educational program. Track all members' progress toward education awards (CC, CL, ACB, ACS, ACG, ALB, ALS, DTM)
- Orient new members to the Toastmasters program within two meetings after they join
- Assign every new member a mentor
- Attend club executive committee meetings
- Attend district council meetings and vote the club's proxy
- Vote at the Annual Business Meeting
- Arrange for a replacement if unable to attend a club meeting
- Prepare successor for office

Vice President Membership. The vice president membership (VPM) is the third-ranking club officer.

Standards at the club meeting are:

- Greet guests warmly and enthusiastically and have each complete a guest card
- Report on current membership, promote membership campaigns, and welcome new members
- Work with the president and VPE to ensure each new member is formally inducted at the first meeting after being voted in by the club
- Help guests wishing to join complete the Application for Membership
- Speak with fellow members to determine if their needs are being met

Standards outside of the club meeting are:

- Attend district-sponsored club officer training
- Conduct an ongoing membership-building campaign
- Promote club and Toastmasters International membership-building programs and conduct a minimum of two formal club membership campaigns annually
- Follow up on and keep track of guests, new members joining, and members not attending meetings

- For all prospective members, explain the educational program, get their commitment to join, collect membership applications, bring applications to the club for voting and, if the members are accepted, collect dues and fees and give them to the treasurer with the applications
- Assist the VPPR with maintaining the club Web site and newsletter
- Ensure club's meeting time and location are listed correctly on the club Web site, promotional material, and with World Headquarters
- Attend club executive committee meetings
- Attend and vote at area council meetings
- Arrange for a replacement if he or she is unable to attend a club meeting
- Prepare successor for office

Vice President Public Relations. The vice president public relations (VPPR) is the fourth-ranking club officer.

Standards at the club meeting are:

- Announce upcoming events and programs
- Gather information for the newsletter or Web site from club members
- Greet guests and members warmly and enthusiastically

Standards outside of the club meeting are:

- Attend district-sponsored club officer training
- Protect and publicize the Toastmasters brand
- Promote the club to local media
- Maintain a club Web site
- Join a Toastmasters-moderated social network
- Produce and distribute a club newsletter, preferably via e-mail
- Promote membership campaigns
- Attend club executive committee meetings
- Attend other Toastmasters events
- Arrange for a replacement if he or she is unable to attend a club meeting
- Prepare his/her successor for office

Treasurer. The treasurer is the sixth-ranking club officer.

Standards at the club meeting are:

- Receive completed new member applications and dues
- Announce when dues are due and explain the dues structure

-
- Greet guests and members warmly and enthusiastically

Standards outside of the club meeting are:

- Attend district-sponsored club officer training
- Prepare a budget to be approved by the executive committee and membership
- Provide the bank with a new signature card
- Prepare and send dues statements
- Collect and send dues to World Headquarters
- Work with the VPPR to contact members who have not paid dues
- Submit new member applications and dues to World Headquarters online within 48 hours
- Pay bills as due
- Keep records of all financial transactions
- Present quarterly verbal and written financial reports
- Submit club accounts for audit
- Attend club executive committee meetings
- Arrange for a replacement if he or she is unable to attend a meeting
- Prepare successor for office

Sergeant at Arms. The sergeant at arms is the seventh-ranking club officer.

Standards at a club meeting are:

- Arrange the room 10 minutes before the meeting begins
- Ensure the lectern is in place, evaluation forms and ballots are distributed, and the club banner, awards, Product Guide, progress charts, and educational materials are displayed
- Arrange place cards and make name badges available
- Greet guests and members warmly and enthusiastically and arrange for guests to sit with members
- Greet the area governor and other visiting officers and escort them to the club president
- Arrange for food service at meal meetings
- Ensure the meeting starts on time
- Collect ballots and tally votes for awards

Standards outside of the club are:

- Attend district-sponsored club officer training
- Schedule meeting locations
- Maintain club equipment and keep an adequate number of supplies
- Attend club executive committee meetings
- Arrange for a replacement and for assistance if necessary
- Prepare successor for office

- What administrative challenges did you observe the secretary face during his/her term and how effective was his/her response to these challenges?

- Please offer any ideas you have to assist the secretary with his or her service to the club.

Index

TOASTMASTERS
INTERNATIONAL

Address Change, Member and Officer	7	Minutes, Recording and Reading	9
Attendance, Meeting	22-23	Mission of the Toastmasters Club	3
Bylaws, Amending Your Club	20	Mission of Toastmasters International	3
Bylaws, Obtaining copy of your Club's	8	New Officers, Reporting	8
Calendar/Checklist	14	Officer Changes	7
Club Officer Information Form	19	Officer Terms	8
Club Officer Training Programs, District	7	President, Standards for	24
Club Officers, Standards of Other	24	Promise, A Toastmaster's	4
Coaching	11	Recognizing Achievement	12
Constitution, Amending Your Club	21	Record of Regular Meeting	22
Constitution, Club	20	Renewal, Dues	7-8
Correspondence	8	Resolution Form	21
Delegation	11	Roster, Membership	7
Dues, Collection of	7-8	Secretary, Standards for	7
Dues Renewal	7	Sergeant at Arms, Standards for	26
Elections, Club Officer	8	Supplies, Purchasing Club	8
Evaluation Guide	27	Time, Change of Meeting	21
Executive Committee Meetings	9	Tools for Success	18
Files, Club	8	Training, Club Officer	7
Immediate Past President, Standards for	24	Treasurer, Standards for	25
Keeping Documents	9	Vice President Education, Standards for	24
Leadership	11	Vice President Membership, Standards for	25
Leadership Opportunities Beyond Club	12	Vice President Public Relations, Standards for	25
Location, Change of Meeting	21	Web Resources	17



TOASTMASTERS
INTERNATIONAL

Item 1310E