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# Toastmasters Club Quality Audit

The 36 Service Standards a Club needs to meet in order to conduct Quality Meetings and to fulfill it's mission

(Based on the Toastmasters Moments of Truth module)

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## First Impressions

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

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## New Member Orientation

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

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## Fellowship and Variety

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

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## Program Planning

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

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## Membership Strength

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

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## Recognise Achievements

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