

# Achieving Success as Treasurer

Club Leadership Training Program



# Achieving Success as Treasurer



## ***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.*

## **TOASTMASTERS INTERNATIONAL**

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## Training Club Leaders... A Vital Function

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**A**s a coordinator for club leadership training, you have one of the most important roles in Toastmasters. The quality of a club meeting determines whether people join and stay in our organization. For a Toastmasters club, success lies in the ability to provide an environment that fosters meaningful self-development for all members. This is where officer training comes into play. Club officers must know their roles and responsibilities. The trainer's job is to explain this and make sure all officers understand why their roles are so important for the overall success of the club. By the end of the training session, the members of your audience will be familiar with the standards for this office. Your effectiveness as a trainer can make the difference between success and failure for a Toastmasters club.

Preparation is the key to a good training session. Review the manual, then study the training program thoroughly. Inject your own personality and experiences to create a session that is educational, enjoyable and motivational. Tips to help you prepare are provided in Part I. Part II is the training script while Part III has handouts, including an evaluation form, to distribute. Part IV contains copy for your visual aids. **This entire training program, including handouts and PowerPoint slides, is available for downloading on the Toastmasters International Web site, [www.toastmasters.org](http://www.toastmasters.org).** Be sure to check the availability, condition and instructions for all electronic equipment prior to your training session. What would you do if your computer didn't work? What if you didn't know how to operate their brand of data projector? Be prepared with backup visuals, such as a flipchart, in case of technical failures. And be sure to arrange for help with any technical questions well before the event.

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# PART I: Preparing for the Training Session

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## Three Steps in Planning a Successful Training Program

### 1. Prepare the training agenda.

The information in the following script should be the core of your training session and should take about an hour to present. However, you may want to devote additional time to some subject areas or add other subjects for discussion, depending on the needs of the clubs. You should discuss your agenda with the Lt. governor education and training to ensure your program is appropriate.

### 2. Obtain and prepare materials.

- ▶ Prepare visuals using the master copies found in Part IV or on the Toastmasters International Web site. If a flipchart will be used instead of computer-based visuals, prepare it in advance: Write the information on every other flipchart page, using a marking pen and making sure all letters are large enough to be clearly visible to participants. Tips for effectively using visual aids are also included.
- ▶ Confirm the availability of computer equipment. If you are planning to use computer-based visual aids at the training site, you should know that providing such equipment is a locally-based decision, and not all districts have them on hand. So you may need to bring your own laptop computer and data projector. Also, some training locations may offer Internet access, so you can present the PowerPoint slides directly from the Toastmasters Web site. A better idea is to download the materials onto your computer before the event. This will protect you from annoying interruptions if your Internet access disconnects.
- ▶ Duplicate the handouts and evaluation form in Part III, along with any additional handouts you will distribute.
- ▶ Assemble reference materials. These may be available from the district, or you can order them through the Toastmasters International online catalog. Be sure to allow adequate time for shipping. If you are conducting training for a specific club officer, be sure to have a copy of the manual for that office. You'll refer to it throughout the training session.

### 3. Select training assistants.

You may want to have someone assist you in conducting the session (distributing handouts, etc.). Select that person in advance and explain what type of help you will need.

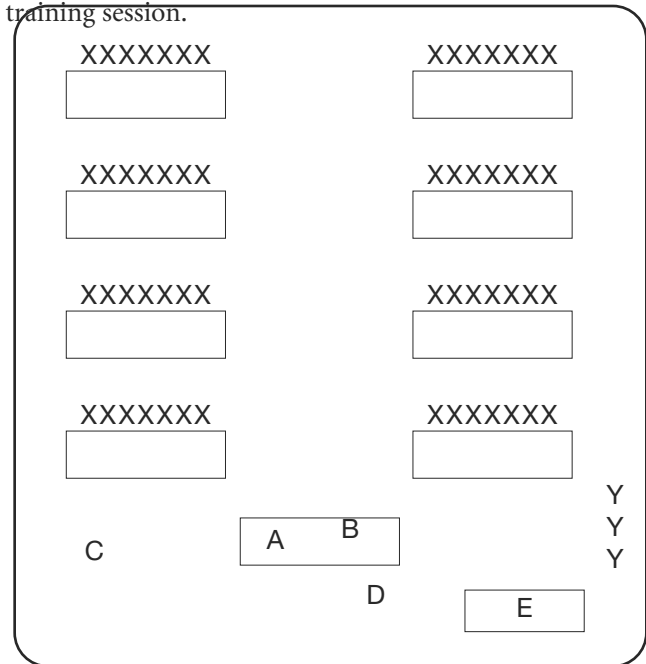
## The Training Environment

A satisfactory physical environment is essential for an effective training session. In advance, arrange for your meeting room to be properly set up. You will need a room large enough to comfortably seat the attending officers. Ideally, it should have space in the back for coffee breaks as well as enough room in front to accommodate any electronic equipment and a work table for materials and supplies. Make sure you have a data projector, computer and screen if you are using computer-based visuals, and don't forget to include a spare bulb and extension cord.

The chart below illustrates an ideal physical setting for a training session.

### KEY

- A** lectern and gavel
- B** projector and laptop computer
- C** flipchart
- D** screen
- E** table for materials and supplies
- X** participants
- Y** training assistants



Upon arrival, check the room temperature. A room that is too hot or too cold is distracting and uncomfortable. Finally, greet and chat with as many participants as possible before beginning the session.

## How to Use the Program Script

The training script in Part II is simple to use but requires considerable preparation. Its design allows presenters the opportunity to be flexible and creative and at the same time provides structure and ensures the important elements are emphasized. Because there is a lot of information, you may not be able to cover it all during the allotted time.

Interspersed throughout the script are boxed segments, offering explanations and guidelines for conducting group exercises and other portions of the training session. In the right column are keys to visual aids and space for your own notes.

When presenting the script, do not read it. Instead, become so familiar with the topic that you can paraphrase and embellish it to suit your own presentation style. Remember, new officers may not be familiar with

Toastmasters jargon and acronyms such as CC and DTM.

Keep two things in mind when preparing for your training session:

- ▶ Fit your planned discussion to the time allotted.
- ▶ Allow ample time for group discussion and participation.

Manage your time from the start by asking your group which topics are most important to them, then cover those topics first. If time remains you can address the remaining topics. This means you may have to skip around in the script instead of following it in order.

Mention at the end of the session that they can find information on all of today's topics in their officer manual and point out other available resources on their "Resources List" handout.

Part III consists of handouts and an evaluation form to distribute during the session, as marked in the script. Be sure to make enough copies for everyone.

Part IV contains the basic visual aids for the program. Each is designated in the script in the right column as V #. PowerPoint visuals are available on the Toastmasters International Web site, or you can copy the text on a flipchart.

## Checklist for Club Officer Training

- \_\_\_ Training assistants appointed
- \_\_\_ Projector, computer, screen, spare bulb and extension cord set up and tested
- \_\_\_ Web access confirmed, if needed
- \_\_\_ Flipchart and easel available, along with marking pens
- \_\_\_ Visual aids ready
- \_\_\_ Handouts reproduced and available
- \_\_\_ Room arranged and well-lighted
- \_\_\_ Coffee and refreshments ordered
- \_\_\_ Supplies and reference materials on hand
- \_\_\_ Notepads and pencils available for each participant

## **Evaluation and Follow-up**

Ask the participants to fill out the evaluation form at the end of the session. Use this information in planning future training sessions.

Evaluate the trainees' use of materials. Be sure to follow up with club leaders throughout their term. Keep in mind that learning is a continuous process. Hold formal or informal review sessions as frequently as possible. If necessary, hold a make-up session for those who were unable to attend.



## PART II: Presentation of the Training Session

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**PRESENTER:** Welcome the group and present a brief opening address focusing on the importance of the club experience in the personal development of members. Comments should be positive and highly motivational in nature, emphasizing a commitment to member service in all aspects of the Toastmasters club. Also, mention the length of the training, the location of the rest rooms and phones, and other pertinent information. **But remember: Time is precious and must be controlled carefully throughout the session.**

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Serving as treasurer is a great opportunity. You are responsible for keeping clear and accurate financial records and for seeing that the club remains financially stable. You will learn and practice budgeting and money management skills that you can use in all aspects of your life.

Today we're going to discuss your role as treasurer and how to fulfill your responsibilities. Every club officer, including you, has performance standards to be met. These standards help officers clearly understand their roles and provide a point of reference for club members to better understand what to expect from club officers, to evaluate current leaders and candidates for office, and facilitate communication when expectations differ among club officers and members. The standards identify conduct members should expect from club officers outside of each club meeting and actions they should expect from club officers at the club meeting. In the next hour we're

going to review your standards as treasurer and discuss the steps you can follow to meet some of these standards. Later you'll be participating in some exercises to practice what you've learned.

**HO #1****Your standards outside of the club meeting are to:**

1. Prepare a budget to be approved by the executive committee and membership within one month of taking office.
2. Provide the bank with a new signature card by July 1 / January 1. Apply for a debit card to use for club transactions online.
3. Prepare and send dues statements by August 15 / February 15.
4. Collect and submit dues online to World Headquarters by October 1 and April 1, and work with the vice president membership to contact members who have not paid dues.
5. Apply online or submit new member applications and dues to World Headquarters within 48 hours after receipt.
6. Pay bills as due.
7. Keep records of all financial transactions.
8. Present verbal and written financial reports monthly.
9. Submit club accounts for audit.
10. Attend club executive committee meetings.
11. Attend district-sponsored club officer training.

12. Arrange for a replacement if unable to attend meeting.
13. Prepare successor for office.

### Your standards at the club meeting are to:

1. Receive completed new member applications and dues.
2. Announce when dues are due and explain dues structure.
3. Greet members and guests.

Please keep in mind it's impossible to cover every detail of your responsibilities as treasurer today. Our goal in this session is to provide you with a basic foundation as well as with resources available from World Headquarters and the district. Feel free to ask questions. And remember to attend other sessions. All are intended to help you be successful during your term of office.

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**PRESENTER:** Point out the Calendar/Checklist in the TI manual for treasurers.

**PREPARATION:** Bookmark the Calendar/Checklist page.

**ACTIVITIES:** Show the group a copy of the manual. Turn to the Calendar/Checklist page and share that with the group.

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**T-V #1**

Though we'll talk about essential due dates, today, you don't have to rely solely on your memory or notes for the rest of your term in office. Toastmasters International provides a manual, *When You Are the Treasurer*, which offers a "Treasurer Calendar/Checklist" to help you keep track of your duties. Since deadlines are

extremely important to the well-being of your club and the success of your club members, you may find this document to be useful and important. Checking off completed tasks will help you to perform your role more efficiently. Be sure to write down any additional tasks that you need to complete, as well.

The purpose of a Toastmasters club is to provide an environment in which members can learn communication and leadership skills. As the treasurer of your club, you influence that environment. You serve as part of a team that consists of the president, vice president education, vice president membership, vice president public relations, secretary and sergeant at arms. Each one of you is responsible for making your club dynamic and enjoyable for all members by working together as a team and for making sure the club is recognized as a Distinguished Club in the Distinguished Club Program. You can accomplish this by holding regular and productive executive committee meetings; through careful goal-setting, planning and monitoring of progress. The Distinguished Club Program recognizes clubs for achievement in education and membership growth and will be discussed in greater detail during another training session.

Now let's discuss some of the standards mentioned earlier. Because of our limited time, we may not be able to discuss them all. But I do want to address the ones you are most concerned about. Please look at the list of standards I gave you and tell me which ones you want to cover today.

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**PRESENTER:** List suggestions on the flipchart. Be sure to discuss the most requested items first, then discuss the others as time permits. This means you may have to skip around in the script instead of following it in order.

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## Standards Outside of the Club Meeting

As treasurer of your club, you will:

Prepare a budget to be approved by the executive committee and membership within one month of taking office. Many people visibly deflate when the word “budget” is mentioned. Having to consider a financial plan seems to drain the fun out of any project. But savvy people understand such a plan allows for fun. And once it’s in place, your budget will be the basis for financial stability that will permit your club to achieve its mission.

Consider income and expenses against the club’s goals. As soon as possible, work with the president and executive committee to develop a budget for the upcoming club year. Be sure to balance your club’s income and expenses against what you hope to accomplish. Typical club budget expenses include trophies and ribbons, administrative supplies, educational material such as manuals, and *The Better Speaker Series*, *The Successful Club Series* and *The Leadership Excellence Series* programs. Typical incomes of a club budget include member dues and fund-raising activities.

As treasurer, you should be aware of Toastmasters’ policy on fund-raising.

From time to time, clubs may conduct fund-raising activities to offset costs for educational sessions and to raise funds to further the purpose of Toastmasters International. While organizations such as Lions, Kiwanis and Rotary focus on raising funds for community or charitable causes, Toastmasters International is an educational rather than a service organization, and all activities organized in connection with the Toastmasters name must fall within related guidelines.

Before starting on a fund-raising project, ask yourself the following questions. Any “no” answer to these questions indicates you are not operating within the policies of Toastmasters International and the fund-raising activity therefore is prohibited:

1. Did individual members donate the products or volunteer the service?
2. Is it the club, rather than individual members, that is receiving monetary compensation?
3. Is at least one-third of the club's total financial support from member dues?
4. Will the profits be used for the furtherance of Toastmasters International's tax-exempt purpose?

Remember, any “no” answer to these questions indicates that the fund-raising activity is prohibited.

As mentioned, all club funds, whether they are derived from dues or fundraising, must be used for *tax-exempt* purposes only. These tax-exempt purposes include the following:

- ▶ building and improving clubs
- ▶ training club and district officers
- ▶ purchasing educational program materials
- ▶ sending a voting delegate to official district conferences or the International Convention
- ▶ covering general administrative expenses connected with the operation of the club or district

If you wish to hold a fund-raiser, consider the following activities:

- ▶ Conducting a Speechcraft, Success/Communication or Success/Leadership program and charging a reasonable fee to participants. Revenues would be used to purchase the program material, with any excess funds to be returned to the club or district.

- ▶ Holding a raffle, auction, white elephant sale or bazaar of donated goods, with the revenues going to further the educational objectives of Toastmasters International.
- ▶ Accepting advertising in your club or district newsletter, with the revenue being used to offset newsletter production or mailing costs.
- ▶ Selling entertainment books or diner's books.
- ▶ Creating and maintaining a speakers bureau, with the revenues going toward items or activities on the list of approved expenses that further Toastmasters International's tax-exempt purpose as an educational organization.

Some fund-raising activities such as picnics, sporting events and fireworks displays have a high risk of injury and are not permitted. In the event you do consider holding a fund-raising event, begin by referring to the treasurer manual (Item 1310F) for further information about these guidelines.

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**PRESENTER:** Take a few minutes to ask your audience about their individual budget objectives and what type of income sources they plan to employ.

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Provide the bank with a new signature card by July 1/January 1. Before writing checks on the club's account, you must provide the bank with a new signature card authorizing withdrawals over your signature and that of the new club president. Ask your bank for the proper form to complete. Avoid changing banks unnecessarily. If the bank location is inconvenient for you, consider depositing by mail or at another bank branch. And be sure to advise the bank that Toastmasters International is a

nonprofit, tax-exempt organization; some banks will waive their fees.

Apply for a debit card so you can submit transactions to WHQ electronically.

Each club in the United States must have an Employer Identification Number in order to qualify for tax-exempt status. If your club does not have such a number, one can be obtained by filing a Form SS-4 with the Internal Revenue Service. Be sure World Headquarters has your club's identification number on file.

**HO #2**

Prepare and send dues statements by August 15 / February 15. Twice each year your club must submit \$27 dues (\$21.50 dues for undistricted clubs) to World Headquarters for each member of your club. You are responsible for notifying members in writing of dues payable using the Statement of Club Dues form (Item 36).

Indicate on the statement that all checks should be payable to the club. The club should then issue one check payable or submit one credit card number to Toastmasters International.

Collect and send dues to World Headquarters by October 1 / April 1, and work with the vice president membership to contact members who have not paid dues. Allow plenty of time to collect dues. The club president will receive forms in early September and early March, but don't wait until the day they arrive to get started; begin collecting dues before that time. Make an announcement at your meeting, and work with the vice president membership to contact members who have not attended for a while. Send a second reminder within a week or two.

When members pay their dues, give them a receipt (Item 37) and record the payment in the club's ledger. Regularly deposit these payments into the club's bank account.

Once your club's president receives the Dues Renewal Invoice from World Head-



quarters in early September and early March, help the president and other officers complete the invoice based on your record of payments received. Double check your work; an accurate membership report is important. Accidentally omitting someone from the list who did indeed pay dues jeopardizes that person's eligibility for educational awards and speech contests and that person will no longer receive the *Toastmaster* magazine. A wrong address will delay receipt of the magazine.

Be careful about sending dues for people who have not paid the club. Don't assume these people will renew their membership; if they don't, your club loses the money. You can pay dues for late-paying members anytime during the renewal period. Be sure you keep a copy of the completed Dues Renewal Invoice.

When you've completed the Dues Renewal Invoice, submit the dues renewal online. Pay by credit card, or write a check payable to Toastmasters International (U.S. funds). When paying by credit card please use one card for the entire transaction (MasterCard, VISA, Discover and AMEX credit cards are accepted). When members pay their dues after the report has been mailed, submit the dues online for those late-paying members, if paying by credit card. Alternatively, send a check payable to Toastmasters International or credit card information for the amount due and a letter that includes the following:

- ▶ The names and addresses of the members for whom you are paying dues
- ▶ A statement that these are continuing members who paid their dues after the dues renewal was submitted

If you send a copy of the Dues Renewal Invoice, instead of sending a letter, be sure the invoice is clearly marked to show which members are being paid with this transaction.

Submit new member applications and dues to World Headquarters within 48 hours after receipt. Once you have received all dues and fees from new members, submit

information online if paying by credit card. Alternately, send a check or credit card payment information to Toastmasters International for the full amount due.

Payments on behalf of more than one member can be included in the check or credit card. Do not enclose new member dues and applications with the dues renewal. Be sure to put your club and district numbers on all payments and correspondence to Toastmasters International.

Pay all bills promptly. Membership dues and fees are billed and paid through a club account. Product orders are billed and paid by individual members. When you or your club need to order supplies from World Headquarters, submit the order online if paying by credit card. Alternately, send the order form to World Headquarters with a check or credit card information for the proper amount.

Your club president will receive a monthly statement. Be sure you obtain these statements from your president and review them; if your club owes money, it is due immediately. If you have any questions about your club's account, contact World Headquarters at **statements@toastmasters.org**.

When your club receives bills from World Headquarters or other vendors, review each bill for accuracy with the club president and then authorize payment by initialing and dating the invoice. Pay all bills promptly by check or credit card so you have a record of all transactions. Be sure to write the check number and date on the invoice and file it in a "bills-paid" file.

Payment involving meals, rent for your meeting place, or other recurring bills may be authorized in advance by the executive committee and should be paid immediately.

**T-V #3**

Keep records of all financial transactions. Clear, complete and accurate records are invaluable. They will help keep your club updated on its financial standing so any

necessary adjustments to club expenditures can be made.

Each month reconcile deposits, expenditures and cash on hand. The club checking account record can help you.

The Internal Revenue Service has certain requirements that must be met by clubs within the United States if revenue (from all sources of income, including fund-raising) exceeds established amounts. These requirements are:

- ▶ A Federal Form 990T must be filed with the IRS if gross income (total monies received) exceeds \$1,000 on unrelated business income, such as advertising in club or district bulletins. This income could be subject to tax. Failure to file the required forms by a club can result in revocation of a club's charter.

It's up to individual clubs to determine their state's filing requirements and to file proper form(s) when appropriate. Clubs outside the United States should consult a tax advisor to ascertain their governing regulations.

- ▶ If your club is located in the United States, the club is required to have an Employer's Identification Number (EIN). The club will also need the EIN to open a bank account. If your club does not already have an Employer Identification Number, contact the finance department at World Headquarters. The number you receive is a permanent number for all club accounts.

Occasionally a club will receive a Form 990 from the Internal Revenue Service (IRS). Clubs are not required to file income tax reports (in the USA) unless the club income is greater than \$25,000 during the year. However, the IRS has requested that if a club receives a Form 990 with a pre-addressed label, the club should file a return even if it is not required to do so. Per the "IRS Instructions for the 990 and 990EZ," a club should:

- Verify the Taxpayer ID number listed on the label.

- Attach the label to the name and address space on the return.
- Check box “K” in the heading of the Form 990 or 990EZ to indicate that the organization’s gross receipts are normally not more than \$25,000.
- Have a club officer sign the return.
- Send it to the Ogden Service Center.
- **Note:** The club does not have to complete Parts I through X of the Form 990, or Parts I through V of the Form 990EZ.

**HO #3**

Present verbal and written financial reports. As treasurer, you must keep the club’s officers and membership apprised of the club’s finances. At the first meeting of each month, present a verbal report of the club’s finances to the club and give a written copy to the executive committee. Your report should include the names of any members who have not paid for the current period.

Submit club accounts for audit. As in any organization, your club’s financial records need to be audited periodically to verify their correctness. This should be done at the end of your term by three club members who are not part of the executive committee. Be sure to have all records, receipts and invoices organized for the auditors.

Arrange for a replacement. Occasionally you may not be able to attend a club meeting or you know you will be late. In these cases, arrange for someone to handle your responsibilities for you. This will help the club to function smoothly.

Prepare your successor for office. As you gain experience during your term, take notes and think of how you will prepare the person who will come after you. Give all necessary records and materials to your successor and offer to assist the new officer as he or she is learning the treasurer’s duties.

**WORKING WITH OTHER CLUB OFFICERS:**

If the club can afford it, they may opt to purchase equipment for general use at club meetings and conferences. The sergeant at arms may work with the treasurer on the club's behalf to procure these items. The secretary or treasurer may, then, find it beneficial to work with the sergeant at arms to record purchases and maintain lists of club assets.

**CAUTION:** Toastmasters policy limits what a club is allowed to own as an asset.

Acceptable assets include:

- ▶ Coffee makers
- ▶ Lecterns
- ▶ Banners
- ▶ Stationery
- ▶ Mailing supplies
- ▶ Timing lights
- ▶ Recognition awards (such as trophies)
- ▶ Audiovisual equipment (such as a data projector and screen)
- ▶ Sound systems
- ▶ Similar equipment (such as flipcharts and easels)
- ▶ Educational materials

It is **NOT** acceptable for a club to own or rent assets such as the following:

- ▶ Motor vehicles
- ▶ Office space
- ▶ Real property
- ▶ Furniture
- ▶ Telephones and telephone systems

- ▶ Other items not listed here (check with World Headquarters if in doubt)

According to Toastmasters International policy, each club must maintain a written list of its assets and a written process to ensure that the assets are accounted for and transferred smoothly to future club officers. The sergeant at arms may request your help in keeping this list current, especially as some items age and replacements are required.

**T-V #4**

### **Your standards at the club meeting are to:**

Receive completed new member applications and dues. As mentioned earlier, when new members and continuing members pay their dues, give them a receipt (Item 37) and record the payment in the club's ledger. Regularly deposit these payments into the club's bank account.

Announce when dues are due and explain dues structure. Remind club members to pay their dues and tell them how much each member owes. The amount owed should cover the \$27 (\$21.50 for clubs not assigned to districts) due World Headquarters, plus whatever fees are charged by the club. All checks should be payable to the club. You may want to review what benefits members receive from the club and what expenses their dues cover.

Greet members and guests. The sergeant at arms is the official "greeter" at club meetings, but all members and officers should welcome visitors and fellow members to the meeting. This creates a friendly and comfortable atmosphere.

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**PRESENTER:** Distribute Resource List, Handout #4. Hold a discussion about what supplies the treasurer might find useful.

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## RESOURCES

**HO #4**

- ▶ Supply Catalog (Item 1205) and order forms (Item 1205A) – Sent to the club in January.
- ▶ When You Are the Treasurer Handbook (Item 1310F) – Sent to the club in May.
- ▶ Distinguished Club Program/Club Success Plan (Item 1111) – Sent to the club in May.
- ▶ Application for Membership (Item 400) – Sent to the club quarterly.
- ▶ Statement of Club Dues (Item 36) – Available through the catalog.
- ▶ Club Dues Receipt Pad (Item 37) – Available through the catalog.
- ▶ Portable File Case (Item 1329) – Available through the catalog.
- ▶ The *Toastmaster* magazine and *TIPS* – The *Toastmaster* magazine is published monthly and is sent to all Toastmasters; *TIPS* is posted on TI's Web site every other month.

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**PRESENTER:** Continue with the following case studies. The participants' sections of these case studies are included in Part III for copy and distribution. Afterward, if you have time, answer questions and perhaps give a short motivational closing.

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**CASE #1****Case Study for Treasurers:  
When Participants Fail to Pay**

**Objective:** Identify ways to have members pay dues on time and determine how to deal with those who will not.

**Time:** 15 minutes

**Process:**

1. Distribute the case study sheet in Part III to the training session participants.
2. Ask the participants to analyze the situation and formulate some solutions.
3. Ask the group as a whole how to resolve the issue; record responses on a flipchart.

**Recommended Solutions:**

- ▶ After giving members repeated reminders, state that when their payment is delinquent, your duty as a treasurer is to notify World Headquarters. In turn, World Headquarters will remove their names from the club's membership roster, and the members will no longer receive the magazine or any other materials.
- ▶ If a member has not paid and still shows up at meetings, the club can vote that person out and disallow further participation in club activities. **CAUTION:** This can be a very sensitive issue, so it's imperative your club president consult his manual for the correct procedure.



**CASE #2****Case Study for Treasurers:****When Dues Are Due**

**Objective:** To determine the amount of membership dues that will be submitted with a Dues Renewal Invoice.

**Time:** 15 minutes

- Process:**
1. Distribute copies of the case study sheet in Part III.
  2. Have them form groups of two or three. Ask them to complete the exercise as a team.
  3. For the last five minutes, go over their answers as a large group.

**The Solution:**

- ▶ The club should submit \$486 dues for 18 members. James Davidson, Ted Franks and Elena Petrovski have not paid dues and the boxes next to their names should not be checked. Elizabeth Buchwald and Arturo Gonzalez's names and addresses should be added to the list and their dues should be included. James Bond's address should be marked out and his new one written in, if submitting by mail. Alternatively, you could send his address change by e-mail to **address-changes@toastmasters.org**.

## **PART III: Handouts**

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The following handouts may be reproduced for distribution to your training session participants. Make certain you accurately project the number of attendees so you have enough.

Feel free to revise the material to suit your own style.

## **HO #1**

### **TREASURER STANDARDS**

#### **Outside of the club meeting...**

1. Prepare a budget to be approved by the executive committee and membership within one month of taking office.
2. Provide the bank with a new signature card by July 1 / January 1.
3. Prepare and send dues statements by August 15 / February 15.
4. Collect and send dues to World Headquarters by October 1 and April 1, and work with the vice president membership to contact members who have not paid dues.
5. Submit new member applications and dues to World Headquarters within 48 hours after receipt.
6. Pay bills as due.
7. Keep records of all financial transactions.
8. Present verbal and written financial reports quarterly (October 15, January 15, April 15 and July 15).
9. Submit club accounts for audit.
10. Attend club executive committee meetings.
11. Attend district-sponsored club officer training.
12. Arrange for a replacement if unable to attend meeting.
13. Prepare successor for office.

**At the club meeting...**

1. Receive completed new member applications and dues.
2. Announce when dues are due and explain dues structure.
3. Greet members and guests.

**HO #2**

## Sample Dues Statement

Date Oct. 1 2099

Morning Toastmasters Club No. 9999

To: Sally Smith

8888 Main Street

Anytown, MA 22222

Make Check Payable To: Morning Toastmasters Club

MAIL TO: Walter Clark, Treasurer

P.O. Box 3333

Anytown, MA 22222

FOR:

Membership Dues:

From April 2099 to September 2099 \$ 27.00

Initiation Fee \$ \_\_\_\_\_

Meals April and May \$ 27.00

Other \$ \_\_\_\_\_

TOTAL \$ 54.00

FORM NO. 36

## **Sample Treasurer's Report**

### TOASTMASTERS CLUB TREASURER'S REPORT

FOR THE MONTH OF \_\_\_\_\_

CASH BALANCE, BEGINNING OF MONTH	\$103.56
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**CASH RECEIVED:**

DUES	9.50
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**CASH SPENT:**

MEALS	65.00
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POSTAGE	2.60
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CASH BALANCE, END OF MONTH	\$ 45.46
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# HO #4

## RESOURCES LIST

### Achieving Success as Treasurer

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

QUANTITY		TOTAL
_____	1310N <b>Treasurer Essentials</b> \$16.00	\$ _____
_____	1310F <b>When You Are the Treasurer manual</b> \$2.50	\$ _____
_____	1111 <b>Distinguished Club Program/Club Success Plan</b> \$1.25	\$ _____
_____	400 <b>Application for Membership</b>	\$ _____ N/C
_____	36 <b>Statement of Club Dues</b> \$2.00	\$ _____
_____	37 <b>Club Dues Receipt Pad</b> \$2.25	\$ _____
_____	1205 <b>Catalog</b> \$1.00 (up to 4 free)	\$ _____
_____	1329 <b>Portable File Case...12" x 9 1/2" x 9 1/2" plastic file case for storing club information and records</b> \$29.95	\$ _____

**TOTAL** \$ \_\_\_\_\_

CA clubs add 7.75% \$ \_\_\_\_\_

**TOTAL AMOUNT** \$ \_\_\_\_\_

Mail to: Toastmasters International  
 P.O. Box 9052, Mission Viejo, CA 92690 USA  
 or telephone 949-858-8255, Fax No. 949-858-1207

### PAYMENT MUST ACCOMPANY ORDER

\_\_\_ Enclosed is my check in the amount of \$ \_\_\_\_\_ (U.S.) or

\_\_\_ Please bill against my MasterCard / VISA / AMEX / Discover (Circle one)

Credit Card No. \_\_\_\_\_ Expiration Date \_\_\_\_\_

Signature \_\_\_\_\_

Name \_\_\_\_\_

Club No. \_\_\_\_\_ Club Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_

Country \_\_\_\_\_ Postal Code \_\_\_\_\_

E-mail \_\_\_\_\_ Phone No. \_\_\_\_\_

#### U.S. SHIPPING CHARGES

WEIGHT	STANDARD	1 DAY COURIER	2 DAY COURIER
.00 - .81	\$3.50	\$20.50	\$10.25
.82 - 2.00	\$5.00	\$26.80	\$11.65
2.01 - 3.00	\$5.75	\$29.15	\$12.85
3.01 - 4.00	\$6.10	\$31.55	\$14.20
4.01 - 5.00	\$6.50	\$33.85	\$15.60
5.01 - 6.00	\$6.60	\$36.15	\$17.05
6.01 - 7.00	\$6.75	\$38.35	\$18.55
7.01 - 8.00	\$7.00	\$40.55	\$20.10
8.01 - 9.00	\$7.25	\$42.70	\$21.75
9.01 - 10.00	\$7.50	\$44.85	\$23.30
10.01 and up	\$7.75 + .75 Each additional lb. (or portion thereof)	\$47.00 + \$2.00 each additional lb. (or portion thereof)	\$24.75 + \$1.50 each additional lb. (or portion thereof)

For fastest service, order online at [www.toastmasters.org/shop](http://www.toastmasters.org/shop)  
 See current catalog for International rates.

## **HO #5**

### **CASE STUDY #1**

#### **CASE STUDY FOR TREASURERS:**

#### **WHEN PARTICIPANTS DO NOT PAY**

Two weeks ago you sent dues statements to all of your club members. Everyone has paid – except for Don Delinquent. You have reminded Don at each meeting, yet he still has not submitted his payment. And now your dues renewal is due! How should you deal with Don Delinquent?



## **HO #6**

### **CASE STUDY #2**

#### **CASE STUDY FOR TREASURERS:**

##### **WHEN DUES ARE DUE**

Your president has received the Dues Renewal Invoice for October-March sent by World Headquarters. Now you are meeting with the president, vice president membership, and secretary to update the report. Using the following information, complete the invoice and determine the amount of dues (\$27 per member) to submit with your club's report.

- ▶ Two people, Elizabeth Buchwald and Arturo Gonzalez, joined your club in September. Their names are not on the printed list you received from World Headquarters. Your vice president membership has already mailed the Applications for Membership, new member fees, and dues for September to World Headquarters.
- ▶ Two people, James Davidson and Ted Franks, have told your vice president membership they no longer will be participating in the club.
- ▶ One person, Elena Petrovski, has not yet paid dues to the treasurer.
- ▶ One person, James Bond, has a new address: 123 Pontificate Place, Oakdale, CA.

**TOASTMASTERS**  
INTERNATIONAL  
**Dues Renewal Invoice**

For dues period April 1, 2009 through September 30, 2009



**URGENT! DUE APRIL 1**

Dues are payable in advance and are non-refundable and non-transferable

1 Sample Toastmasters Club

Invoice Date: 12/08/2008

CHECK IF RENEWING	ORDER NUMBER	MEMBER NUMBER	MEMBER NAME AND ADDRESS	DUES AMOUNT
<input type="checkbox"/>	2003464389	00629784	Zaphod Beeblebrox 42 Prefect Place Magrathea, CA 44445	27.00
<input type="checkbox"/>	2003464390	00315250	James Bond 1878 Smedley Dr. Nowhere, CA 88888	27.00
<input type="checkbox"/>	2003464391	00934351	James Davidson 5555 Elm St. There, CA 54321	27.00
<input type="checkbox"/>	2003464392	00531774	Jane Eyre 1848 Smithelder Parkway Bronte, CA 32132	27.00
<input type="checkbox"/>	2003464393	00336767	Huck Finn 1876 Twain St. Mississippi, CA 01883	27.00
<input type="checkbox"/>	2003464394	01218908	Ted Franks PO Box 777 Here, CA 99999	27.00
<input type="checkbox"/>	2003464402	01015738	Hermione Granger 8668 Potter Place Hogwarts, CA 34567	27.00
<input type="checkbox"/>	2003464395	00968721	Roxie Hart 1924 Jazz Lane Chicago, CA 88888	27.00
<input type="checkbox"/>	2003464396	01186812	Sherlock Holmes 221B Baker St. London, CA 18811	27.00
<input type="checkbox"/>	2003464397	01001675	Anna Karenina 1832 Tolstoy Dr. Pushkin, CA 03033	27.00
<input type="checkbox"/>	2003464398	01139582	Clark Kent 9876 1st St. Smallville, CA 55555	27.00
<input type="checkbox"/>	2003464399	01219188	Mary Lisbon 1993 Eugenides Way Grosse Pointe, CA 65432	27.00
<input type="checkbox"/>	2003464400	01108366	Dean Moriarty 6543 Kerouac Road America, CA 45454	27.00
<input type="checkbox"/>	2003464401	00314485	Mickey Mouse 1234 Main St. Disneyland, CA 44444	27.00
<input type="checkbox"/>	2003464403	00791466	Agnes Nutter 66666 Prachett Dr. Gaiman, CA 78978	27.00

# Dues Renewal Invoice

<input type="checkbox"/>	2003464404	00353946	Peter Parker 1960 Spider Circle New York, CA 12312	27.00
<input type="checkbox"/>	2003464405	00550535	Elena Petrovski 1968 Street Ave. Elsewhere, CA 33333	27.00
<input type="checkbox"/>	2003464406	01077744	Barney Rubble 1950 Cave Dr. Stone Age, CA 00001	27.00
<input type="checkbox"/>	2003464407	01176255	Joe Smith 1234 Sesame St. Anywhere, CA 12345	27.00

<b>Renewal Totals</b>	
Number of Members Renewing	_____
Amount Due \$	_____

**Submitted by**

Name \_\_\_\_\_

Officer Title \_\_\_\_\_

E-mail \_\_\_\_\_

Phone \_\_\_\_\_

### Payment Information

**Check / Postal Money Order** (U.S. Funds drawn on a U.S. bank, payable to Toastmasters International)

Number \_\_\_\_\_ Amount \$ \_\_\_\_\_

**Credit Card**     VISA     MasterCard     AMEX     Discover

Card Number \_\_\_\_\_ Expiration Date \_\_\_\_\_

Name as it appears on Credit Card \_\_\_\_\_  
(Please print)

Signature \_\_\_\_\_

### Club Sponsor Information - Please help keep your club's information updated.

What company or organization sponsors your club? \_\_\_\_\_

Renew online with your credit card by logging in to [members.toastmasters.org/renew](http://members.toastmasters.org/renew) with your Club Number: 1 and Password: ttst.

**OR**

Fax / mail your Renewal Invoice and payment information to the address below. To avoid duplication, submit information by one method *only*.

**TOASTMASTERS INTERNATIONAL**  
Mail Address: P.O. Box 9052 · Mission Viejo, CA 92690  
Courier Address: 23182 Arroyo Vista · Rancho Santa Margarita, CA 92688  
Phone: 949-858-8255 · Fax: 949-858-1207



## HO #7

### Evaluation Form

Date: \_\_\_\_\_ Program Name: \_\_\_\_\_

Facilitator: \_\_\_\_\_

On a scale of one to five, five being the highest rating, please rate the course and facilitator on the following items by circling the number you find most appropriate:

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 1. How relevant was this session to your job in Toastmasters?                        | 1 | 2 | 3 | 4 | 5 |
| 2. Rate the following:   |   |   |   |   |   |
| Course content   | 1 | 2 | 3 | 4 | 5 |
| Course material  | 1 | 2 | 3 | 4 | 5 |
| Facilitator  | 1 | 2 | 3 | 4 | 5 |
| Activities/exercises   | 1 | 2 | 3 | 4 | 5 |
| 3. Were the objectives clearly stated?   | 1 | 2 | 3 | 4 | 5 |
| 4. How was the lesson plan organized?  | 1 | 2 | 3 | 4 | 5 |
| 5. Did the instructional methods clearly illustrate the instructor's plan?           | 1 | 2 | 3 | 4 | 5 |
| 6. To what extent did the visual aids add to your understanding of the presentation? | 1 | 2 | 3 | 4 | 5 |
| 7. How were the meeting facilities?  | 1 | 2 | 3 | 4 | 5 |
| 8. What are two things you learned that will make you a more effective club officer? |   |   |   |   |   |

Additional Comments:

## **PART IV: Visual Aids Copy**

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Materials on the following pages are designed specifically for the presenter to use in conducting the training session. To use them as a PowerPoint show, you will need a laptop computer, data projector and screen, and slides that you can download from the TI Web site. Alternatively, you can reproduce the slides as transparencies for use on an overhead projector, or handwrite them on a flipchart.

In the right-hand column of the script are keys for visual aids. Their placement indicates the points at which they should be displayed. Each is numbered. For example, T-V #1 stands for “the first visual.”

### **Tips**

1. Show the visual aid only while you are talking about it. If you’re using PowerPoint, click on the next slide when you are ready to discuss it.
2. Be sure everyone in the audience can see the visuals clearly. Visibility to the people at the rear of the room is your guide.
3. Talk to the audience, not to the visual. Maintain eye contact even when your listeners are looking at the visual. This will help you judge their understanding.
4. Don’t overdo it. You need not illustrate every point in the speech.
5. Rehearse. Nothing is more important than adequate preparation. Know how and when you will use the visual, and practice so you will make a smooth presentation. Anticipate all possible problems, especially when electronic equipment is involved.
6. Remember...be as professional as possible.