

**TOASTMASTERS**  
INTERNATIONAL®

**When You Are the**  
**Secretary**

**A Guide to  
Effective Club  
Leadership**

**TOASTMASTERS**  
INTERNATIONAL®

# When You Are the Secretary

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## A Guide to Effective Club Leadership

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**TOASTMASTERS**  
INTERNATIONAL®

P.O. Box 9052

Mission Viejo, CA 92690

Phone: 949-858-8255 • Fax: 949-858-1207

[members.toastmasters.org](http://members.toastmasters.org)

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## 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 clubs, thereby offering ever-greater numbers of people the opportunity to benefit from its programs.

## 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.



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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.



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# You Are the Secretary

The office of secretary is critical to a Toastmasters club. 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.

This office has many responsibilities, yet it also has many rewards. During your term you will have the opportunity to develop and practice leadership skills that you can use in all areas of your life. Through your service as a member of the club executive committee, you will learn to set goals, plan, develop strategies and recognize people for their efforts.

As a member of the executive committee, you are part of a team that consists of the president, vice president education, vice president membership, vice president public relations, treasurer, sergeant at arms and immediate past president. The executive committee is responsible for making your club dynamic and enjoyable for all members and for seeing that the club is a Distinguished Club. You can accomplish this through regular, productive executive committee meetings and through careful goal setting, planning, and monitoring of progress.

As you plan your term, activities and goals, remember that a Toastmasters club is a volunteer organization. Like any volunteer organization, its funds are limited. Members who volunteer for office may not be reimbursed for many of the expenses they incur while serving in that office, including, but not limited to,

expenses related to phone usage and mileage. Any expenditures for which you want reimbursement must be authorized in advance by the club and supported by receipts or other documentation.

This manual contains all of the basic information you need:

- a brief outline of the standards for the secretary
- detailed explanations of how to meet these standards
- leadership techniques you can use to meet these standards
- an explanation of your role at a club meeting
- the tools and resources available to ensure a successful term of office and a successful club (in the appendix).

This manual will be invaluable to you throughout your office term. However, it should not be your only resource. Throughout this manual are references to other materials you'll want to have on hand. A complete list of these materials appears in the appendix. The Calendar/Checklist will be especially helpful to you. It lists by month the activities and events you should be addressing. The club officer training programs conducted by your district, which are discussed below, also are available.

# Standards for Success

Each club officer must meet performance standards. Following is a brief outline of your standards as secretary; the rest of this book explains how to fulfill these standards.

## Outside of the Club Meeting

1. Attend district-sponsored club officer training.
2. Maintain accurate membership roster and give it to treasurer to submit with dues.
3. Submit new club officer list to World Headquarters within 10 days after elections via Web site or mail. Also, submit any changes to club officers immediately to WHQ.
4. Handle general club correspondence.
5. Keep club files, including the club charter, Constitution and Bylaws, minutes, resolutions and correspondence.
6. Attend club executive committee meetings.
7. Arrange for a replacement if unable to attend meetings.
8. Prepare your successor for office.

## At the Club Meeting

1. Record and read meeting minutes.
2. Greet members and guests.

## Club Officer Training

Every June, July and August and every December, January and February, your district conducts club officer training. These programs include a review of each officer's responsibilities and tips for fulfilling them. The programs allow you to meet officers from other clubs and provide an opportunity to share ideas and keep up on current information. You should make every effort to attend. Contact your district lieutenant

governor education and training or visit your district Web site for information about the next program. Links to district Web sites are available at [www.toastmasters.org/distwebsitelist](http://www.toastmasters.org/distwebsitelist).

## Maintain an Accurate Membership Roster

Accurate membership records ensure that all members receive important materials, and that they are eligible for educational awards and speech contests. An accurate membership roster also serves as a historical document. Your club meeting attendance records help the vice president membership follow up on members who are frequently absent.

When a person joins your club, write his or her name, address and telephone number in the club roster. Obtain the completed Application for Membership (Item 400) and dues. Reinstated, dual or transferred members cannot be added online. Their information must be faxed or mailed to World Headquarters. New members' information may be mailed, faxed or submitted online immediately to World Headquarters. If the club is paying by credit card, it can add new members online by visiting the TI Web site at [members.toastmasters.org](http://members.toastmasters.org). We do not recommend sending credit card information by e-mail because e-mail is not secure. Please submit information via one method only to avoid duplication. This will enable the new member to begin receiving the *Toastmaster* magazine and, if applicable, to receive a packet of educational materials so he or she can begin participating in your club. Delays in submitting Applications for Membership and dues may cause a



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member to be ineligible for speech contests and may delay educational awards, so be sure to submit applications and dues promptly.

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 the Toastmasters International Web site, [members.toastmasters.org](http://members.toastmasters.org).

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.

As soon as the president receives the e-mail, he/she should 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.

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. Enclosing membership applications with the dues renewal delays processing of the applications. Dual members (those belonging to more than one club) must pay International dues to each club.

Double check your work. 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. Be careful about sending in dues for people who have not paid the club. Likewise, do not leave the name of someone on the list for whom the club is not sending dues. Do not assume these people will renew; if they don't, your club loses money. Dues are non-refundable and non-transferable.

The dues renewal invoice information is sent to your club's president in early September and early March and is due at World Headquarters on or before October 1 and April 1 respectively. We recommend paying the dues online with a credit card because the dues are

processed immediately. Be sure to keep the roster in your club's records. If you pay the dues by check, mail the dues renewal roster along with the check made out to Toastmasters International to World Headquarters. Keep a copy for the club's records. Your club receives on-time credit in the Distinguished Club Program if the dues are paid by October 10 and April 10.

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.

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## 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 immediately to World Headquarters and to your district. The fastest way to get this information to World Headquarters is to make changes online. It's essential that World Headquarters has current club officer information as it sends club officers important materials several times each year. Club Officer Information forms are sent to the president in April for all clubs and in April and October for clubs that elect semiannual officers. A form also is in the appendix. Submit new officers and changes online at the Toastmasters International Web site, [members.toastmasters.org](http://members.toastmasters.org).

All officer lists should be submitted within 10 days after elections. Lists submitted online are due June 30 for clubs electing annually and semiannually, and December 31 for clubs electing semiannually. Officer lists for clubs electing annually and semiannually that are mailed must be received by midnight June 30. Clubs electing for semiannual terms of office must submit a second officer list received by midnight December 31. Only those clubs that meet weekly have the option of semiannual terms. Clubs meeting 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.

Please note: In order to hold office a person must be an active member in good standing (dues paid to Toastmasters International). Also, clubs must have a

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minimum of three officers – the president, a vice president, and a secretary or secretary/treasurer – and these offices must be held by three different individuals. Club presidents may not serve for more than 12 consecutive months.

Your club receives credit in the Distinguished Club Program when officer lists are received by World Headquarters by the specified deadlines.

## Maintain General Club Correspondence

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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](http://www.toastmasters.org/shop), or from the Toastmasters Catalog (Item 1205). You'll find an order form in the catalog. Instructions for ordering are found on the first page of the catalog. 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 catalog. Display the catalog at each club meeting and have extra order forms on hand.

## Keep Club Files

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Your club is governed by Toastmasters International's *Club Constitution and Bylaws*. Your club 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](http://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 – permanent
- Club Constitution and Bylaws (including amendments), Bylaws of Toastmasters International, and club policies (including amendments) – permanent
- Internal reports (including officer and committee reports) – 3 years
- Charter documents/certificate – permanent
- 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

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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 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 chair 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.

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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. (Those clubs in countries following Westminster parliamentary law should use *Renton's Guide for Meetings and Organisations*.)

## **Attend Club Executive Committee Meetings**

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Regular executive committee meetings are vital to the success of the club. As a member of the executive committee, one of your responsibilities is to ensure the club is functioning well and is helping members in their self-development efforts. Offer any suggestions for improving the club during the executive committee meeting.

## **Arrange for a Replacement**

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

## **Prepare Your Successor for Office**

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Once your successor is elected, help him/her prepare to assume leadership. 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 programs. Discuss any unfinished business, turn over any files you may have, and offer advice or information the incoming officer may find helpful.

# Your Leadership Opportunity

As secretary, you are a club leader. One of your responsibilities is to influence and inspire club members to learn, grow and achieve. This is a terrific opportunity for you to develop and enhance your leadership skills while serving your club.

## Successful leaders:

**Set 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.** Once goals are established, leaders draw up a plan of action to accomplish the goals. They break a big goal into smaller, more immediate goals to accomplish. Then they develop strategies and timetables from which to work.

**Monitor progress.** Leaders track progress toward goals and make alterations as necessary.

**Recognize achievement.** Leaders reward those team members who perform well. The reward isn't necessarily tangible – a "thank you," congratulations or a smile will often suffice. Make a point to personally congratulate members who achieve and see that an announcement is made during a club meeting.

As you lead, remember these tips:

- A good leader cares about his/her work and team members.
- A good leader is enthusiastic.
- A good leader is dedicated.

## Leadership Opportunities Beyond the Club

Your club is only one place in which to develop and practice leadership skills. Toastmasters International has other leadership development opportunities, too. You can serve as an area governor or division governor in your district, helping clubs to function effectively. You can even become public relations officer, lieutenant governor marketing, lieutenant governor education and training or district governor. Service in these district positions provides the opportunity to learn new skills and to work with a variety of people all concerned with achieving common goals. Eventually you could be elected to the Toastmasters International Board of Directors and maybe even to the presidency of our organization. The possibilities are endless.

# Secretary Calendar/Checklist

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

## June

*Before taking office in July, you should:*

- Attend district-sponsored club officer training program.
- Meet with outgoing executive committee and obtain files from outgoing secretary.
- Confirm outgoing secretary submitted list of newly elected officers to World Headquarters and district governor.
- Meet with executive committee to complete Club Success Plan.
- Work with executive committee to develop club budget.
- Review TI Catalog and order materials.
- Obtain secretary manual from incoming president and read it.
- \_\_\_\_\_
- \_\_\_\_\_

## July

- Attend district-sponsored club officer training program if you didn't attend in June.
- Attend and take minutes at executive committee meeting.
- Attend and take minutes and attendance at club meeting.
- 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 program if you didn't attend in June or July.
- Attend and take minutes at executive committee meeting.
- Attend and take minutes and attendance at club meeting.
- Work with president, vice president membership, and treasurer to collect semiannual dues and update membership report.
- 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 executive committee meeting.
- Attend and take minutes and attendance at club meeting.
- 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.
- \_\_\_\_\_
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## October

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- Attend and take minutes at executive committee meeting.
- Attend and take minutes and attendance at club meeting.
- 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 club membership roster.
- \_\_\_\_\_
- \_\_\_\_\_

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## November

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

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## December

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

*If the club elects semiannually, the incoming secretary should:*

- Attend district-sponsored club officer training program.

- Provide list of newly elected officers to World Headquarters and to district governor. The information must be at World Headquarters by December 31 for Distinguished Club Program credit.
- Give files and manual to incoming secretary.
- Meet with incoming executive committee to develop club budget.
- Read secretary manual.
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- \_\_\_\_\_

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## January

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

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## February

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

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## March

- Attend and take minutes at executive committee meeting.
- Attend and take minutes and attendance at club meeting.
- Work with president, vice president membership, and treasurer to collect dues and prepare dues submission. 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 club membership roster.
- \_\_\_\_\_
- \_\_\_\_\_

## April

- Attend and take minutes at executive committee meeting.
- Attend and take minutes and attendance at club meeting.
- Submit dues renewal invoice and dues. World Headquarters must receive it by April 1.
- Prepare and mail club correspondence.
- Order club supplies online, or prepare and mail club orders to World Headquarters.
- Update club membership roster.
- \_\_\_\_\_
- \_\_\_\_\_

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## May

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

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## June

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

# Appendix

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# Web Resources

Change Club Bylaws	<a href="http://www.toastmasters.org/ClubBusiness">www.toastmasters.org/ClubBusiness</a>
Club Officer List	<a href="http://www.toastmasters.org/clubofficerlist">www.toastmasters.org/clubofficerlist</a>
Club Officer Info Form (PDF)	<a href="http://www.toastmasters.org/clubinfo.pdf">www.toastmasters.org/clubinfo.pdf</a>
Club Officer Roles	<a href="http://www.toastmasters.org/ClubOfficers">www.toastmasters.org/ClubOfficers</a>
Communication Track	<a href="http://www.toastmasters.org/CommTrack">www.toastmasters.org/CommTrack</a>
Conduct Club Business	<a href="http://www.toastmasters.org/ClubBusiness">www.toastmasters.org/ClubBusiness</a>
DCP Rules and Requirements (PDF)	<a href="http://www.toastmasters.org/DCPmanual">www.toastmasters.org/DCPmanual</a>
Educational Program	<a href="http://www.toastmasters.org/EducProgram">www.toastmasters.org/EducProgram</a>
Leadership Track	<a href="http://www.toastmasters.org/LeadTrack">www.toastmasters.org/LeadTrack</a>
Meeting Roles Descriptions	<a href="http://www.toastmasters.org/meetingroles">www.toastmasters.org/meetingroles</a>
Order Form (PDF)	<a href="http://www.toastmasters.org/orderform">www.toastmasters.org/orderform</a>
Order Products Online	<a href="http://www.toastmasters.org/shop">www.toastmasters.org/shop</a>
Organization Chart (PDF)	<a href="http://www.toastmasters.org/OrgChart">www.toastmasters.org/OrgChart</a>
Policies and Procedures	<a href="http://www.toastmasters.org/policiesandprocedures">www.toastmasters.org/policiesandprocedures</a>
WHQ E-mails for Member Questions	<a href="http://www.toastmasters.org/departments">www.toastmasters.org/departments</a>

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# Tools for Success

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

1205	<b>Catalog...</b> up to 2 copies . . . . .Free	352	<b>Note Cards...</b> (set of 25) . . . . . \$7.50
	Each additional copy . . . . . \$1.50		
1111	<b>Distinguished Club Program/Club Success Plan</b> . . . . . \$1.25	B30	<b>Robert's Rules of Order, Newly Revised</b> . . \$18.00
1310M	<b>Secretary Essentials</b> Use these essential items to make your term as secretary a success . . . . . \$18.00	210C	<b>Club Constitution and Bylaws</b> . . . . . \$ .75

*Order online at [www.toastmasters.org/shop](http://www.toastmasters.org/shop)*

# CLUB AND OFFICER INFORMATION FORM

Please type or print clearly

Club Number: \_\_\_\_\_ District Number: \_\_\_\_\_  
 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.**

\*If the club name and/or location is different than what is recorded at WHQ, the information on this form serves as a resolution to the club's Constitution and Bylaws and the records at WHQ will be updated.

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 \_\_\_\_\_  
 Fax No. \_\_\_\_\_ E-mail Address \_\_\_\_\_

**VICE PRESIDENT EDUCATION:** \_\_\_\_\_ Member No.: \_\_\_\_\_  
 Home Phone \_\_\_\_\_ Business Phone \_\_\_\_\_  
 Fax No. \_\_\_\_\_ E-mail Address \_\_\_\_\_

**VICE PRESIDENT MEMBERSHIP:** \_\_\_\_\_ Member No.: \_\_\_\_\_  
 Home Phone \_\_\_\_\_ Business Phone \_\_\_\_\_  
 Fax No. \_\_\_\_\_ E-mail Address \_\_\_\_\_

**VICE PRESIDENT PUBLIC RELATIONS:** \_\_\_\_\_ Member No.: \_\_\_\_\_  
 Home Phone \_\_\_\_\_ Business Phone \_\_\_\_\_  
 Fax No. \_\_\_\_\_ E-mail Address \_\_\_\_\_

**SECRETARY:** \_\_\_\_\_ Member No.: \_\_\_\_\_  
 Home Phone \_\_\_\_\_ Business Phone \_\_\_\_\_  
 Fax No. \_\_\_\_\_ E-mail Address \_\_\_\_\_

**TREASURER:** \_\_\_\_\_ Member No.: \_\_\_\_\_  
 Home Phone \_\_\_\_\_ Business Phone \_\_\_\_\_  
 Fax No. \_\_\_\_\_ E-mail Address \_\_\_\_\_

**SERGEANT AT ARMS:** \_\_\_\_\_ Member No.: \_\_\_\_\_  
 Home Phone \_\_\_\_\_ Business Phone \_\_\_\_\_  
 Fax No. \_\_\_\_\_ E-mail Address \_\_\_\_\_

**SEND WHQ COPY TO:** TOASTMASTERS INTERNATIONAL, Officer Lists  
 P.O. Box 9052, Mission Viejo, CA 92690 USA. Or FAX it to: 949-858-1207.  
 You can enter the information online by visiting [www.toastmasters.org](http://www.toastmasters.org).  
**Send by one method only; please do not send duplicates.**

SIGNATURE \_\_\_\_\_

Copy Distribution:    WHQ    District Governor    Club

FORM NO. 30    REV. 6/07

# Standards for Other Officers

TOASTMASTERS  
INTERNATIONAL

It's important that you understand the standards of your fellow club officers. Following are brief descriptions:

**President.** The president serves as the club's chief executive officer, responsible for general supervision and operation of the club. Standards outside of the club meeting are to:

- Attend district-sponsored club officer training
- Ensure club officers meet club officer and club meeting standards
- Oversee plan to achieve Distinguished Club Program goals and ensure club is a Distinguished Club
- Encourage communication and leadership development through promoting of CC, AC, CL and AL awards
- Ensure club has an ongoing membership building program
- Attend and vote club's proxy at district council meetings or ensure club member attends and proxies vote to that member
- Attend regional conference and international convention and vote club's proxy or send proxy to district governor
- Oversee administrative operation of club in compliance with the Club Constitution and Bylaws
- Maintain relationship with the district and with Toastmasters International
- Schedule and chair monthly executive committee meeting
- Arrange for a replacement if unable to attend a club or executive committee meeting
- Search for leaders, ensure all club offices are filled for the succeeding term, and ensure timely elections are conducted
- Prepare successor for office.

Standards at the club meeting are to:

- Ensure meeting starts and ends on time
- Make sure guests are warmly and enthusiastically introduced
- Allow time before and after the meeting to speak with guests
- Read and/or display the club mission at every meeting
- Discuss the Distinguished Club Program 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.

**Immediate Past President.** The immediate past president provides guidance and serves as a resource to club officers and members. The immediate past president:

- 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 is responsible for planning successful club meetings so that each member has the opportunity to achieve his or her educational goals. He or she is the second-highest ranking club officer, presiding at club and executive committee meetings in the absence of the president. Standards outside of the club meeting are to:

- 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. Get commitment from new members to achieve the CC award within one year or less and schedule them to speak accordingly. Get commitment from CCs to earn ACB awards within one year, and get commitment from ACB and ACS recipients to earn the next award within one year. Get commitment from members to earn the CL award, and get commitment from CLs to earn the ALB award within one year. Track all members' progress toward these awards
- Orient new members to the Toastmasters program within two meetings after they join
- Assign every new member a mentor
- Attend club executive committee meetings and preside when the president is absent
- Attend district council meetings and vote the club's proxy
- Vote at regional and international business

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meetings • Arrange for a replacement if unable to attend a meeting • Prepare successor for office. Standards at the club meeting are to: • 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* programs “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 • Preside over the meeting when the president is absent.

**Vice President Membership.** The vice president membership is the third-ranking club officer. Standards outside of the club meeting are to: • Attend district-sponsored club officer training • Conduct ongoing membership building programs and efforts. Promote the membership goal of one new member per month and, if the club has fewer than 20 members, achieving 20 members by year-end or sooner. Promote club and Toastmasters International membership building programs and conduct a minimum of two formal club membership programs annually • Follow up on and keep track of guests, new members joining, and members not attending meetings. Send follow-up note to guests; for all prospective members, explain the educational program, get their commitment to join, collect membership applications. Bring the 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 • Attend club executive committee meetings • Attend and vote at area council meetings • Arrange for a replacement if unable to attend club meeting • Prepare successor for office. Standards at a club meeting are to: • Greet guests and have each complete a guest card • Report on current membership, promote membership campaigns, and welcome new members • Work with the president and vice president education 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.

**Vice President Public Relations.** The vice president public relations is the fourth-ranking club officer. Standards outside of the club meeting are to: • Attend district-sponsored club-officer training. • Protect and publicize the TI brand. • Promote the club to local media. • Maintain a club Web site. • Join a Toastmasters-moderated social networking Web site. • Produce and distribute a club newsletter, preferably via e-mail. • Promote membership programs. • Attend club executive committee meetings. • Attend other Toastmasters events. • Arrange for a replacement if unable to attend a club meeting. • Prepare your successor for office. Standards at the club meeting are to: • Announce upcoming events and programs. • Gather information for the newsletter or Web site by asking for story contributions or covering club news yourself. • Greet members and guests.

**Secretary.** (see your standards elsewhere in this manual.)

**Treasurer.** The treasurer is the sixth-ranking club officer. Standards outside of the club meeting are to: • Attend district-sponsored club officer training • Prepare a budget to be approved by the executive committee and membership within one month of taking office • Provide the bank with a new signature card by July 1/January 1 • Prepare and send dues statements by August 15/February 15 • Collect and send dues to World Headquarters by October 1 and April 1, and work with the vice president to contact members who have not paid dues • Submit new member applications and dues to World Headquarters within 48 hours after receipt • Pay bills as due • Keep records of all financial transactions • Present verbal and written financial reports quarterly • October 15, January 15, April 15, and July 15) • Submit club accounts for audit • Attend club executive committee meetings • Arrange for a replacement if unable to attend meeting • Prepare successor for office. Standards at the club meeting are to: • Receive completed new member applications and dues • Announce when dues are due and explain dues structure • Greet members and guests.

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**Sergeant at Arms.** The sergeant at arms is the seventh-ranking club officer. Standards outside of the club meeting are to: • Attend district-sponsored club officer training • Schedule meeting location • Maintain club equipment in working order and check after every meeting to ensure adequate supplies are available • Attend club executive committee meetings • Arrange for a replacement and for assistance if necessary • Prepare successor for office. Standards at a club meeting are to: • Arrange the room at least 10 minutes before the meeting begins. Make sure the lectern is in place, the banner

displayed, evaluation forms and ballots distributed, awards, catalog, progress chart and educational material displayed, place cards arranged, and name badges available • Greet members and guests 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.

# Amending Your Club Constitution and Bylaws



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

## Constitution

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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

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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](http://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](mailto:clubbylaws@toastmasters.org)).

TOASTMASTERS  
INTERNATIONAL®

Rancho Santa Margarita, California

RESOLUTION

Please Print or Type

Club Number \_\_\_\_\_

District \_\_\_\_\_

WHEREAS the \_\_\_\_\_ Toastmasters club of

\_\_\_\_\_, Club No. \_\_\_\_\_ District \_\_\_\_\_

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 \_\_\_\_\_

On \_\_\_\_\_ Signed \_\_\_\_\_

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]



# Record of Regular Meeting of Club No. \_\_\_\_\_

TOASTMASTERS  
INTERNATIONAL®

Meeting Date \_\_\_\_\_

Location \_\_\_\_\_

Presiding Officer \_\_\_\_\_

Invocation By \_\_\_\_\_

## Committee Reports and Other Business

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Parliamentarian \_\_\_\_\_

Grammarian \_\_\_\_\_

Topicsmaster \_\_\_\_\_

General Evaluator \_\_\_\_\_

Toastmaster \_\_\_\_\_

Timer \_\_\_\_\_

**Speaker/Leader**

**\*Subject**

**Evaluator**

**Time**

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 other side)

Item 1503

# Attendance

1. _____	11. _____	21. _____	31. _____
2. _____	12. _____	22. _____	32. _____
3. _____	13. _____	23. _____	33. _____
4. _____	14. _____	24. _____	34. _____
5. _____	15. _____	25. _____	35. _____
6. _____	16. _____	26. _____	36. _____
7. _____	17. _____	27. _____	37. _____
8. _____	18. _____	28. _____	38. _____
9. _____	19. _____	29. _____	39. _____
10. _____	20. _____	30. _____	40. _____

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# Leadership Evaluation Guide

All Toastmasters know that feedback is essential to learning. This is true for leadership roles as well as for presenting speeches. Before you leave office, make copies of this evaluation guide, distribute it to club members and ask for their evaluation of your performance as club secretary. You can use the information to improve your performance in your next leadership role and to help you prepare your successor for office.

**Note to the evaluator:** Each club officer must meet performance standards. These standards guide officers in understanding their roles while helping members identify the performance they should expect from club officers. Please answer the questions below pertaining to the president's standards and offer comments or specific recommendations where warranted.

- What new information or practices did the secretary learn at club officer training and other district events that he or she shared with the club?
- Were meeting minutes read at every meeting? Were minutes detailed and accurate?
- Did the secretary keep accurate meeting attendance records?
- Describe any challenges you noticed other club officers or members experience due to submission of incomplete or inaccurate membership rosters to WHQ.
- 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.

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INTERNATIONAL

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