**INSTRUCTIONS:** On the front, rate each standard (1 is low, 10 is high) and comment as needed. Ratings should prioritize consistency and quality of meeting each standard. Then give an overall score for this Moment of Truth. Use the back side for detailed planning.

# MoT #1: First Impressions

Standard 1: Guests greeted warmly and introduced to officers and members

1 2 3 4 5 6 7 8 9 10

Standard 2: Guest book and name tags provided

1 2 3 4 5 6 7 8 9 10

Standard 3: Professionally arranged meeting room

1 2 3 4 5 6 7 8 9 10

Standard 4: Convenient meeting location

1 2 3 4 5 6 7 8 9 10

Standard 5: Guests invited to address the club

1 2 3 4 5 6 7 8 9 10

Standard 6: Guests invited to join

1 2 3 4 5 6 7 8 9 10

Overall:

1 2 3 4 5 6 7 8 9 10

Based on the ratings you’ve made, what 3 standards could most use improvement?

What would getting the next rating up look like? What benefits and value would there be?

What would we need to do to achieve that next rating?

Who would do what by when?