

☺☺☺ Member Satisfaction ☺☺☺

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Larry Marik, Eastern Division Governor
Jill Nauman, Metro Division Governor

toastmasterlarry@gmail.com
jill.nauman@target.com

Happy members make happy clubs. Learn ways to make your members happy. ☺

Creating the Best Club Climate

- Set a Good Example for Others
 - Arrive prepared and on time.
 - Offer to help.
 - Volunteer for committees and offices.
 - Be supportive.
- Roll Out the Welcome Mat to Guests
 - Greet each guest in a friendly fashion.
 - Talk with them.
 - Invite them to join.
- Show Members That We Care
 - Volunteer to serve as a mentor.
 - Pay attention to continuing members.
 - Be considerate.
 - Give excellent evaluations.
 - Recognize achievements.
 - Foster camaraderie.

Back to the Basics of Membership Retention

- <http://www.toastmasters.org/Members/MembershipBuilding/MembershipRetention.aspx>

Member Survey

- How do you know if your members are happy? Ask them! A member survey can help you do just that.
- Survey Tools:
 - Low tech to high tech
 - Survey Monkey: <http://www.surveymonkey.com/>
- Survey Questions
 - Is meeting time convenient?
 - Is meeting location convenient?
 - Recognition
 - Progress toward goals
 - Club officers
 - Are club officers responsive and dependable?
 - Do you feel comfortable sharing your concerns with club leaders?
 - Club meeting format

Moments of Truth

- <http://www.toastmasters.org/Members/MembershipBuilding/Moments-of-Truth.aspx>
- A free Club Quality Standards Evaluation from Toastmasters International that helps clubs to evaluate 6 key focus areas or “Moments of Truth”:
 - First impressions
 - New member orientations
 - Fellowship, variety, and communication
 - Program planning and meeting organization
 - Membership strength
 - Recognizing accomplishments

District 6 Toastmasters Club Programming Idea Cookbook

- http://www.d6tm.org/sites/default/files/D6TMCookbook_2008.pdf
- A cookbook of creative club programming ideas: creative meeting themes, table topics ideas and much, much more.