VP Membership Guide

Updated: November 2019

**This is a guide for the VP Membership (VPM) role inside a Toastmaster club (every club may do it slightly different). Steps 1-5 are described in detail on the following pages.**

The process from guest to member:

1. Reply to query from potential guest
2. Welcome guest at meeting
3. Welcome pack and follow-up email to guest
4. Process new member
5. New member induction speech

Other tasks / existing members:

1. Reach out to members who have not visited in a while
2. Attend officer training (once every 6 months)
3. Go to committee meetings (~every 2 months as called by President)
4. Update all documents as needed before handing over to next VP Membership

Supporting websites:

* Toastmasters International Website:
<https://www.toastmasters.org/>
Login with your personal details provided when you first became a Toastmaster member.
Click on *Leadership Central*, select *Club Central* and select *Your Club* . This is where new members are processed and you can export the member lists.
* D17 Support for VP Membership website

<https://toastmastersd17.org/resource/increasing-clubmembership/>

1. **Reply to emails from guest (free toast host) or any other media**

When a guest contacts through the Toastmaster website you will receive an email with subject line: “TM Name Toastmasters Contact Form Submission”

Reply within 1-2 days to the guest *(example email on D17 website above)*. When you click reply it will send to the guest and also contactusform-xxx@toastmastersclubs.org which will go out to all committee members on that list so everyone is kept up to date.

Adjust the standard email response as necessary and continue to maintain contact with the guest until they are able to make a meeting *(Stdn email response example is on D17 website).*

*Other Media*

If I guest contacts you through other media eg Facebook you will need to make sure there is a system in place for someone from the club to check this media for any queries so that you can reply in a timely manner.

1. **Welcome guest at meeting**
* Welcome them and have them sign in the visitor book.
* If you are busy that day, place the guest at a seat next to an experienced member and ask that experienced member to explain the agenda and how the meeting works.
* Notify the toastmaster so that they will welcome the guest in their introduction.
* Notify the table topics master so that they will remember to explain the table topics rules and asks the guest if they are comfortable to participate after 1-2 table topics have been shown.
* Provide a welcome pack to the guest *(examples included on the D17 website)*
1. **Welcome pack and follow-up email to guest**

Welcome packs should be brought to every meeting. VPM is responsible for keeping approximately 4 welcome packs up to date. Each welcome pack can contain the below 9 items (most of the information below should be available on the D17 website – you do not have to include all documents):

* Welcome Letter *(make sure committee details are up to date)*
* Membership Benefits
* Typical Meeting Agenda
* Membership Fees *(not included as all clubs do this differently – ask Treasurer)*
* Application form
* Icebreaker – First Speech Project
* FAQ
* Pathways Flier
* Toastmaster Magazine
* Within 1-2 days of a guest attending a meeting, send them the standard guest follow-up email *(example included on the D17 website).*

Printing and purchasing additional welcome pack folders, is reimbursable by the club. Provide receipts to the Treasurer for reimbursement.

Keep the welcome pack materials up to date.

1. **Process new member**

Once a prospective member returns their application form and makes payment:

* Email the application form to the Treasurer (‘cc President) and notify them of the payment date. The Treasurer will perform the new member processing/order badge on the Toastmaster International (TMI) website (sometimes this is done by the VPM or the Treasurer – check in your club)
* Check in with the new member over the first month to make sure they have their mentor assigned (if your club assigns mentors) and their pathways link/badge received.
* Send an email to the new member with links to both the District 17 website which includes helpful videos on how to access pathways and the link to access Pathways on Toastmasters International website *(example email included on D17 website)*
1. **New member induction speech**

Within a few weeks of a new member joining, ask the VPE to assign you a 2-minute slot for member induction (1 minute – green, 1.5-minute amber, 2-minute red). In the 2 minutes you should highlight the Club Mission, Toastmaster Promise, the new member and at the end give a round of applause. Sample below:

*Joining Toastmasters can be a daunting step. However, you realise quickly that the strangers in the room are actually friendly people there to help you learn. And to our new members, you are also here to help all of us learn as well. I’d like to remind everyone of our club mission,*

*“We provide a supportive and positive learning experience in which members are empowered to develop communication and leadership skills, resulting in greater self-confidence and personal growth.”*

*You will find this mission printed on your agenda each week. There is also a Toastmasters promise but I won’t read the whole promise but it talks about being a positive contributor and to attend meetings (see below for full TM Promise).*

*Today I want to acknowledge those who have taken the step and joined us here at Xxxx Toastmasters. <Read out names>*

*Well done to all of you and thank you for being a positive addition to our Xxxx Toastmasters Club. Before I hand back to our toastmaster let’s please give them a big, welcoming round of applause.*

**Toastmasters Promise**

* To attend club meetings regularly
* To prepare all of my projects to the best of my ability, basing them on the Toastmasters education program
* To prepare for and fulfil 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 Toastmaster’s membership offers
* To adhere to the guidelines and rules for all Toastmasters education and recognition programs
* To act within Toastmasters’ core values of integrity, respect, service and excellence during the conduct of all Toastmasters activities