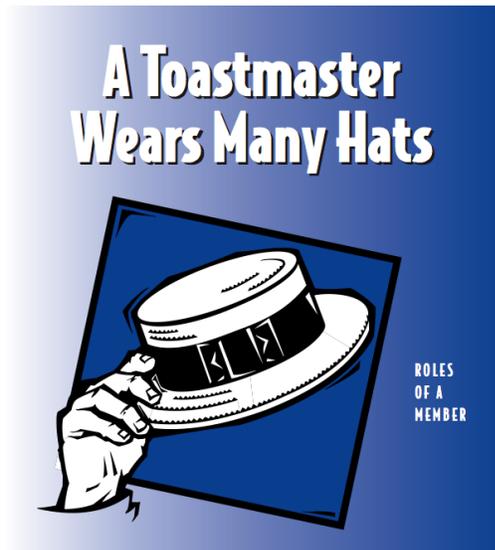
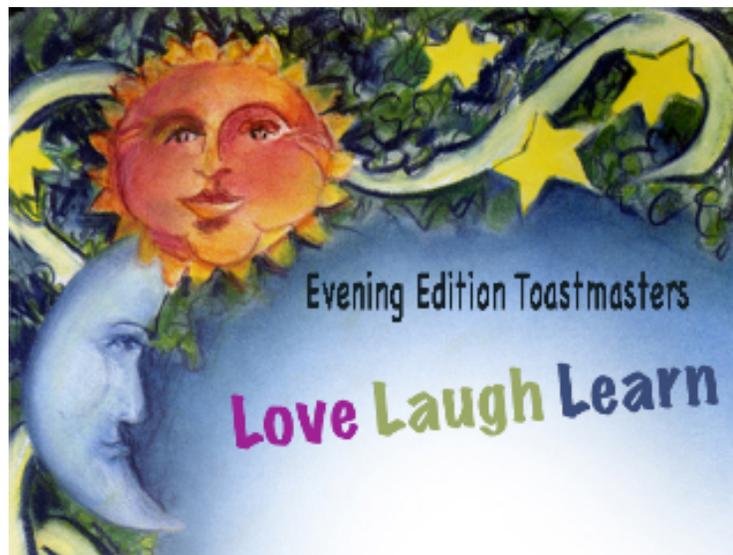


# A Toastmaster Wears Many Hats



## Evening Edition Revision



Compiled 2006 & updated by Ros Hansen May 2013

## Outside Greeter

### 🕒 *Before the meeting:*

- ✓ Arrives fifteen minutes early to assist the Sergeant @ Arms in greeting visitors and club members
- ✓ Sets up Welcome Signs
- ✓ Stands by front door of the school and remains there until a few minutes before the meeting begins
- ✓ Smiles and welcomes everyone as they enter
- ✓ Pays special attention to guests and new members
- ✓ Directs guests to meeting room

### 🕒 *When meeting is finished:*

- ✓ Gathers signs and returns them to storage centre.

## Inside Greeter (this is an unofficial position: help from all is appreciated)

### 🕒 *Before the meeting:*

- ✓ Arrives ten minutes early to assist the Sergeant @ Arms set up room (See Sergeant @ Arms duties)
- ✓ Arrives ten minutes early to assist the VP Membership:
  - ✓ Smiles and welcomes everyone as they enter
  - ✓ Pays special attention to guests and new members
  - ✓ Directs guest the Guest Services Table to sign the guest book and print name on a tent card
  - ✓ Arranges to have guest seated next to an established Toastmaster who can inform the guest about the meeting's proceedings
  - ✓ Asks guests questions such as: "Have you been to a Toastmaster meeting before?" "How did you find our club? What are you looking for at Toastmasters?"
  - ✓ Checks that guest's name is on the board before meeting begins (or informs presiding officer)

## Sergeant at Arms

\*\*\*Please note: Usually this is an officer position, and does not change each week. It's a big job, and we encourage everyone to help set up the room and put things away at the end of the evening. An Assistant Sergeant at Arms can help open the meeting.

### 🕒 *Before the meeting:*

- ✓ Gathers information to prepare short introduction for Chairperson
- ✓ Arrives early (7:00 p.m.) to set up room (in horseshoe configuration, leaving openings for members to walk through to get to front)
- ✓ Distributes tent cards, Toast It notes, places Voting Basket at one edge of seating area, and hands out agendas to guests
- ✓ Sets up Guest Services Table, timing equipment, sign up sheet, current documents as needed
- ✓ Hangs banners, sets up lectern, gavel and Awards (Spark Plug, Evaluator, Best Speaker, Icebreaker Pins) and arranges for an extra chair for the Chairperson at front of room
- ✓ Keeps supply of ToastIt Notes, ballots, current meeting documents and Icebreaker pins
- ✓ Checks with speakers to see if they need anything to be set up for their speeches
- ✓ Checks with President and VP Education to see if any presentations (badges, pins, awards) will be made
- ✓ Sits on outside edge to be ready to help speakers, pass voting basket and/or hand Chair voting information

### 🕒 *At the beginning of the meeting:*

- ✓ Goes to the lectern to call meeting to order at 7:30 sharp ✓ Welcomes group ✓ Introduces self ✓ Sets tone for meeting theme ✓ Reminds members to exchange Leadership Manuals, make written comments on ToastIt Notes and vote for Spark Plug, Best Speaker and Best Evaluator awards ✓ Introduces Chairperson enthusiastically - **Sample Sergeant-At-Arms Script** “Good evening Toastmasters, and welcome guests\_\_\_ (introduces guests by name). Welcome to Evening Edition. My name is \_\_\_\_, and I am your Sergeant-at-Arms tonight. The theme tonight is \_\_\_\_Please welcome your Chair...(✓ Says first and last name, and gives quick introduction).
- ✓ Begins the applause and stays at the lectern until the Chairperson arrives
- ✓ Shakes hand. ✓ Returns to place

### 🕒 *At the end of the evening:*

- ✓ Collects nominations for “Spark Plug of Night”, “Best Speaker” and “Best Evaluator” when General Evaluator calls for vote
- ✓ Counts ballots
- ✓ Gives Winning Ballots to Chairperson

### 🕒 *When meeting is finished:*

- ✓ Gathers supplies and returns them to storage centre
- ✓ Rearranges room to original formation

## Chairperson

### 🕒 *Before the meeting:*

- ✓ Has responsibility for overall organization of the meeting ✓ Confirms all participant roles for the meeting, finalizes agenda, and prints ten copies for guests attending the meeting (members are encouraged to print their own agendas) ✓ Prepares theme & a short snapper question for Round Robin ✓ Creates short introduction for Toastmaster and Table Topics Master
- ✓ Arrives at the meeting in good time
- ✓ Checks with President and VP Education to see if any presentations (badges, pins, awards) will be made

### 🕒 *When called to the lectern:*

- ✓ Shakes hand ✓ Thanks Sergeant @ Arms
- ✓ Opens meeting ✓ Addresses audience, saying “Fellow Toastmasters, & Welcome Guests (use names)” ✓ Explains his/her role [to *conduct the meeting’s agenda*, keeping meeting on time] for the benefit of guests and new members ✓ Reviews agenda
- ✓ Calls on Ah Counter/ Grammarian and Timer to explain their roles
- ✓ Explains Round Robin Protocol: “Mr./Mme Chair, Fellow TM and Welcome Guests. My name is \_\_\_\_\_. (My answer to the question you posed is:) \_\_\_\_\_ Mr./Mme. Chair.” ✓ Invites guests to participate ✓ Poses Round Robin warm-up question asking for a one-word or one-sentence answer [*Reminds club that a 20-second response is the goal*] ✓ Leads clapping for guest participation
- ✓ Leads the clapping for the introduced speakers in his/her section ✓ Provides bridging for a smooth transition from one speaker to the next ✓ Briefly introduces and then calls on Toastmaster ✓ Moves the meeting along on time

### 🕒 *Once the Prepared Speeches are complete:*

- ✓ Reclaims the lectern when the Toastmaster calls him/her ✓ Shakes hand ✓ Thanks speaker ✓ Provides transition to next section ✓ Calls for officer reports/announcements ✓ Calls on President/VP Education for awards ✓ Reminds people to sign up for roles ✓ Presents new badges or awards.
- ✓ Adjourns for networking break ✓ Confers with Table Topics Master to confirm time allotment

### 🕒 *After the break:*

- ✓ Briefly introduces and then calls on Humorist, Inspiration and Table Topics Master, according to the agenda of the evening ✓ For each speaker: ✓ Shakes hand ✓ Moves aside briefly, until the speaker finishes ✓ Returns to lectern ✓ Shakes hand ✓ Thanks speaker ✓ Provides transition to next section ✓ Goes to place

### ✓ 🕒 *At the end of the evening:*

- ✓ Reclaims the lectern when the General Evaluator calls him/her ✓ Shakes hand ✓ Thanks speaker
- ✓ Provides transition to next section
- ✓ Invites guests to give feedback ✓ Makes last minute reminders, including next meeting info as needed
- ✓ Awards “Spark Plug of Night”, “Best Speaker” and “Best Evaluator”
- ✓ Wraps up meeting ✓ Adjourns meeting

## Timer

### 🕒 *Before the meeting:*

- ✓ Checks timing equipment and determines how to operate device. ✓ *Checks Timer Record / Timing Chart (below) for time allotments and to determine when to flash each light* ✓ *Practices the explanation.*

Allotted Time	Section	Green	Amber	Red
1 minute	Timer, Ah Counter, Grammarian, etc.	30 seconds	45 seconds	1 min.
2 minutes	Table Topics Speakers	1 min.	1 min. 30 sec.	2 min.
3 minutes	Evaluator	2 min.	2 min. 30 sec.	3 min.
Per Manual	Prepared Speeches	2 min. left	1 minute left	Time's up!

- ✓ Records names of people on the Timer Form, using names from the agenda

### 🕒 *When called on by chairperson:*

- ✓ Stands in place, addresses audience, “Mr. /Madame Chair, Fellow Toastmasters, and Welcome Guests
- ✓ Explains role, and the reason timing is important at Toastmasters [*it is important to learn how to speak within limits to avoid running overtime at meetings; people have schedules and deadlines that must be respected at every level.*]
- ✓ Demonstrates timing with equipment
- ✓ Explains timing rules and signals as allotted above, or on the agenda ✓ Explains that s/he will report on the timing during the General Evaluation

### 🕒 *When finished explaining role:*

- ✓ Addresses the lectern (Mr. /Mme. Chair) again and sits down

### 🕒 *During the break:*

- ✓ Confirms with Table Topics Master whether there is enough time for extra questions

### 🕒 *During the meeting:*

- ✓ *Keeps track of all speakers, flashes timing signals as allotted on the agenda*
- ✓ Signals timing to each participant

### 🕒 *When called upon by General Evaluator:*

- ✓ Stands in place to give report
- ✓ Addresses audience, “Mr. /Madame General Evaluator
- ✓ Reports speakers’ names and the times taken, but **does not add** commentary about the times

### 🕒 *When report is finished:*

- ✓ Turns and says “Mr. /Madame General Evaluator” ✓ Sits down

### 🕒 *At the end of the evening:*

- ✓ Returns timing device to Sergeant @ Arms, and gives Timer Report to Secretary

## Grammarian

### 🕒 *Before the meeting:*

- ✓ Selects a “Word of the Day” (*Toastmasters encourage use of short, vivid descriptive, dynamic words.*)
- ✓ Prints word on two separate pieces of paper, using large, clear letters ✓ Prepares definition and a sentence illustrating the usage of the word.
- ✓ Tapes in word in place (one sign to front of lectern and the other in a place where speakers are able to see it), ready to be flipped over
- ✓ Records names of people on Ah Counter/Grammarian Form in preparation for tallying word usage

### 🕒 *When called on by chairperson:*

- ✓ Moves quickly to lectern ✓ Shakes Chairperson’s hand ✓ Addresses audience, “Mr. /Madame Chair, Fellow Toastmasters, and Welcome Guests”
- ✓ Explains role [*to listen carefully, and note effective, varied, descriptive and powerful language and/ or grammatical mistakes or poor usage of the English language*] ✓ Explains why effective use of words is important at Toastmasters (*to paint vivid word pictures and successfully inform, persuade, inspire or entertain.*)
- ✓ Explains 2<sup>nd</sup> part of the role, [*to promote the use of a new word*] ✓ Tells group which word s/he chose ✓ Gives definition of the word, its part of speech, and an example of its correct use in a sentence. Comes up with a new approach to motivate people to use word ✓ Explains that s/he will report at the end of the evening

### 🕒 *When finished explaining role:*

- ✓ Addresses the lectern again (Mr. /Mme. Chair)
- ✓ Waits at the lectern for Chairperson
- ✓ Shakes hand ✓ Returns to place

### 🕒 *During the meeting:*

- ✓ Makes notes of *effective, varied, descriptive and powerful language as well as grammatical mistakes incorrect pronunciation, poor sentence structure, and or incorrect or poor usage of the English language* ✓ Records number of times each person uses the word of the day

### **When called upon by general evaluator:**

- ✓ Stands in place ✓ Addresses audience, “Mr. /Madame General Evaluator”
- ✓ Reports on who correctly used the Word of the Day
- ✓ Comments on the language noted in general
- ✓ Encourages use of effective language by complimenting people for positive usage, and examples of an exciting word pictures/descriptive phrases/words

### 🕒 *When report is finished:*

- ✓ Addresses chair, “Mr. /Madame General Evaluator” ✓ Sits down

## Ah Counter

### 🕒 *Before the meeting:*

- ✓ Records names of people on Ah Counter/Grammarians Form in preparation for tallying word usage

### 🕒 *When called on by chairperson:*

- ✓ Stands in place (*unless role is combined with Grammarian, in which case s/he explains this role at the lectern, immediately following his/her explanation of Grammarian*)
- ✓ Addresses audience, “Mr. /Madame Chair, Fellow Toastmasters, and Welcome Guests
- ✓ Explains role, and comments on why this role is important (*Unnecessary sounds and words detract from the effectiveness of a speaker. Superfluous phrases such as ‘you know’ and ‘I guess’ or overworked words such as “so” can weaken a speech and may give the impression of lack of conviction.*) Emphasizes the use of the “pause” as a good strategy

### 🕒 *When finished explaining role:*

- ✓ Addresses the lectern (Mr. /Mme. Chair) again and sits down

### 🕒 **During the meeting:**

- ✓ Listens carefully to note words and sounds (*ums, ers, ahs, repeated words, overworked phrases/words, etc.*) used as crutches or pause fillers
- ✓ Records number of times each person uses crutch words

### **When called upon by General Evaluator:**

- ✓ Stands in place
- ✓ Addresses audience, “Mr. /Madame General Evaluator”
- ✓ Uses good judgment and sensitivity in giving report [*It is effective to report in the positive, pointing out those who had no noticeable verbal pauses or superfluous phrases*]

### 🕒 *When report is finished:*

- ✓ Turns and addresses chair “Mr. /Madame General Evaluator”
- ✓ Sits down

## Toastmaster

### 🕒 *Before the meeting:*

- ✓ Prepares introduction for each speaker. [*Speakers are encouraged to write their own introductions. Introductions warm up the audience to the speaker and his/ her topic. Effective introductions include the title, speech title, project number, objectives, why speaker chose the topic, why speaker is well qualified in this area, and something interesting about the speaker (hobbies, family) etc. A good introduction is important because it guides thinking, adds power, and sets the mood for the speech. It is a mini speech that grabs the audience's attention and makes them aware of the importance of the upcoming subject, explains why the subject was chosen, why the speaker is qualified to address it, why it is appropriate for this audience and why this time is appropriate to discuss it, and has a conclusion.*].

### 🕒 *When called to the lectern:*

- ✓ Shakes hands with the Chairperson
- ✓ Begins by addressing audience “Mr. /Madame Chair, Fellow Toastmasters, and Welcome Guests”
- ✓ Explains role [*to conduct the prepared speech session; create atmosphere of interest, expectation*]
- ✓ Reminds audience to make written comments on ToastIt Notes for each speaker, AND to remember to choose spark plug of the night, best speaker and best evaluator
- ✓ Introduces each speaker using warmth and enthusiasm, using speakers full name, speech title, objectives, and the timing to warm up the audience for the speech.

### 🕒 *After introducing the speaker:*

- ✓ Begins the applause ✓ Stays at the lectern until the speaker arrives ✓ Shakes speaker's hand ✓ Takes seat

### 🕒 *On completion of each speech:*

- ✓ Returns to the lectern ✓ Shakes the speaker's hand and leads the applause until the speaker has taken his/her seat ✓ Thanks the speaker and comments briefly on the speech. [*Bridge the gap between speakers by maintaining audience interest. Never evaluate the speech except to say how much you enjoyed it.*]
- ✓ Considers giving a few seconds of silence to promote and allow for written feedback.

### 🕒 *When all speeches have been completed:*

- ✓ Begins the applause after each speech ✓ Makes a general closing remark concerning the prepared speeches portion of the meeting ✓ Calls on Speech Evaluators with brief introductions
- ✓ Thanks the evaluator for his/her efforts after each report ✓ Calls the Chairperson back to the lectern
- ✓ Shakes his/her hand ✓ Takes seat

## Humourist

### 🕒 *Before the meeting:*

- ✓ Prepares a 2-minute joke or short story that is funny, humorous or entertaining.
- ✓ Uses taste and sensitivity when selecting speech topics, content and language. [*A good rule of thumb is to avoid preaching about topics such as sex, religion and politics. Avoid inappropriate “off color” jokes, i.e., racist, sexist.*]
- ✓ Delivers *selection without notes if possible, as if it were a mini-humor speech, using gestures, voice inflections, props, etc.*

### 🕒 *When called on by chairperson:*

- ✓ Moves quickly to lectern ✓ Shakes Chairperson’s hand
- ✓ Addresses audience, “Mr. /Madame Chair, Fellow Toastmasters, and Welcome Guests
- ✓ Enthusiastically delivers humorous selection

### **When finished:**

- ✓ Turns and addresses chairperson by saying “Mr. /Madame Chair”
- ✓ Waits for Chairperson at the lectern
- ✓ Shakes hands
- ✓ Returns to place

## Inspiration/Tip of the Day

### 🕒 *Before the meeting:*

- ✓ Prepares a 2-minute thought-provoking story or idea (related to theme, if possible) [*This can be a reading or a personal experience. Identify sources of literature, if quoted. It is good practice to deliver selection without notes, if possible as if it were a mini-speech: using gestures, voice inflections, etc.*]

### 🕒 *When called on by chairperson:*

- ✓ Moves quickly to lectern ✓ Shakes Chairperson’s hand
- ✓ Addresses audience, “Mr. /Madame Chair, Fellow Toastmasters, and Welcome Guests
- ✓ Delivers inspirational talk

### 🕒 *When finished:*

- ✓ Turns and addresses “Mr./Madame Chair”
- ✓ Waits for Chairperson at the lectern
- ✓ Shakes hands
- ✓ Returns to place

## Table Topics Master

### 🕒 *Before the meeting:*

- ✓ Confirms participants for the meeting by calling Table Topics Evaluators
- ✓ Prepares 4-6 questions for the impromptu speaking session (Last two will be used, if time permits)
- ✓ Chooses topics, which can be controversial, light, serious, or humorous, and related to theme if possible
- ✓ Checks the agenda carefully to see who has roles [*try to ensure that every club member has an opportunity to speak at every meeting. Avoid calling those who already have larger roles. Only call on guests if they have agreed to participate*]

### 🕒 *When called to the lectern:*

- ✓ Moves there quickly
- ✓ Shakes hands with the Chairperson
- ✓ Begins by addressing audience “Mr. /Madame Chair, Fellow Toastmasters, and Welcome Guests
- ✓ Briefly explains purpose of Table Topics (*to help develop ‘thinking on our feet’ skills by delivering a 2-minute speech with little or no warning*)
- ✓ Confirms timing
- ✓ Confirms the evaluators for the even and odd numbered speakers
- ✓ Describes each subject briefly, poses one question to each of 6 speakers [*Direct the questions first to those members not already scheduled on the program, then randomly around the room.*]
- ✓ Waits for each speaker at lectern
- ✓ Shakes hand ✓ Thanks speaker ✓ Provides transition to next question
- ✓ Moves away from lectern
- ✓ Returns to lectern following each speaker’s turn ✓ Provides transition to next section
- ✓ Calls on Table Topic Evaluator for Topic # 1 & #3 ✓ Provides transition to next section
- ✓ Calls on Table Topic Evaluator for Topic # 2 & #4 ✓ Provides transition to next section
- ✓ Calls on Table Topic Evaluator for Topic # 5 & #6 ✓ Provides transition to next section

### 🕒 *When finished:*

- ✓ Turns and addresses chair “Mr. /Madame Chair”
- ✓ Waits for Chairperson at the lectern
- ✓ Shakes hand
- ✓ Returns to place

## Speech Evaluator

### 🕒 *Before the meeting:*

- ✓ Contacts the designated speaker to discuss any special evaluation requirements, and speech objectives a few days before the presentation
- ✓ Asks about any special areas of evaluation s/he would like to be evaluated on (voice variation, content, eye contact, etc.)
- ✓ Helps refine the topic if the speaker is having difficulty. Takes into consideration the individual's needs, goals, sensitivities, and experience levels
- ✓ Offers words of reassurance
- ✓ Reads over the manual assignment to become familiar with the objectives

### 🕒 **During the meeting:**

- ✓ Listens intently, precisely and attentively during the presentation, analyzing the success (i.e., did it fulfill the objectives?) of the speech.
- ✓ Prepares for the oral evaluation by taking notes, using the objectives in the project manual and a checklist for reference
- ✓ Concentrates particularly on the objectives of the assignment, and any areas s/he asked you to comment on
- ✓ Looks for use of gestures, voice, language, organization of the speech, opening, body and close. [*What strikes you? Did you understand what the speaker was trying to convey? If the speaker does not reach a particular objective, you have found a vital Area of Opportunity (A/O), or Point For Improvement (PFI) for the speaker to grow on.*]
- ✓ Organizes thoughts into an “Impromptu Mini Speech” with an Opening, Body and Close.

### 🕒 *When called to the lectern:*

- ✓ Shakes Chairman's hand
- ✓ Begins by addressing audience “Mr. /Madame Chair, Fellow Toastmasters, Welcome Guests, and especially (name of speaker)”
- ✓ Reviews the objectives of the speech
- ✓ Uses the Evaluation Guide and questions provided with each project
- ✓ Expresses comments in a generous and informative way.
- ✓ *Focuses on one or two things that the person can realistically work on, but stress what went well.*
- ✓ Uses the sandwich approach...Makes 2-3 positive, upbeat comments for every “point for improvement”
- ✓ Delivers personalized language and frame comments in third person (e.g., in my opinion s/he might consider...) [*What you say is as important as how you say it.*]
- ✓ Gives Specific details analyzing HOW to improve, WHY the speech worked
- ✓ Follows up with an upbeat summary, perhaps finishing with what you liked best about the speech

### 🕒 *When finished:*

- ✓ Turns to the Toastmaster, and says “Mr. /Madame Toastmaster”
- ✓ Waits for Toastmaster at the lectern
- ✓ Shakes hands
- ✓ Returns to place

### 🕒 *Back at your seat:*

- ✓ Writes useful comments in the speaker's manual. [This is your chance to expand on the points mentioned in your verbal evaluation, and to address any points you feel uncomfortable addressing in front of the club.]
- ✓ Returns written evaluation to the speaker.
- ✓ Adds any verbal comments that are important.
- ✓ Checks to see if the speaker has any concerns about the speech or the evaluation.

### 🕒 **When the general evaluator makes comments**

- ✓ Listens for feedback.
- ✓ Checks with others to see if your evaluation was appropriate

## General Evaluator

### 🕒 *Before the meeting:*

- ✓ Confirms participants for the meeting by contacting the Chairperson and Toastmaster

### 🕒 *During the meeting:*

- ✓ Refers to the lectern guide and/or a copy of the General Evaluation Form
- ✓ Takes notes on how well each meeting role is handled
- ✓ Evaluates all performances that have not already been evaluated

### 🕒 *When called to the lectern:*

- ✓ Shakes Table Topic Master's hand
- ✓ Begins by addressing audience "Mr. /Madame Chair, Fellow Toastmasters, and Welcome Guests"
- ✓ Explains role [to *evaluate all performances that have NOT already been evaluated*: Chairperson, Timer, Thought for the Day, Humorist, Grammarian/Ah Counter, Table Topics Master, Table Topic Evaluators, Toastmaster and Speech Evaluators] and stresses the importance of evaluation at Toastmasters
- ✓ Reminds audience to write comments on ToastIt Notes for each speaker, vote on "Spark Plug of Night", "Best Speaker" and "Best Evaluator" and pass the basket of votes to the Sergeant at Arms
- ✓ Calls for report from Timer
- ✓ Calls for report from Ah Counter/ Grammarian
- ✓ Comments on the positive aspects of the meeting and suggests how to improve weak areas
- ✓ Discusses quality of evaluations [*Were evaluations personalized, positive, upbeat, helpful? Did they point the way to improvement? Were they presented mainly to the audience in general (3<sup>rd</sup> person) instead of directly to the speaker?*]
- ✓ Provides feedback on the overall success of the meeting
- ✓ Wraps up evaluation of meeting with a closing remark

### 🕒 *When finished:*

- ✓ Turns to the Chair, and says "Mr. /Madame Chair"
- ✓ Waits for Chairperson at the lectern
- ✓ Shakes hands
- ✓ Returns to place

### 🕒 *After the Meeting:*

- ✓ Considers sending inspirational  $L^3$  WOW Highlights of the Week Review to club members  
 $L^3$  (Love Laugh Learn) **WOWS** (Wondrous, Outrageous and Wacky Stuff)