

The **BEST** Club Ever!

Do you want the best member experience for your club members?

Use the club self-evaluation tool, The Moments of Truth, and discover how your club can create the BEST club ever!

Evaluate 6 Critical Success Factors:

- ✓ First Impressions
- ✓ Membership Orientation
- ✓ Fellowship, Variety and Communication
- ✓ Program Planning and Meeting Organization
- ✓ Membership Strength
- ✓ Achievement Recognition



Moments of Truth Quality Incentive

(In addition to creating the BEST club ever!)

Earn a Lectern Banner (or a \$25 gift certificate to the TI store), plus recognition in our February Newsletter, by doing the following:

1. Complete The Moments of Truth by 12/31/2015
2. Send a 1-2 page summary of your findings and plan of action for quality improvement in the 6 critical success factors to Program Quality Director, Diane Windingland, Toastmasterdiane@aol.com by 1/15/2016.



The Moments of Truth program can be downloaded as a free digital file at Toastmasters.org (put "Moments of Truth" in the search box). The program takes 60-90 minutes, but easily can be spread out over 6 weeks, taking one success factor each week. As part of the successful club series, the facilitator will receive credit toward ACS or ALB requirements.