



## District 69: District Operating Procedures Appendix G - Additional Procedures.docx

Compiled from numerous articles/publications by Clare Murphy DTM PID

Protocol is the observance of official formality and etiquette. Some protocols should be in evidence at all Toastmaster events. It means an honouring of office, regardless of the individual.

Occasions when protocol may need to be observed are many and include such activities as, Club Meetings, Presentation of Awards, Promotion of Toastmasters, Charter Dinners, Special Charter Anniversaries, Area, Division and District Conferences, and banquets.

The amount of protocol to be observed depends upon the formality of the function. Remember these are just guidelines, and sometimes it may be necessary to deviate for logistical reasons. Professionalism is the key.

Order of introductions, seating arrangements, toasts, and speeches should be considered.

### Head Tables & Seating Arrangements

When setting the Head Table, establish who will be seated, the seating order, and consider using place cards. (Keep personal items off the Head Table i.e., phones, handbags, etc.)

The Head Table should be set such that:

A. Where possible, men and women are in alternate seats, i.e., gentleman, lady, with the Toastmaster or Master of Ceremonies (Presiding Officer) seated at the left of centre and the Chairman/President/Governor at right of centre. OR

B. If there is a lectern, the presiding officer sits to the right of it .

C. Everyone is seated in ranking order, either.

a. Alternate: right side, left side, right side, left side, etc. (no lectern) OR

b. Straight line: In ranking order along right of presiding officer (if lectern).

D. A Guest Speaker who is not a member of Toastmasters outranks even International Officers and is seated to the right of the host, as the right-hand side ranks higher than the left. If the Guest Speaker is a Member, they should be seated as close as possible to the presiding officer.

E. Where room allows, those who have no rank, such as a member saying grace, are seated at the ends.

F. A second table may be used if there are many people to be honoured and the size of the group is large. This table would be placed in front of and at a lower level than the main table, or conversely, beside the main table. People you wish to honour would sit at the honour table. "Reserved" signs and/ or place name cards should be placed on such tables.



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G. Notify all those seated at the head table well in advance and be sure to inform everyone as to the expected dress (formal, business attire, smart casual, etc).

H. A march in of each head table guest, announced as they enter the room, can be most impressive. Dignitaries enter the room in REVERSE order of rank (highest rank last).

I. The Presiding Officer never leaves the Head Table.

### Correct Order of Initial Events

- a. Call the meeting to order.
- b. Open meeting
- c. Call for invocation or grace
- d. Loyal toast
- e. Introduce those seated at Head Table.
- f. Introduce other dignitaries present.
- g. Proceed with required agenda.

The order of the observance of protocol is God, Country, Organisation, and Individual. Hence should a number of toasts be planned the following is the recommended order:

- (i) Invocation or calling to prayer.
- (ii) Loyal Toast (Never supported by remarks), and then later in program
- (iii) Toast to Toastmasters International; at special events/conferences
- (iv) Toast to any individual being honoured at that particular event (if relevant).

### Introductions

Introduce those 'seated at the Head Table'. Do not 'introduce the Head Table'.

Introductions are made in ranking order. \* See Table 1 below). Even if they are not seated at the top table, the top three District Officers should always be introduced if they are present. If one officer of a rank is introduced, then all are.

If guests arrive late, allow them to be seated before introducing them.  
When in doubt, smile. Gracious courtesy will be acceptable at all times.

### Toasts

Toasts may be proposed at any appropriate occasion where refreshments are present and there is normally a host or chairman.

Toasts precede the speeches. One or two guests may be called upon to join in proposing a toast to a guest of honour. There should never be more than two speeches before the main speaker.

Do not hold your glass whilst the anthem is being sung.

### Special Guests

Confirm the arrangements in writing.



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Seek guest's profile

Contact guest shortly before function

Appoint special 'host' for the guest \* Check with guest re introduction Present token of appreciation.

Send letter of thanks after event.

### Role of Person Hosting Guests (prior to function)

Establish:

- Guest's name
- Guest's credentials
- The role the guest will be playing (i.e., speech; making presentation; receiving award)
- Where the guest will be seated.
- Any special requirements
- To whom guest should be introduced?
- Any attendees with similar interests?

### Role of Person Hosting Guests (at function)

- Greet guest
- Introduce the guest to Presiding Officer and/or President/Director
- Show where to sit
- Remain with guest until seated
- Ensure refreshments available
- Do not leave guest alone (unless requested)
- Accompany guest when leaving.

### Flag Protocol - District 69

There are Commonwealth Government Rules which govern the correct procedures for displaying or flying the Australian National Flag

(Information about flag protocol is available from your Federal member of Parliament or at:

<https://www.pmc.gov.au/government/australian-national-flag/australian-national-flag-protocols>

**Note:** The Union Flag (Jack) must always appear to the audience placed in the left top corner.

1. The National Flags have precedence over all other flags. The host country flag has precedence over other country flags. (i.e., If the event is held in Papua New Guinea / Fiji then that takes precedence over the Australian flag)

2. The Host National Flag is displayed at the extreme left, followed by other country flags, followed, in turn, by state and territory flags, then other flags.

3. The flag of the state in which the Convention is held takes precedence over other state flags. However, State flags take precedence over Territory flags even if the convention is held in the Territory. To give a Territory flag prominence it could be placed on a lone flagpole to the Speaker's left.



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### Use of Language in Toastmasters International

**Keep It Clean** This is a Toastmasters International protocol.

In his book, ***Personally Speaking***, our founder Dr Ralph Smedley (who died in 1965) wrote a chapter titled "Don't dabble in dirt". That protocol remains with us today.

He cited the words of Mr Wilbur D. Nesbitt, a popular master of ceremonies and after dinner speaker many years before who said, "Never use an off-colour or suggestive story. It may make a hit when told, but the after-effect is bad. We invite people to speak to us because we respect them, and we want them to respect us. We, the audience, consider ourselves a pretty decent, respectable, upstanding lot of folks. When you tell a suggestive story to us, you intimate that you have decided that that is our level. It may be – but we don't want it made a matter of public knowledge."

Dr Smedley wrote of unclean speech: "A pointed story stays with you when the speech in which it was contained has faded from memory. And this is especially true of the off-colour stories. They stick like mud which dries on your clothing and leaves a permanent stain."

He further wrote that the world is so well stocked with keen, clean fun that there is no excuse for playing in mud to get a laugh. You can write it down as an axiom that someone may be offended by an off-colour joke, but that no one is like to take offence to a clean one.

He was proud of the fact that smut was rarely introduced into the club meetings, 'and that when some misguided speaker got off the reservation, they were certain to be called to time by some of the wiser ones.

He encouraged us to use humour to illuminate our speeches. He wrote: "Let your talks scintillate with wit. Make your stories appropriate, pointed, and well spoken. Let them be windows to make a light shine on your argument. But keep it clean. "Don't Dabble in Dirt".

### Parliamentary Procedure Protocols

Guide to Meetings and Organisations (Vol.2) by N.E. RENTON is the Parliamentary Procedure Protocol for Toastmasters Clubs in Australia. This has been approved by Toastmasters International, as it is the reference used by the Australian Federal Government.



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**Club Handovers** (Advice for Area Director or representative)

The full ceremony for Club Officer Changeover is in the Club Leadership Handbook

It is usual practice in District 69 for the Area Director to be invited to conduct the Changeover Ceremony.

### ***Prior to the event:***

Establish with President where in the program the handover will take place:

- Who will introduce and thank outgoing executive?
- When will the outgoing President give an address?
- Who will introduce the new executive?
- Are outgoing and /or incoming executive members being presented with certificates/badges and by whom.
- What other things will be required of you (e.g., award presentations)
- Prepare for ceremony in your own style or use a recommended format.

### ***At the event:***

- Confirm process to take place (professionalism)
- Ensure you have all officers' names and positions correct
- Carry out your role with dignity
- Use the opportunity to:
  - promote the benefits of Club Leadership
  - tell the members how they and club will benefit from the leadership experience.

### ***Providing Free Registrations/Meals***

District Officers (Area Directors, Division Directors and District Directors), when making official visits, or invited to club meetings or special events should be considered paid guests.

### ***At Conferences:***

#### ***District -***

District Director	Free Registration and Meals
Program Quality Director (as Chief Judge)	Free Registration and Meals
Invited guest speakers	Free Meal at which speaking, unless invited to whole conference.

#### ***Division-***

Division Director	Free Registration and Meals
District Director	Free Registration and Meals
Chief Judge	Free Registration and Meals
Invited guest speakers	Free Meal at which speaking, unless invited to whole conference.



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### **Area-**

Area Director	Free Registration and Meals
District Director	Free Registration and Meals
Chief Judge	Free Registration and Meals

Assistant Chief Judges may also be considered in the above, where it can be afforded.

It is the practice in some areas and divisions that judges also receive free registration and meals. However, this is dependent upon the traditions of the respective areas/divisions and is not a definite requirement.

### ***At Club Meetings and Special Events:***

The Area Director (even when a member of your club) is entitled to two official visits per year. The District Director or Division Director (unless a member of your club) should be treated as a guest unless they regularly visit your club. In such situations, when you officially invite the District Director to your club for a special presentation or other event, they should be considered a guest.

Invited guest speakers (Toastmasters and Non-Toastmasters), and other persons who may be being honoured with awards, etc are also to be considered as entitled to free meals.

Consideration should also be given to circumstances where official guests or District Officers are accompanied by their spouses.

In some circumstances the club may not be in a financial position to pay for guests. In that case, it would be wise when extending an invitation to state "as our Guest for the Event" or "Payment is required for meals".

It is up to the club as to when they otherwise provide free meals. For example, some clubs will consider a visitor on their first visit to club to be a paid guest.



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### Email Etiquette

Toastmasters are busy people, and their time is valuable. Emails are useful and handy but can also be a curse. Not only can they save a lot of time in communicating important information, but unnecessary emails take up our time. Some suggestions to keep your emails reader-friendly are:

- Do not forward every funny thing you receive to others. It may just start turning them off reading anything serious you send them.
- Additionally, we sometimes do not know that certain emails may offend others, i.e., if you are having a personal problem, you don't need someone telling you to forward this message to some (many) friends or you will have bad luck.
- When you send an email, send it to yourself and then enter the E-Mail address of the members you wish to receive the email in the bcc (see screenshot below).
- When you receive an email and wish to forward it on, delete all other addresses that appear in the address group at the top. It takes only a second. (Remember you cannot edit a message until you have clicked the forward button).
- Delete all rubbish to prevent your recipients having to read ten pages to get to the gist of your message.
- Remove any "FW:" in the subject line. Rename message if you wish and fix spelling. Remember there should only be one topic in each email with the 'Topic' in the heading.
- Don't believe the ones that say the email is being traced. This is not so. Only the last sender can tag the message to see if you have received or read it.
- Avoid petition emails. Your personal letter will hold more weight than a huge email list.
- Remember all the collected email addresses in your Email will be valuable to a professional spammer.
- Don't believe it when you are told that if you send an email to ten persons, this cute little thing will run across your screen.
- Don't let bad luck ones scare you. Trash them. These and most virus alerts have been circulating the globe for years.
- If the validity of an email is questionable, it can be checked out on [www.snopes.com](http://www.snopes.com). If it is not genuine, do not pass it on.
- Please avoid sending time-wasting emails.



District Events

From

Person sending the email

Cc

To

Person sending the email

Bcc

The name of the people you want to receive the email

District Events





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Table 1. Introductions

(Recommended Rules-of-Thumb for Toastmasters: God, Country, Organisation, Other (i.e., non-Toastmaster guests))

Order of Introductions or recognition	Meeting or Event Level			
	District	Division	Area	Club
Religious Dignitaries	X	X	X	X
National Government Representatives	X	X	X	X
State or Territory Representatives	X	X	X	X
City or Local Officials	X	X	X	X
Guest Speaker	X	X	X	X
Prominent Business Leaders	X	X	X	X
Toastmasters International Officers (e.g., International President, Directors, Region Advisors)	X	X	X	X
Toastmasters International Staff	X	X	X	X
Other prominent citizens	X	X	X	X
District Director	X	X	X	X
Program Quality Director	X	X	X	X
Club Growth Director	X	X	X	X
Current Division Directors	X	X	X	X
Current Area Directors	X	X	X	X
District Public Relations Officer	X	X	X	X
District Administration Manager	X	X	X	X
District Finance Manager	X	X	X	X
Past Officers (International President, Directors, Region Advisors)	X	X	X	X
Past District Governors / Directors	X	X	X	X
District Officers from other Districts	X			
Past Division Governors / Directors		X		
Division Directors from other Divisions		X		
Current Area Directors of the Division		X		
Current Presidents of Area (relevant at Area Conference)			X	
Past Area Governors / Directors			X	
Area Directors from other Areas			X	
Club Officers (in ranking order)				X
Other Clubs' current Presidents				X
Club's Past Presidents at special club events				X
Non-Toastmaster Representatives (other groups)				X
Non-Toastmaster Visitors and Guests				X
Toastmaster of the Event	X	X	X	X

**Note:** Should a guest be a politician, mayor, councillor, or a ranking military officer, it may be prudent to contact his/her office to establish the guest's correct title and the manner in which he/she wishes to be introduced. Most times, the guest's secretary would be able to offer this information or there may be a protocol officer whose function is to ensure correct procedures are followed.