

ADMIN/CLUB SERVICE

2013-14



Building Momentum for a Vibrant Club

Rotary is what customers see and experience

“If it waddles like a duck, swims like a duck and quacks like a duck, then it probably is a duck”

Anon

Monica Hart

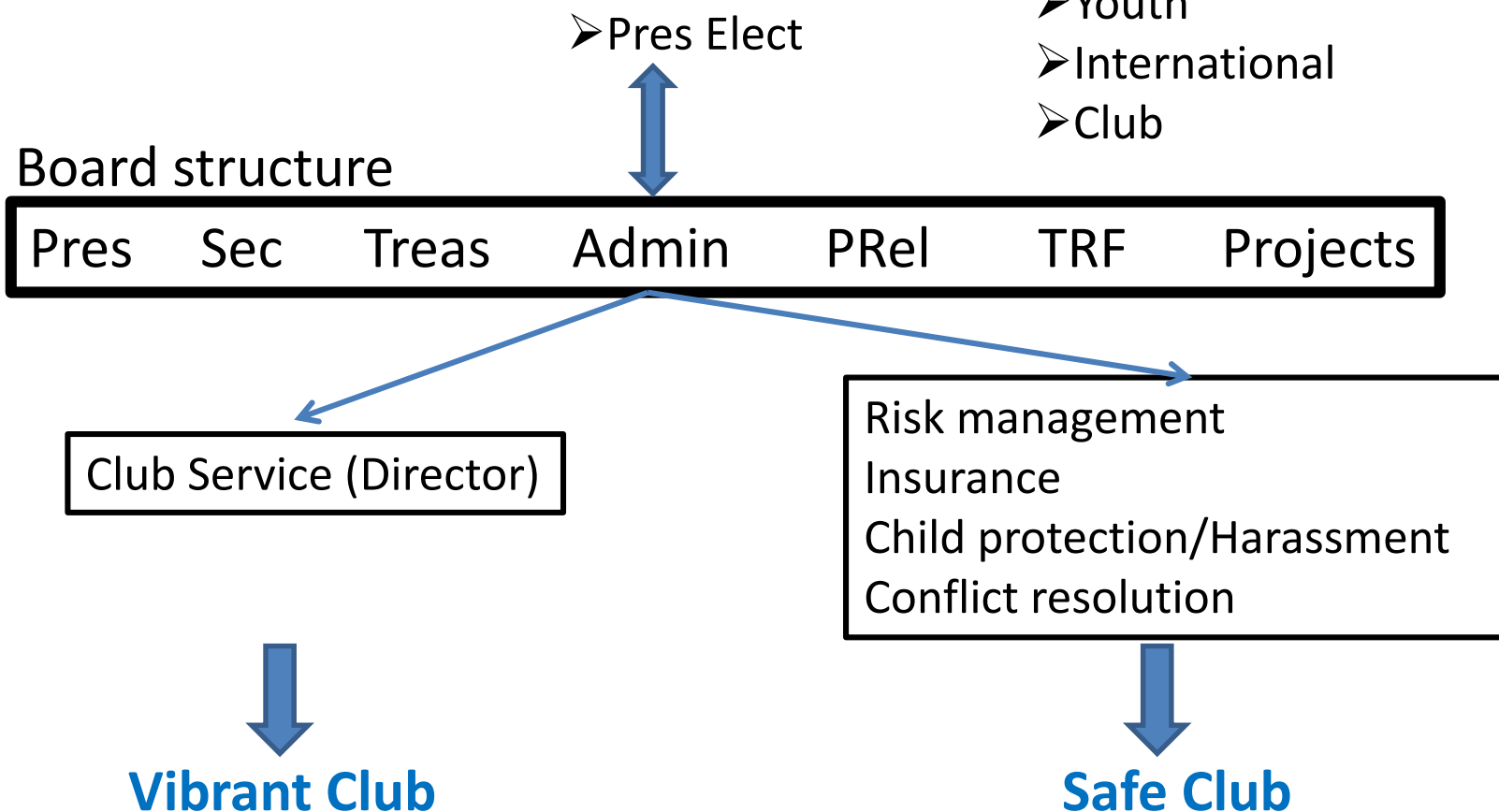
Brian Plain



Who's responsible?

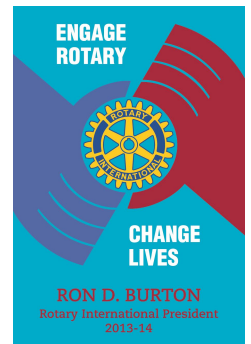
Avenues of Service

- Community
- Vocational
- Youth
- International
- Club



Admin Director - Aims

1. Fellowship
2. Stimulating balanced program
3. Inform and engage
4. Attractive to customers
5. District involvement



Fellowship Q&A

Members and guests are greeted on arrival at Club meetings	Yes	Not always	No
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Members are encouraged to mix at meetings by varying their seating	Yes	Mix but no policy	No
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Family and friends are encouraged to visit and join in club activities	Yes	Infrequently	No
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Fellowship

Issues

Make welcome on arrival

Support each other – bereavement,
illness

Acknowledge special occasions –
wedding anniversary, birthday,
Rotary anniversary

Involve families

Provide opportunity to mix at
meetings

Make it fun for everyone

Sub-committees

Front door reception

Welfare officer

Social functions



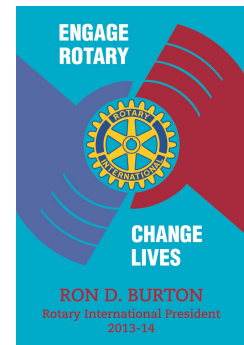
Stimulating balanced program Q&A

Weekly meeting program is stimulating and balanced	Yes	Not always	No
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Program is based around Rotary months	Yes	Sometimes	No
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Quality speakers of interest to members are identified	Yes	Not always	No
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Assembly meetings are well attended and engaging for members	Yes	Not always	No
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Stimulating balanced program

Issues

12 month plan

- Rotary months
- District/Zone/Inter Club meetings
- Club projects
- Social/away nights
- Guest speakers (monthly)

Rotary guest speaker list

Speaker letters, confirmation, follow-up

Stand-by meeting activity

Sub-committees

Program

Guest speakers

Social functions



Inform and engage members Q&A

Club produces a regular bulletin	Yes	Not always	No
The Club bulletin is effective in keeping members informed	Yes	Somewhat	No
Website is kept up to date	Yes	Not always	No



Inform and engage members

Issues

Bulletin

Hardcopy vs email

Content/purpose

Website updates

Board/Committee reports

Weekly briefings at Club meetings

Club Assembly

The power of 'thankyou'

Remind the group, reconfirm the individual

Sub-committees

Bulletin editor

Photographer

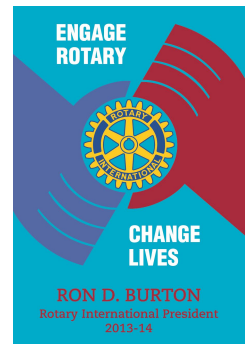


Attractive to customers Q&A

Meeting room is functional and inviting to members and guests	Yes	Somewhat	No
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Meetings are run to time and in a professional, business-like manner	Yes	Not always	No
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Guests are looked after during the meeting	Yes	Not always	No
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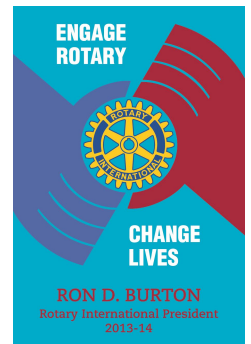
Attractive to customers

Issues

- Be customer focused
- Professional, timely meeting
- Appropriate protocol
- Manage the sergeant session
- Chaperone visitors
- Document policies – who are guests, who pays
- Respect diversity – age, gender, ethnicity
- Build momentum for change
- Rotary is what customers see and experience

Sub-committees

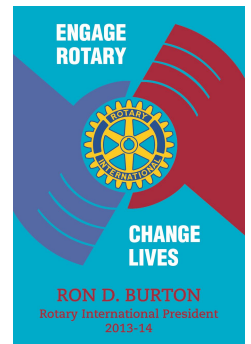
- Sergeant at arms
- Venue and room layout – badges, front table, audio-visual



District involvement Q&A

Club has strong attendance at District conference	Yes	Reasonable	No
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Members are involved in District committees	Yes	A few	No
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District involvement

Issues

Conference attendance

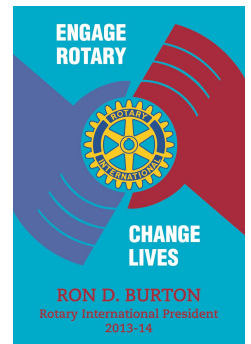
RLI nominations

District committee volunteers

Sub-committees

Conference

Rotary Leadership Institute



Web resources

An extensive database covering Admin topics

Weekly meeting and guest speakers

Great meetings without speakers

Social activities and fellowship

Protocols

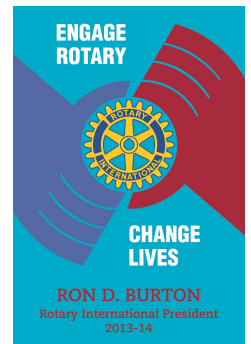
Club bulletins

Meeting management

Speaking to Rotary Clubs

Your guest speaker program

Our speaker bank



Key take-outs

Administration/Club Service Director

Run to time

Allocate rather than delegate

Be customer focused

Build momentum for change

Continuous change and improvement

*“This is a changing world.
We must be prepared to change with it”
Paul Harris 1935*

