



Mike Culleton The Merseyside Toastmaster

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Merseyside Toastmaster Personal Code Practice & Ethics

- I will conduct myself in a professional manner and to the highest possible standards at all times.
- I will present and supply services honestly, avoiding the use of false, confusing, inaccurate or misleading terms.
- I will earn, and maintain a reputation for giving excellent quality service to all my clients and seek their constructive feedback after each event in order to assist with my quality control.
- I will always give proper, fair, reasonable, and professional services to my clients.
- I will deal promptly with any issues that may arise both before and after any booking.
- I will be available to all clients both prior to, and after a booking in order to discuss any issues that may arise.
- I will always supply my client's and potential clients, with accurate information to the best of my knowledge and ability, and without any misleading or inaccurate statements or advice.
- I respect other Professional Toastmasters and their opinions in their quest for business and will never seek to discriminate against them, their gender, colour or creed.
- I will at all times seek to be fully aware of changes within the industry, in order to maintain a profession level of service to each client.
- I will hold adequate **public liability insurance**. This currently is **£5,000,000** and can be viewed with documentary evidence.
- I will supply documentary evidence of a clear and current valid **Enhanced Criminal Records Certificate**.
- I will never partake of alcoholic beverages whilst working for a client, this includes during any consultation, booking, or post booking meetings.
- I will never use bad or insulting language / behaviour at any function, or seek to embarrass any client of guest.
- I will always carry a complete spare uniform to each booking in case of emergencies.
- I will always act in a non-biased, non-prejudicial manner towards all clients, providing those clients with an identical quality of service and treatment irrespective of the many differences which are to be found between clients, including but not restricted to: race, gender, sexual orientation, disability etc.

This Code of Conduct & Ethics is a guideline and does not represent the entirety of my good conduct and behaviour, but more seeks to display my personal standards reflecting the trust that clients place in me and serves also for their peace of mind.

My acceptance and adherence to this Code is my standard practice.

Wedding Speeches

The speeches below are listed in the order they normally occur.

The Father of the Bride's speech

Main points

1. You are pleased to see so many friends and relatives.
2. You are proud of your daughter and her choice of husband.
3. You welcome your new son-in-law as part of the family.
4. Some stories about your daughter during her childhood and teenage years.

It is not appropriate that you should cause any embarrassment to your daughter or your new son in law.

You will finish by **asking the assembled guests to stand** and to raise their glasses for a toast to "The bride and groom".

The Bridegroom's speech

You are groom not expected to give a long speech, nor to be particularly amusing. The groom may get off lightly because it is expected that you may be more than a little emotional.

Main points

Thanks to -

1. Your bride's father, for his toast to you and your new wife.
2. Your bride's father, for welcoming you into the family.

A good term to use that should get a warm response from all of the guests is "My wife and I", followed by – something along the lines of, "Would like to thank you all for being with us on this special day".

3. Any special mentions regarding the distance travelled from far and wide by certain of your guests.
4. Your new bride's parents (if appropriate) for the wonderful reception they have provided and their generosity.
5. Your own parents, for the love and support that they have shown you over all the years.

At this point you (and your wife) may present a gift or bouquet of flowers to your own and your bride's mother. There may be other gifts to give out.

6. Your best man, for his help and support.
7. Your wife for marrying you and for making you the happiest man in the world and for looking so stunning and beautiful.

You may propose a toast for 'absent friends', reminding the guests that not everyone will have been able to attend and that the absentees are in your thoughts.

8. You will thank the ushers for the part that they have played during the day.
9. Finally, you will thank the bridesmaids for the part that they have played during the day and **asking everyone to stand**, propose a final toast to "the bridesmaids".

The best man's speech