



The Weekly Westerner

Box 4572, Station C, Calgary, Alberta T2T 5N3
Holiday Inn, McLeod Trail, Fridays 12:15 pm

President: Grant Ritchie **President-Elect:** Don Bateman

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Murray Hunter, Duncan Stanners

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A beautiful sunny summer day and we're at Rotary with all our good friends at Calgary West.

President Grant called us to order, no mean feat when we're all in a gab fest, and we sang a pretty good rendition of Oh Canada followed by a witty grace by **Brian Wintonyk**. Something about thanks for no Brussels sprouts.

Head table: **David Marshall, George Dunn, Jamie McLeod, Brian Wintonyk and Marg Henschel** joined **President Grant**.

Jamie is the counsellor for our new inbound exchange student, **Knut Buene** fresh from his homeland of Norway just two days ago. He's just turned 17 this month and will be attending St. Mary's high school in September. His home town has a population of about 4,000 so he's already thinking Calgary is a little bigger. **Knut** was staying with **Jamie** and his new bride **Jenna** and **Frank and Myrene Burns** to get acclimatised and then he'll be with **David Townsend** of the Centennial Club. Welcome **Knut** we'll look forward to getting to know you and you us!!! After The Townsends, he stays with Ron Prokosch of the South Club and then on to the Barrs, who are the parents of Andrea Barr, our returning outbound exchange student. **Knut** celebrates his 17th birthday on August 17th. Please remember to wish him a happy birthday.

GUEST SPEAKER

Jamie McLeod introduced **George Dunn** – “Facilitator – Livery Training Programme, Community Peace Officer, Livery Transport services Inspector, Development and Building Approvals – for the City of Calgary. He's a terrific gentleman, with many titles and a terrific sense of humour. One of the things he does well is customer service training, so he showed a video the City had obtained for their training purposes. It was called “Give them the Pickle”.

The idea: What is the extra thing you can give the customer to make the customer happy? So, find out what the customer wants and give it to them. The customers are the boss. “They help us buy our cars, our



houses, our vacations, so they are the boss.” As an employee you must remember you are the face of the company to every customer you meet. Your attitude counts and you must be consistent.

Teamwork is important because we can work to make each other look good Then it’s more fun to go to work. He had us all laughing because we all knew what he was saying about all of us – what we do and what we have experienced.

A little smile, a “pickle” can make a big difference and those little differences add up to make a big difference. You maybe forgot exactly what was said, but you remember how you felt in a situation. A good gauge of customer service is how you feel when you leave.

David Marshall did a dandy job of thanking George on behalf of the club. George was very pleased with his Boltman.

ANNOUNCEMENTS

CONGRATULATIONS!!! Go to **Amy and Rob Weatherall** and their baby boy. Jailen William Weatherall was born on July 26 and everyone is in top form. As Amy said “he’s made some adjustments to our lives!” Babies tend to do that! Amy’s hoping to get Jailen into a routine soon so he’d be happy to come to a Friday meeting. We’ll look forward to meeting our newest and youngest Calgary West Rotarian!

Chris Lee’s cherries will arrive at St. Mary’s church hall on Monday morning ready for pick-up and delivery. (PS. We’ve picked up our cherries and they are big and fat and juicy and very sweet! YUM!!) Thanks Chris!

Bill Quinney had three items on his agenda. He’s taking 75 pounds of cherries to make into wine. Apparently this is an experiment. He won’t lack for help me thinks! He urged us to sell our “Beer for a Year” tickets as the deadline is the end of August. And **Bill** and **Caroline Christison** are heading up the formation of a new Rotary club in Chestermere. Bill had a motion for the club’s approval. We voted unanimously to be the sponsoring club. Not a lot of us will do a makeup there as the new club will meet at the Chestermere Golf and Country Club at 7 AM!

Frank Burns reintroduced us to former member, **Don Campbell**. Don is now with the Olympic club mainly because of meeting times. Don was accompanied by a surprise guest – **Sumiyo Komatsu** and her charming eight year old daughter, **Hana**, plus Sumiyo’s friend **Maki Kawasaki**, all from Japan. Sumiyo was our exchange student in 1992. When she arrived she did not know a single word of English, and when she went home a year later, she was fluent in English and had become very much “westernized”. She now resides in Tokyo with “two children and one husband”! Her husband and older daughter will be joining her for their first visit to Canada!

Rotary Challenger Park’s annual golf tournament is slated for August 31 at McKenzie Meadows. **Ron Jones** is looking for golfers and volunteers.



Mike Carlin noted this is Membership Month in the world of Rotary International. The committee is headed by Garfield Ganong and we have developed some strategies for increasing and retaining our membership. We're going to revisit the work **Stan Cichon** headed up a year or so ago – visit those businesses in the surrounding area of our meeting place, the Holiday Inn, with Rotarians making a personal call to talk about Rotary and invite a business person to a meeting. Our responsibility will be to welcome the new visitors and invite them back, again. The District has developed a plan called the “One in Five Programme” where five Rotarians work together to bring in one new member, embrace and mentor that person. You'll hear more about this over the month of August.

The lobsters are coming!!! **Marg Henschel** asked us to reserve September 10 for the **lobster fest at Sam Switzer's** country home. She'll have a price in the near future as soon as she gets a price on the lobsters. It is one of the highlights of our Rotary social year and always comes in at a reasonable price.

The Motive Action golf tournament is coming. **Karl Herzog** is looking for golfers and volunteers for the 24th of August.

Our dues are due! It's the yearly cry. **Des DeFreitas** is the interim treasurer and he's interested in us paying up soonest.

Newly married **Jamie McLeod** won the 50/50 for the second week in a row! \$38.00 is his windfall.

Stan Cichon, president of Sask Air, presided as Sgt. at Arms and oh boy did he preside! His imagination was working overtime and he made an attempt on everyone's wallet. But there was a bonus for those quick on the uptake...Stan sold 10 copies of **Don Campbell's** jazz combo's newest CD, “Estelle's Choice” for \$10.00 each. Thanks Don for the donation and the wonderful music!

Sharon Jones is still in the CareWest rehab centre as she recovers from a nasty fall while she and Ron were on vacation. She's coming along very well according to Ron. Also via Ron we just heard about **Ron Staughton** having a stint in the hospital and the CareWest rehab centre as he recovers from some heart problems the resulted in him acquiring a pacemaker. He will be released from rehab on August 9th and would love to hear from us. That's a funny thing about summer – if someone is away we tend to think they are on holiday and don't follow up on them like we should. If you know of someone who is ill and maybe needs help or encouragement, please call President Grant or **Lynne Thornton** so we can at the least keep in touch.

NEXT

Next week, Our speaker will be from the Alberta Motor Association and will be speaking on driving tips for seniors.

On August 19, we will be hosting some of the candidates in the leadership race for the PC party. If you are bringing a guest or two, please let President Grant know so the holiday Inn can prepare for extra diners.



Coming Events

July 29	Martin Parnell: "Right to Play", 250 marathons in 2010
	Membership and Extension Month
August 5	George Dunn: The City of Calgary, "Customer Service Today"
August 12	Cathy Mantika, AMA: "Safe Driving Tips for Senior Drivers"
August 19	MLAs Doug Horner, Allison Redford, Ted Morton, Gar Mar: Alberta PC Leadership Candidates
August 26	Captain of Calgary Fire Fighters in Slave Lake
	New Generations Month
September 2	
September 9	Joy Dirks: Citizenship Judge
September 10	Lobster Fest at SamSwitzer's Ranch in Bragg Creek
September 16	Roy Hebert: Alberta Manager IBM (100 th Anniversary)
September 23	Pam Swan: Field Trip, CNIB
September 30	District Governor Mike French
	Vocational Service
October 7	Dr Elizabeth Cannon, President, University of Calgary
October 14	
October 21	
October 28	A Hallowe'en Surprise
	Rotary Foundation Month
November 4	
November 11	Remembrance Day – Meeting Cancelled???
November 18	
November 25	Grey Cup Weekend – Special Program
	Rotary Family Month
December 2	
December 9	
December 10	Christmas Party
December 16	Special Program – Children's Choir???
December 18	Rotary Family Christmas Brunch, Pinebrook Golf Club
December 23	Meeting Cancelled
December 30	Happy New Year – Special Program