

TEMPLE CITY KIWANIS CLUB

WE BUILD



"THE CAMELLIA CLUB"
TEMPLE CITY CALIFORNIA
Chartered August 8, 1939

2011-2012 President's Theme
"Service, Tradition, Excellence"

Visit us at
www.templecitykiwanis.org

CLUB OFFICERS

President, Rich Wenzel
Vice President, Jerry Backstrom
Treasurer, Matt Smith
Secretary, Ron Dorazio
IPP, Jim Robuck

DIRECTORS

Frank Deckon • Bill Hohl
Jerry Jambazian • Mike Lepore
Sue Matchett • Tom McIntee
Dave Seltman

COMMITTEE CHAIRMEN

REPORTING 2011-2012

COMMUNITY SERVICES

Chuck Shaw/Rich Wenzel

PUBLIC RELATIONS

Jerry Jambazian

YOUNG CHILDREN PRIORITY 1

John Gera / Mike Lepore

HUMAN & SPIRITUAL VALUES

Sue Matchett

SPONSORED YOUTH

Mike Miller

YOUTH SERVICES

Mike Lepore / Matt Smith

INTERCLUBS

Jim Robuck

ADMINISTRATION 2011-2012

GREETER / SERGEANT AT ARMS

Dan Snell

ATTENDANCE

Mike Miller / Tony Straub

BULLETIN

Jerry Jambazian

CAMELLIA PANCAKE B-FAST

John Gera

HOUSE & CLUB MEETING

Tony Straub / Bill Hohl

MEMBERSHIP GROWTH

Steve Montesanti

PROGRAMS

Jerry Backstrom

ROSTER & MAILING

Jerry Jambazian

SEFTON FOUNDATION

Mike Miller

TCK-AI Driver FOUNDATION

Steve Tyre

MEMBER CARE

Elmer Black / Dan Snell

SOCIALS & FELLOWSHIP

Steve Montesanti

BARBEQUE

Jerry Backstrom / Dave Seltman

CHRISTMAS

Ron Dorazio / Steve Montesanti

ICE CREAM

Jim Robuck

CLUBS IN DIVISION 10

MONDAY

T. C. KEY CLUB - 12:30 P. M.

T. C. High School, Rm 406

TUESDAY

ALHAMBRA - Noon

Denny's Restaurant

4th and Main St, Alhambra

1st and 3rd Tuesdays

TEMPLE CITY - Noon

Bahooka Family Restaurant

4501 Rosemead Blvd. - Rosemead

WEDNESDAY

ALTADENA-CROWN CITY - Noon

1st and 2nd Wednesdays

Altadena Community Center

730 E. Altadena Dr., Altadena

3rd 4th 5th Wednesdays

Villa Gardens

842 E. Villa St., Pasadena

MONTEREY PARK - 12:15 P. M.

Monterey Hill Sterakhouse

3700 Ramona Blvd.

Monterey Park

SOUTH PASADENA - Noon

Calvary Pres.Church

1050 Fremont (at Oxley) So.Pasadena

BUILDER'S CLUB - 12:20 P. M.

Oak Avenue Intermediate School

Room 511 (near the lunch area)

THURSDAY

SAN GABRIEL - Noon

SG Hilton Hotel, 225 W Valley Blvd.

PASADENA - Noon

University Club 175 N. Oakland Ave.

ROSEMEAD - Noon

Social Hall, California Mission Inn

4807 Earle Ave., Rosemead

SAN MARINO - Noon

1st and 3rd Thursday of the Month

Z-Sushi, Garfield & Huntington

JUNE 19, 2012 TUESDAY 12:00 P.M. VOL. 73 NO. 38

THIS TUESDAY

Joe Donofrio will speak on the Temple City Time Bank. Time Exchange (Time Bank) members use a simple Internet-based system to list the services they want to give and receive. The website introduces Time Bank members to each other, facilitates the exchange of services and keeps track of the hours exchanged.

LAST TUESDAY

Verena Somer is the author of the 11% Solution. She worked in customer service over 25 years for Kaiser Permanente. I think she had heard enough stories to fill another book.

Professional marketers will tell you that good customer service costs nothing. In fact, it costs much more to get a new customer than it does to get repeated business from an old customer. For every customer that is unhappy with your service, they have the capability to tell 26 of their friends about you. 83 billion dollars are lost annually due to poor customer service. Say your name when you answer the phone. 95% of customers with a problem will return if their problem is solved quickly.

Of our members, myself (dry cleaning), Steve Montesanti (carpet cleaning), and Dave Seltman (restaurant), I think we realize that we always can't please everyone. I will quote one of my favorite sayings, "Some people bring happiness by coming, and some bring happiness by leaving". Is the customer always right and are you willing to lose money to prove it?

Verena says that the Nordstrom and Disneyland model of customer service is an urban legend. I think it is something you should strive for but not always able to dispense it.



MEMORIAL SERVICE FOR JIM ENKELAAR

Jim's son, Mark Enkelaar is inviting you to a Memorial Service for his beloved father Jim. It will be this Saturday, June 16 at 10:00 a.m.. Sunrise Community Church, 9642 Live Oak Ave. Jim was Club President in 1996 and 2006. Jim retired to a nursing home in Arizona a few years ago to be near his daughter. Jim was a lot of fun and loved America so much that he became a citizen.

HOUSE COMMITTEE

Tony Straub is one of our unsung heroes. He faithfully comes every week and takes care of the mundane stuff that no one else would do. To that end, we want to make it as easy as possible for Tony, especially when there are 2-3 members around his table wanting to pay for their lunch. It would be great if you could: 1) have the correct amount of money 2) do not reach for and make your own change 3) let Tony complete the transaction and give the menu and change to you. 4) say "thank you". Also thanks to the set-up and take-down committee. You know who you are.

OTHER HAPPENINGS

President Rich put in some happy money on behalf of Shirley Raschke. Her house in Pensacola, Florida sustained 15 inches of rain in 1 hour.

Concerts in the Park begin this Wednesday with the Surfin Safari's. We will sell non-soft ice cream and raffle tickets for the Barbeque.

Ronald McDonald Meals of Love will be Thursday, July 5 (Please note the change of date). Main Dish; John Gera and Chuck Shaw, Salad; Steve Montesanti and Rich Wenzel, Dessert; Sue Matchett and Mike Miller, Bread; Dan Snell, Drinks; Dave Seltman. Bring bread and drinks before and put on Wenzel's patio, if not home. The remaining food items will be picked up from home of the first person on each list.

KIWANIS KALANDAR

June 19 - Joseph Donofrio will speak on the Temple City Time Bank

June 20 - Concerts in the Park begin with Surfin Safari

June 26 - Los Angeles County District Attorney David Demerjian with Public Integrity Division.

July 3 - No speaker for the day. We will have a Board Meeting instead. Fund Raising suggestions.

July 5 - Ronald McDonald Meals of Love (note date change)

August 14 - Budget meeting by Incoming Pres. Jerry Backstrom (venue TBD)

September 29 - Installation of Officers (venue TBD)

QUOTE OF THE WEEK

"If winning isn't everything, why do they keep score?" - Vince Lombardi (1913 - 1970)

See you Tuesday, Jerry

HONORARY MEMBERS

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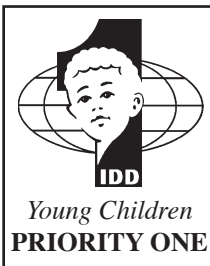
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Temple City KIWAN-O-TIMES

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FIRST CLASS