

Chris Dysart

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Canada's First Breakfast Club

**Harbourside Rotary Victoria
eBulletin**

Wednesday, February 20, 2013



Hello Chris! This email has been generated just for you as a member of our club. hope you enjoy receiving this newsletter!

Editor: Chris Dysart
If you have any comments or questions, email the editor.

Harbourside News

by Duncan, Maureen

Meeting # 1665 - February 20, 2013

Presiding: *President Paul Doherty*

Greeter: *Colin Smith*

Front Desk: *Randy Stewart*

Draw Tickets: *Doreen Sutherland*

Invocation: *Dennis Sutton*

David Cheatley was out of town, so we sang *O Canada*.acappella - Hurry hor David!

Future Speakers

- Feb 27 2013**
Dr. John Archibald, Dean of Humanities
"TBD"
- Mar 6 2013**
Keith and Chris
"2013 Ford World Mens Curling Championship"
- Mar 13 2013**
Paul Destrooper, Artistic Director Ballet Victoria
- Mar 20 2013**
Classification Talk - Norman Bruce
"Classification Talk - Norman Bruce"
- Mar 27 2013**
Eileen Eby
"1000x5 literary project"
- Apr 10 2013**
Adam Kreek
"The Power of Adventure"
- Apr 17 2013**
Dr. Andrew Weaver, University of Victoria
"Climate Change (Title TBD)"
- Apr 24 2013**
Hamish Black
"TeenWork -- a program to provide employment support for Youth living with Disabilities"
- May 8 2013**

Welcome Visitors

by Duncan, Maureen

Visiting Rotarians:

No visiting Rotarians this week.

Guests :

- Mandy Farmer - Guest of the Club
- Gilbert Noussitou - Guest of the Club
- Steven Walker-Duncan - Guest of the Club

Birthdays

by Duncan, Maureen

Jane Sterk, Leader of the
BC Green Party
"TBD"

May 22 2013

Jonathan Fowlie

"Analysis of the 2013 BC Election"

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This week we celebrate the birthdays of:

Robin Cushing - February 22

Gillian Manson - February 24

Anniversaries

by Duncan, Maureen

Wedding Anniversaries

Ken Milbrath and Brenda - 38 years - February 21

Club Anniversaries

Michael van Straubensee - 11 years - February 20

Club Announcements

by Duncan, Maureen

[Doug Lunamn.](#) – Presented [Maria Viachaik](#), who recently returned from Greece with her second Paul Harris.

[President Paul reminded](#) members of the upcoming District Leadership Training Assembly (DLTA), March 23rd and 24th in Victoria. He also announced that it's the 100th Anniversary of Rotary in BC on April 22nd and suggested we invite all Harbourside ALUMNI over the past 30 years to Breakfast on April 24th. The idea was unanimously agreed by club members.

[Gillian Manson](#) is looking for a driver to take four Rotary Youth Leadership Assembly (RYLA) students from the area to Washington State, March 1st – 3rd. A rented van will be provided and there is an opportunity to observe the activities during the weekend. Please contact Gillian if you are interested in volunteering.

Service, Service, Service

by Duncan, Maureen



Mandy Farmer, Presentation – **Service, Service, Service**

Mandy opened her presentation by stating that SERVICE is a journey not a destination. She was twelve years old when the first Accent Inn Hotel was opened. Service was ingrained in her as part of her family values. On one occasion while working at the Empress, prior to joining the Accent Inn family business, she experienced the power of giving as a result of providing good service to a Mexican Family vacationing at the hotel. During their stay a family member needed medical assistance and they call upon Mandy to help. It was an opportunity to experience gratitude when going the extra mile for guests.

Many of Accent Inn front desk staff are “lifers”, because they have service in their blood. As Mandy moved higher up in Management she has less direct contact with the guests; however she has been able to expand her skills promoting service directly to the one hundred and seventy five staff by living and breathing her values in the workplace .

She has three ways of fulfilling her mandate in the workplace; Attention, Affection and Appreciation.

Attention – On Monday morning Mandy makes it her practice to connect with staff, checking how their weekend has gone, if there is anything they have to offer to improve the business. Listen, listen, listen.

Affection – Mandy’s father used to hug lots in the workplace, until one day he experienced a housekeeper offering a big wet kiss, causing the need to reassess an approach with staff. The year the business celebrated their 25 year anniversary, for 25 days every one of the staff received gifts. The one item most appreciated was the personally signed message on a mug hand written by Mandy for all 175 staff. Mandy also makes a point of sending hand written notes to frequent customers.

Appreciation – Mandy said you can't say thank you enough but finds that having the right processes and procedures in place help make this become a regular habit with all team members. She scans online reviews to find examples of great customer service and then sends personalized notes, written on a fun pickle pad. Managers also use the "pickles" as do staff to congratulate each other on good work.

The Sarge

by Duncan, Maureen

Sarge Ralph Libby decided to check out the meaning of the word “reprobate” – Express or feel disapproval of, censure; (of God); cast off, exclude from, salvation, unprincipled.

He then fined Randy Decksheimer for his unprincipled comment about him attending the KPMB hosted seminar because of the food. Randy’s “tongue in cheek” comment was made while the Sarge was eating “thin soup”.

***Lisa Collins* - for previously being set up for lawyer jokes, however is now using the term, Lisa Collins, Lawyer on her business cards.**

Because Paul Doherty can’t be fined during his Presidency and he doesn’t say enough good things about the Treasurer Don

Greenburg, the Sarge will put in a fine on his behalf today.

Troy Alexander – for jumping in when the President was making his announcement about the Rotary BC 100 Anniversary claiming it was 108, which is the National Anniversary date this year.

Ken Milbrath – for fined for wearing his leather jacket.

Nancy Singh – for being so nice.

Wayne Ford – for a member not being at the meeting this morning. Sorry Wayne didn't catch the name.

Dennis Sutton – for his claim about rewriting prose from William Shakespeare prior to his invocation this morning.

Jack Jeffrey – for not having to put up with the bad weather in the Maaritimes.

The Sarge –made a request asking if there was any Norwegians in the room and then lamenting about an article in the New York Times about chopping wood for 12 hours and wood burning for 8 hours. ?????? Fortunately there were no Norwegians at the meeting.

Happy and Sad

by Duncan, Maureen

http://www.conquercancer.ca/site/TR/Events/Vancouver2013?px=2861054&pg=personal&fr_id=1441

50/50 Draw

by Duncan, Maureen

Maureen Duncan won the draw and pulled the 3 of Hearts, but the winning card is the 2 of Diamonds.



Upcoming Duty Roster

by Dysart, Chris



If you are on the Front Desk, a Greeter, or selling Draw tickets, please be there by 6:30 am to start your shift. If you are unable to work your shift, please make arrangements with someone to swap a shift and let Chris Dysart know of the change.

	Feb-27	Mar-06	Mar-13
Front Desk	Patrick Boulger	Andrew Turner	Howard Wald
Greeter	Damion Sowa	Bill Brown	Jim Warr
Draw Tickets	Miles Takacs	Michael Van S.	Russ Cape
Invocation	Murray Tough	Peita Van Dyke	Kevin Watt
Sarge	Miles Takacs	Pheng Heng	Lisa Collins
Bulletin Editor	Steve Holland	Mary Coward	John Ratel

Chris's Commitments