



Live Steam

Rotary Club of Pittsburgh, District 7300

Chartered in 1911 as the 20th Club. Today, one of 33,135 worldwide.

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August 24, 2011

ROTARY BUSINESS CENTER & CLUB OFFICE

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Hours:

Monday–Friday | 8:30am-5:00pm

*Rotary is a leader in
making Pittsburgh
a place where every
young person has
an opportunity
to succeed.*

ROTARY LEADERSHIP

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www.rotary.org

District 7300 Governor

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www.district7300.org



LAST MEETING: 8/17/11

By Kirk Chambers

The meeting was called to order by **President Andy**. A lovely invocation was given by **Linda Fischer** followed by the pledge and a song led by **Lou Walsh**. The piano was played by Chaya Sarah Dlinn and

the song was “Them More We Get Together”. This song was easier and sounded better than most.

President Andy then reminded us of the New Citizens Reception meeting on Friday August 19th and the membership committee meeting on Thursday August 25th at 4 pm in the Rotary office. He also asked how many had registered for Rotary Awareness Event on August 29th at the Rivers Club. This should be a great event as Kivi Bernhard, a seasoned motivational speaker, has come in to town to speak. Information and registration for the event is available on the main page of our website.

During “Good News” **Lou** let us know that his first grandchild had started college yesterday and Terry told us that **PK** was getting their stitches out today.

Secretary Margaret DeLeeuw took the podium in all her grace announcing visiting Rotarians and guests. These included Don Hicks a fellow Rotarian from Ft Worth, TX. He is in our area on business for the next couple of months. In addition Amy Zukauckas from Volt Technical Resources was Tammy Vukotich’s guest.

Sally Mizerak reminded us that we are a major sponsor for the Pittsburgh Ethics Awards this year and that we had until the end of August to nominate companies. Only basic information is needed to nominate a company.

Lou Walsh auctioned off 2 Steelers tickets for the game on Saturday August 27th against the Atlanta Falcons that were donated by former club president Frank Burdine. **Mark Uebele** was the lucky winner getting the tickets for only 70 dollars.



NEXT MEETING

Date: August 24, 2011
Speaker: Wayne Kurtz
Title: President of Karlsberg International Insurance Co. & Super Triathlete
Topic: “Goal Setting”

Next **Caitlin Wykoff** was officially pinned as a new member by **Linda Fischer**. Caitlin’s father David Wykoff is a 20 plus year member of the Churchill Rotary. Caitlin is a native of Pittsburgh that graduated from Duquesne with a degree in Finance in 2009. She is a world traveler including studying in Rome for 3 months. Caitlin currently is the assistant controller for RoData; a company that focuses on videoconferencing and collaboration. Caitlin enjoys golf and cooking and plans on taking up paddle tennis in the near future. Welcome to the club **Caitlin!**

James Gourlay presented his 3 minutes of fame and he has an interesting background as he grew up in Scotland becoming the youngest ever member of the City of Birmingham Symphony Orchestra. He went on to play in London and then Zurich where he met his Brazilian wife, a ballerina name Leah. He went on to teach music at the Royal Northern College before ending up in Pittsburgh as the Music Director for the River City Brass.

Our Speaker was James Merante the owner of Padgett business services. He spoke on improving Customer Service by looking at every repeatable action as a system not as an added cost of doing business. James made five points he wanted us to remember.

1. Every business has repeatable scenarios
2. If there is an issue with a scenario, there should be a policy change
3. Customer service standards should involve every role in the business
4. You must over communicate with clients via multichannels including phone, email and text messaging.
5. Make sure you communicate the benefits of policy changes to the customer.

We had a unique ending to our meeting as we closed our meeting with the Four – Way test followed by some tuba playing by **James Gourlay**.





It's a Great Day for Rotary!

UPCOMING EVENTS & MEETINGS

Event: Membership Committee Meeting
 Date: August 25th
 Time: 4:00 pm
 Location: Rotary Office

FUTURE PROGRAMS

WEDNESDAY AUGUST 31st

Greg Quatchak
 CEO
 Civil & Environmental
 Consultants, Inc.

WEDNESDAY SEPTEMBER 7th

To Be Determined


WEDNESDAY SEPTEMBER 14th

District 7300
 Governor Sue Kelly

WELCOME NEW MEMBER



Caitlin Wykoff
Job Title and Company: Assistant Controller for RoData, Inc.
Brief description of work responsibilities: Managing cash, purchasing, payroll, budgeting
Family: Only child
Hobbies and Interests: Golf, travel, music, cooking, running
Rotary Committees signed up for: Social & Networking, International, Signature Project and Cashier.
Something about yourself that Rotarians don't know: I've been lucky enough to travel to England, Germany, France, Greece and all over Italy but still have yet to see much of the United States. Hadn't been further west than Cleveland until my cousin's wedding in San Francisco last October!




On August 10th the Club President Andy Dlinn and Foundation Chair Linda Fischer recognized Phyllis Comer as a Paul Harris Fellow

CLUB BIRTHDAYS

Lynne Scanga August 21st
 Jack Miller August 27th
 Demetria Pappas August 27th

CLUB ANNIVERSARIES

Karl Ohrman 31 years
 Buzz Stoecklein 19 years
 Robin Zoufalik 11 years
 Krista Foster 4 years



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Rotarian: Saul Kurtz of Blessed Memory

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For more information about the Rotary Club of Pittsburgh or if you're interested in joining, visit our website at www.pittsburghrotary.org or call the Rotary office at (412) 471-6210.