

**OPENING**

Time: 6:00 PM  
 Pledge of Allegiance: President Judy  
 Invocation: John Mozena

**GUESTS**

Leigh Kistler and Jackie Gleason.

**VISITING ROTARIANS**

None.

**BIRTHDAYS**

Bob Lucas (10/9)

**ANNIVERSARIES**

None.

**ROVING REPORTER**

Fred Ollison  
 -- Bill Scott is proud to announce that his son has been promoted to Major in the Marine Corp.  
 -- Nice letter to the editor in the GP News by Ron Strickler about a fellow Kroger customer paying for the anniversary flowers he was buying for Diane. Ron plans to pay it forward.  
 -- Per Susan Mozena, GP Memorial Church is bringing in an interim pastor by the name of Mark Diehl in November.  
 -- Irena Politano has had success in retrieving unclaimed assets from the State of Michigan. Paul Rentenbach has just submitted a claim on behalf of our Club for \$333.  
 -- Julie Baumer's large dog, Bruce, will soon be undergoing knee replacement surgery.  
 -- Phil MacKethan's 12 or 14 year old female cat named Bob (as a result of being originally misgendered) has passed away.  
 -- Murray Davis is proud to report that the Veteran's Court in Dearborn that he runs has received a three year \$400,000 grant. Congratulations!

**OIL CAN**

-- Dave Colton went old school and passed it on for a faux pas to Mark Brooks for stating in the Rotarpointe that he was a volunteer cook this summer at Cornerstone (University) and not Crossroads.

**SUNSHINE NEWS**

-- Marcy McNeill, the widow of former Rotarian Roger McNeill, passed away earlier this summer.

**COMMUNITY SERVICE**

-- Upcoming events: (1) Moross Greenway, meet at 9:00 on 9/12 at Grace Church (2) Defer Gardening on 10/19 from 9:00 to 11:00. (3) Gleaners on 11/2 from 1:00 to 3:30.

**TOT LOT REIMAGINED**

-- The donation/commitments total is \$197,464 and, unofficially, it is around \$211,000. Keep on spreading the word to reach the \$250,000 goal. The color of the new Rotary signage to be allowed will be discussed at the 10/21 GP City Council meeting. Looking for Rotarian attendance in support.

**ANNOUNCEMENTS**

-- Progressive Dinner on 10/12. 5:30 cocktails at Judy Masserang's, 7:15 dinner at the 6 host homes, and dessert at Irena Politano's.  
 -- Going on right now, the Family Center is hosting a suicide prevention program called *13 Reasons Why Not* at the War Memorial.  
 -- George McMullen is looking for a few Rotarians to take pictures at our meetings when he is absent. All you need is a smart phone.

**TODAY'S PROGRAM**

Tom Halpin – The Customer Prevention Culture

Mr. Halpin has been the principal in a small sales agency that has repped 40 companies over the last 15 years. He is becoming more of a consultant and is the author of the book *The Customer Prevention Culture*.

This culture is based on 5 common missteps: (1) the customer is not king, (2) company-centric (not customer-centric) infrastructure, (3) tribes and silos with a lack of shared organizational outcomes, (4) too many unnecessary customer touchpoints, and (5) no values to form culture, not being proactive to inspire team members.

Mr. Halpin's remedy is the "culture of commerce" that flips 1 – 5 around by inspiring team behavior that drives the customer experience. This behavior is maintained through listening mechanisms to track the experience which should be all flow and no friction.

An innovative video of the customer prevention culture can be viewed at <https://www.youtube.com/watch?v=uyEec4STAc>.

**FLOWER RAFFLE**

A pot of \$498 with \$249 going to the winner. Frequent winning ticket holder Dick Dunlap was not able to pick the joker but is able to enjoy the beautiful flower arrangement provided by Charvat the Florist.

**CALENDAR**

- Oct 16: Rebecca Fannon – GPPS hold harmless & sinking fund millages
- Oct 23: John Chambers – Rotary District 6400 Governor