



The Beaumont Rotary Club

Club No. 72 - Founded February 28, 1913



Mon Aug 13, 2012

[Home](#)

Speakers

Aug 15, 2012
[Congressman Ted Poe](#)
 Congressional Update

Aug 22, 2012
[\[ROTARIAN OF THE DAY: Regina Rogers\]](#)
 Gift of Life Projects and Programs

Aug 22, 2012
[Robert Floyd, Chairman](#)
 Texas Vietnam Veterans

Aug 29, 2012
[Sheri and Eddie Arnold,](#)
 Chairmen-Rotary Goes Home
 Events all week; sign up for
 time/day that is convenient.

Sep 05, 2012
[Dr. Timothy Chargois](#)
 State of BISSD

Sep 05, 2012
[\[ROTARIAN OF THE DAY: Mayor Becky Ames\]](#)
 Texas Capitol Vietnam Veterans
 Monument

Sep 12, 2012
[Joseph Mayer with Lockheed Martin](#)
 Future of Space Travel

Sep 19, 2012
[Robert Keith Horry, Jr.](#)
 Retired NBA Great & ESPN
 Sports Commentator

Sep 26, 2012
[Brett Bertles, Sharon & PDG Roger McCabe](#)
 Our Trip to Nicaragua

Oct 03, 2012
[Texas Wine Growers Association](#)

Oct 10, 2012
[TBA - Meeting will be in the Fountainview Room](#)

[View entire list...](#)

ROTARYGRAMS

August 15, 2012 - Vol. 100, No. 7

MCM Elegante' Hotel
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 Suite 213
 Beaumont, TX 77705

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PROGRAM PREVIEW August 15, 2012 "A Congressional Update"



Ted Poe
 Texas Congressman

A favorite speaker with our members, Congressman Poe comes to speak to us, once again as our Congressman, until the mandated redistricting takes effect on January 5, 2013.

Texas Congressman Ted Poe is a leading advocate in Washington for limited government, free markets, low taxes and individual liberty.

Prior to serving in Congress, Ted Poe served for 22 years as a criminal court judge in Houston where he garnered national media attention for his innovative sentences – dubbed "Poetic Justice." Prior to that, he served for eight years in the Harris County District Attorney's Office, where he became the chief felony prosecutor and never lost a jury trial.

Congressman Ted Poe serves on the House Judiciary and Foreign Affairs Committees. An outspoken advocate on border security, he travels regularly to the southern border to meet directly with local law enforcement and residents. He also often visits our troops in the War Zones of Iraq and Afghanistan. Congressman Ted Poe established the bipartisan Victims' Rights Caucus (VRC) to advocate on behalf of



Club Events & Meeting Makeup Opportunities

30 Something
Embassy Room of the MCM Elegante
Aug 16, 2012 11:30 AM - 12:30 PM

Rotary After Hours
The Julie Rogers Theatre for the Performing Arts
Aug 16, 2012 05:30 PM - 07:00 PM

ROTARY GOES HOME
Aug 25, 2012 - Aug 31, 2012

Board of Directors' Meeting
The Beaumont Club
Aug 28, 2012 11:45 AM

District 5910 Membership & Foundation Seminar
Montgomery High School near Lake Conroe
Sep 15, 2012

Rotary After Hours - New Event Center
The Veranda (overlooking Town Lake)
Sep 20, 2012 05:00 PM - 07:00 PM

Board of Directors' Meeting
The Beaumont Club
Sep 25, 2012 11:45 AM

Board of Directors' Meeting
The Beaumont Club
Oct 23, 2012 11:45 AM

Board of Directors' Meeting
The Beaumont Club
Nov 27, 2012 11:45 AM

Holiday Party
Dec 12, 2012

Rotary Youth Leadership Awards (RYLA)
Jan 11, 2013 - Jan 13, 2013

Board of Directors' Meeting
The Beaumont Club
Jan 22, 2013 11:45 AM

Large Club Conference
MCM Elegante' and city
Jan 24, 2013 - Jan 27, 2013

Board of Directors' Meeting
The Beaumont Club
Feb 26, 2013 11:45 AM

Board of Directors' Meeting
The Beaumont Club
Mar 26, 2013 11:45 AM

Board of Directors' Meeting
The Beaumont Club
Apr 23, 2013 11:45 AM

Board of Directors' Meeting

victims in our nation's capital. A strong constitutionalist, Congressman Poe stands firmly in the belief of "we the people" not "we the subjects."

Congressman Poe will be introduced by Rotarian and Mayor Becky Ames.

HEAD TABLE AND MENU FOR AUGUST 15



Invocation – **Harland Merriam**, Pastor, St. Andrews Presbyterian Church



Pledge to the USA and Texas Flags – **Ivy Pate**, Advocacy/Public Policy Development, Christus St. Elizabeth Hospital



Introduction of Guests – **Michael Perez**, Executive Director, Salvation Army Boys & Girls Club of Beaumont

Menu: salad bar, New England clam chowder, meatloaf, grilled chicken breast, mashed potatoes with brown gravy, corn, assorted pastries and desserts, tea and coffee

CALENDAR OF ROTARY EVENTS

(and make-up opportunities)

Membership dues for July-December 2012 are due.	
Flag subscriptions for July 2012 - June 2013 are due.	
	Sign up to attend Rotary Goes Home during last week of August
August 16	Large Club Conference Committee Chairmen, 7:30 a.m. In the Embassy Room of the MCM Elegante' hotel
August 16	30 Something, 11:30 a.m. - 12:30 p.m. in the Embassy Room
August 16	Rotary After Hours, 5:30 to 7:00 p.m. at the Julie Rogers Theatre for the Performing Arts, hosted by Chelsea Tipton and Craig Escamilla.
August 25 - 31	Rotary Goes Home; sign up for the date/time that is best for your schedule; hostess fee of \$10 per person to be paid at the door.
August 28	Board of Directors Meeting at 11:45 a.m. at the Beaumont Club

The Beaumont Club
May 28, 2013 11:45 AM

Board of Directors' Meeting
The Beaumont Club
Jun 25, 2013 11:45 AM

A History in Photos

[08-08-12 John Hazen, J. D. Power & Associates](#)

[08-01-12 Coach Ray Woodard](#)

[07-26-12 Rotary After Hours at Luke's](#)

[07-25-12 Club Assembly](#)

[07-18-12 Jason French, Cheniere Energy](#)

[07-11-12 Installation of President Becky Mason](#)

[06-27-12 President David's Swan Song](#)

[08-01-12 Ray Woodard, Lamar Football](#)

[07-26-12 Rotary After Hours](#)

[07-25-12 Annual Club Assembly](#)

[07-18-12 Jason French, Cheniere Energy](#)

[07-11-12 Installation of Centennial Leadership](#)

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Looking for a meeting make up opportunity?



30 Something has been revamped!

Attend our monthly meetings and not only get updates on current and upcoming projects,
but learn ways to participate, get involved, and take on leadership roles.

Our next meeting is Thursday, August 16, from 11:30 - 12:30 p.m in the Embassy Room (located on the 2nd floor) of the MCM Elegante' Hotel.

30 Something ... it's not just for Red Badges anymore!

YOU'RE INVITED TO A BIRTHDAY PARTY!

ROTARY GOES HOME is first opportunity for a birthday party.



There will be other parties throughout the Centennial but Chairmen Sheri and Eddie Arnold will be the first invite you to an official Birthday Party for our club. Rotary Goes Home will be the last week of August and each host will be having a birthday celebration, complete with birthday cake.

Sign-up for parties has begun already but there are still many options open for you:

- Saturday, August 25, dinner at Tolbert Chisum's
- Monday, August 27, dinner at Steve Doblin's home
- Tuesday, August 28, dinner at Bobbie Applegate's home
- Wednesday, August 29, lunch at the McCabes' home
- Wednesday, August 29, dinner at Chad Blanchard's home
- Wednesday, August 29, dinner at Ted Moor's home
- Thursday, August 30, lunch at David Heinz's home
- Thursday, August 30, dinner at Lynn Castle's home
- Thursday, August 30, appetizers and drinks at Sharen Kirksey and Leonard Juncker's home
- Thursday, August 30, dinner at Floyd McSpadden's home

Plan to sign up this week or next for that which will work best for your schedule and use this as a chance to enjoy fellowship with Rotarians you might not know very well yet.

Spouses and guests are welcome to join you also. If you are considering proposing a new member, this is an ideal opportunity to invite them to join you and meet other Rotarians.

BEAUMONT ROTARY CENTENNIAL PLAYGROUND

MUNRO'S



Interested in being a sponsor?

[Download the website sponsorship guide](#)



[Make your contribution by credit card directly to the Beaumont Rotary Foundation by clicking on the picture.](#)

THANK YOU TO OUR DONORS!

The list of donors to the Beaumont Rotary Centennial Playground project continues to grow each and every day.



Have you made your gift or pledge yet?

We need YOU to reach the 100% goal!



SWEET SOUNDS OF ROTARY AFTER HOURS FOR AUGUST

Mark your calendar to attend the next Rotary After Hours on **August 16** when we gather at the Julie Rogers Theatre for the

Performing Arts. (Please note a date change since the first announcement of this event.)



Join Rotarians Chelsea Tipton and Craig Escamilla for a special look inside the Julie Rogers Theatre. Get a glimpse backstage, enjoy some food and fellowship in the Green Room, and should we be very lucky, an opportunity to enjoy a special treat from Maestro Tipton.



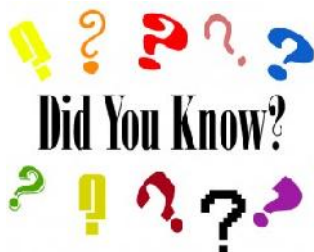
The Symphony and Rotary join together to celebrate their milestone anniversaries!

VISITORS AND ROAMING ROTARIANS ON AUGUST 8



The Rotary Club of Beaumont was delighted to welcome guests and fellow Rotarians to our meeting. Please come again soon.

- John Hazen**, speaker and guest of **Vernon Pierce**
- Tiffany Taylor**, guest of **Chad Blanchard**
- Rick Kirksey**, guest of **Chad Blanchard**
- Vince Rizzotto**, guest of **Ron Fletcher**
- Gail Daigle**, guest of **Kenny Kraemer**
- Josh Smith**, guest of **Barry Bryant**



Members of the Rotary Club of Houston visited Beaumont in 1913 and brought the mission of Rotary to the community and identified business leaders at that time, making them our official sponsoring club.



Houston is celebrating their Centennial this year as well, and have many activities and events planned. We wish them continued successes into the next century as well.

HAPPY BIRTHDAY!



James Broussard
August 17



Robert Edgar
August 19

Chris Colletti
August 18



Randy Fluke
August 19



James Grant
August 19



John Johnson
August 19

LOST AND FOUND

The rainy weather on Wednesdays during the past month meant a number of umbrellas were forgotten and left behind following the meeting. If you left one, please claim it soon.



PROGRAM REVIEW August 8, 2012

"Improving Customer Satisfaction"



John Hazen
J. D. Power & Associates
by **Rotarian John Neely**

Today's speaker was John Hazen, of J.D. Power & Associates. Mr. Hazen was introduced by Vernon Pierce, Director of Customer Service, Entergy.

J.D. Power & Associates evaluate and rate utility companies, industry and businesses of all sorts. We "hear from the customers/users of utility and industry services, and report that data BACK to the customer-base, and the entities themselves." This process provides the necessary data, for utilities and industry to improve their missions, and provides recognition for excellence.

J.D.Power & Associates are "The Voice of the Customer" by providing:

- brand-name recognition
- public recognition
- long-term relationships with customers AND industry

J.D. Powers & Associates does NOT advertise. The J.D.Powers & Associates Award is recognized throughout the world and others actually pay them to use the award icon in their own advertising.

J.D. Powers & Associates Energy Practices:

- syndicated studies (i.e., gas, electric, etc.)
- conducts research on-line (125+ questions)
- access to data/results for all companies
- Call Center Programs and Proprietary Research

SIX Factors in Customer Ratings:

- corporate citizenship
- price
- power, quality, reliability
- billing and payment
- customer service
- communications

On-Line Reseach (includes) :

- customer opinions
- customer surveys
- e-rewards
- common knowledge

The Five Dimensions of Customer Service:

- people
- process
- price
- product
- presentation

Customers today are MORE on edge, and the challenge to utilities and Industry is to "communicate more with your customers."

John reminded the audience of the philosophy used by J. D. Powers and Associates, "If you always DO...what you've always DONE, you will always get what you always got. "

Editor Craig Escamilla

If you have any comments or questions, please contact the editor.

Website: www.beaumontrotaryclub.org Email Executive Director: admin@beaumontrotaryclub.org