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Aug 08, 2012
[John Hazen, JD Powers](#)
 Improving Customer Satisfaction

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

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[\[ROTARIAN OF THE DAY: Regina Rogers\]](#)
 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 BISD

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

Sep 19, 2012
[Brett Bertles and PDG Roger McCabe](#)
 Our Trip to Nicaragua

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

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Club Events & Meeting Makeup Opportunities

[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](#)

ROTARYGRAMS

August 8, 2012 - Vol. 100, No. 6

MCM Elegante' Hotel
 2355 IH-10 South
 Suite 213
 Beaumont, TX 77705

Telephone: 409-842-1913
 Fax: 409-842-5613



PROGRAM PREVIEW August 8, 2012



"Improving Customer Satisfaction"

John Hazen
 Senior Director

J. D. Powers and Associates

You have heard the reference to J.D. Power and Associates in commercials and advertisements frequently but do you know what they do and why? From the website, "J.D. Power and Associates is a leading global marketing information services company that conducts independent consumer surveys of product and service quality, customer satisfaction, and buyer behavior. Each year, J.D. Power interacts with millions of consumers around the world to better understand their opinions, perceptions, and expectations about a variety of products and services." How is research conducted? What interesting and surprising findings have been determined? What is done with the information collected? All good questions for which we anxiously await answers.

John Hazen is currently a Senior Director with J.D. Power and Associates with responsibility for utilities in the Southern and Eastern United States. John works closely with his clients on improving their Customer Satisfaction. He has extensive customer service experience managing multiple sites both onshore and offshore, reengineering service/sales operations and launching service/sales startups.

Prior to joining J.D. Power and Associates, Mr. Hazen was the Director of Guest Services at the Disney Internet Group. At Disney he integrated the Voice of the Customer into day to day operations while launching sales and quality initiatives. Previously, he led award-winning call center sites for Saturn, DirecTV and OnStar.

John will be introduced by Vice President Vernon Pierce.

HEAD TABLE AND MENU FOR AUGUST

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

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
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

[08-01-12 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](#)

[06-20-12 Awards and Recognitions](#)

[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](#)

Website Sponsors



Invocation – Cindy Cherrv. JCIDI/SAFPF Coordinator, Jefferson County Community Supervision & Corrections Department



Pledge to the USA and Texas Flags – John Paschall, President/CEO, Better Business Bureau of Southeast Texas



Introduction of Guests – Hubert Oxford, Partner, Benckenstein & Oxford, LLP

Menu: salad bar, chicken noodle soup, chicken pot pie, beef tips, rice, broccoli, 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.	
August 15	Sign up to attend Rotary Goes Home during last week of August
August 16	30 Something, 11:30 a.m. - 12:30 p.m. In the Embassy Room
NOTE DATE CHANGE 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

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 ups will begin this Wednesday for the week of lunches and dinners. A total of 11 members have volunteered to host at their home and you will find an array of options of days and times, beginning Saturday, August 25 and concluding on Thursday, August 30. 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

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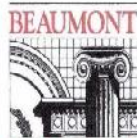
them to join you and meet other Rotarians. There will be a small "Host fee" requested for each guest to help defray the cost for those generous enough to open their homes to us.

BEAUMONT ROTARY CENTENNIAL PLAYGROUND



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

Can your business, board or foundation help with this major project?



BEAUMONT
MAIN STREET

A *Build* INC. PROJECT

Mr. Charles Weinbaum
Rotary Club of Beaumont

Dear Charlie:

The Board of Directors of Beaumont Main Street is pleased to support the wonderful centennial project of the Rotary Club of Beaumont. A playground for children of any age or handicap is needed in this community and we cannot think of a better way to honor the mission of Rotary than to build such a place.

Thank you for your support of this community and downtown revitalization. We look forward to witnessing the dramatic transformation of dirt into a safe and friendly place for citizens and guests of Beaumont to enjoy.

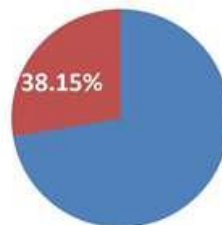
Our Thanks,

Carolyn Howard
On behalf of the Board of Directors

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 get 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!

Our thoughts and prayers are with



Paul Szuch

who recently lost his mother,
Pauline Szuch

with

Charlie Weinbaum, Jr.

on the loss of both his sister and brother-in-law,
Gwen and Denver Knowles

and with

Joe Domino

on the loss of his mother,
Genevieve "Jennie" Domino



TURNING THE SPOTLIGHT ON ROTARIANS



Our fellow Rotarian, Judge Marcia Crone, recently celebrated her twentieth year as a federal judge. Judge Crone began her legal career in 1978 at Andrews Kurth, LLP, in Houston, Texas, where she became a partner in 1986. In 1992, Judge Crone was appointed as a United States magistrate judge in the Southern District of Texas, Houston Division. She served in that capacity until 2003, when she was appointed as a federal



district judge for the Eastern District of Texas, Beaumont Division, where she continues to serve.

To recognize her accomplishment, Judge Crone's staff collaborated to create a memory book containing photographs and personal reflections from current and former law clerks, as well as judges who have had the opportunity to serve with her on the court. The memory book was presented to Judge Crone at a party at her home on July 22, 2012. The celebration, which included local federal judges, current chambers staff, former law clerks, and other members of the court family, was



highlighted by a delicious, double chocolate cake modeled after law books and topped with a chocolate gavel.

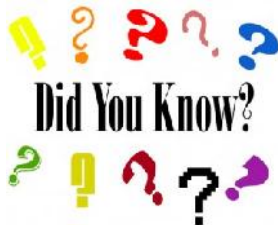
Congratulations, Marcia! We are proud to have you as a member of our Club!

VISITORS AND ROAMING ROTARIANS ON AUGUST 1



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

- Andrew Bourgeois**, guest of **Robert Edgar**
- Judy Morrison**, guest of **Carolyn Fernandez**
- Skylar Vallier**, guest of **Get Wright**
- Lyndia and Aurola Williams**, guest of **Get Wright**
- Susan Simmons**, guest of **Jimmy Simmons**
- Bill Bradley**, guest of **Jimmy Simmons**
- Stephen Frazier**, guest of **Debbie Frazier**



The second President of the Rotary Club of Beaumont was Marshall Muse. During his term, the International President visited and membership climbed from 65 to 100!



MARSHALL G. MUSE
1915 - 1916

This administration was marked by increased activities, due to the European conflict, and many programs were given wholly to the discussion of that issue. One of the interesting events was a visit of International President, Allen A. Albert, to whom a reception and banquet was given. Other prominent guests of that occasion were many of the highest State officials including Governor James Ferguson, Lieutenant-Governor Hobby and Chief Justice Nelson Phillips of the Supreme Court of Texas.

Membership increased from about 65 to 100. W. V. Neal served as Secretary during this administration.

HAPPY BIRTHDAY!



Shiv Bagri
August 8



Azim Keramati
August 12

PROGRAM REVIEW August 1, 2012

"Lamar Football for 2012"



Ray Woodard
Lamar University Football Coach
by Rotarian Bobbie Applegate

Coach Woodard reminisced about his first Rotary meeting in Livingston, Texas when his future father-in-law was introducing him and forgot his name.

Bill Bradley (former Philadelphia free safety/pro bowler) has joined the Lamar football staff as defensive coordinator this year. The defense will change from 4-3 to 3-4. Larry Kueck, offensive coordinator, will be changing up the offense with moving players on and off the field frequently for specific tasks. Expect more running this year.

Only six seniors will be on the starting offense/defense. The team is young with 26 juniors on scholarship. Even though the Southland conference picks Lamar for 7th place (one up from last year), Coach Woodard is optimistic that this will put a chip on their shoulder for the year in order to prove the polls wrong. Lamar is also the only Southland Conference team to not have a representative on the first or second all conference team. That is another chip on the shoulder.

With practice starting next week, the coaching staff is anxious to see how things work out. Having most players enrolled in Summer II has helped the players become accustomed to Lamar (and study hall) as well as each other.

Lamar opens the season against Louisiana at Lafayette on Sept 1, home opener against Prairie View A&M the following week, and then takes off for Hawaii before the opening Southland Conference game. Teams that coach would love to beat this year: Stephen F Austin and McNeese.

Football's Kickoff Fundraiser will feature Bum Phillips. For information go to Lamar's Football webpage.

GO BIG RED!

Editor Craig Escamilla

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

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

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