



CHARLIE LONG
CO-PRESIDENT



MELANIE LONG
CO-PRESIDENT

DISTRICT AWARD

"SILENT ROTARIAN"

ALEXANDRA SUTTERFIELD



Bulletin prepared by:
PP Oran Spotts &
Marni "Kehau" Ramirez

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Officers & Directors

Co-Presidents Charles & Melani Long ,

Immediate Past Pres. Nick Abbott

Secretary John Spangler, Directors Henry DeButts, Oran Spotts, Janneth Black, Judy "J" Jakobovits & Jerry Brennan



Laureen Tanaka and Marcia Lee spoke to the members of Rotary Hawaii Kai about their business Thriving Worldwide LLC and customer service. It is through Marcia and Laureen's experience as customers of stores, restaurants, and other establishments that the current level of customer service has lost its appreciation. Presently customer service has lost its

spirit of aloha and it is their desire to educate and consult businesses on improving their customer service and bringing back the aloha spirit to consumers and to the islands in general.

With over 78 years of collective experience Marcia and Laureen have developed a format that aims to teach management the best practice to exceptional customer service. During the presentation we were made aware that our phone etiquette can direct the conversation into a positive or negative encounter. Small tips like looking into a mirror before picking up the phone or smiling before saying a word can change to attitude and direction of a conversation to an experience of positive customer service.

Thriving Worldwide LLC is a new company that began in February 2013 as a recent LLC. Since then Marcia and Laureen have assisted numerous clients and work towards restoring positive customer service. Clients are provided customized teachings to assist with their current needs. Selections include one on one training, group events, observation and reporting, and extended training that run several months as a time.

Questions and answers were provided after the presentation varying from how to deal with a large corporation that is not helpful to how to deal with defensive customers. The basic principle is to think differently about the situation. Realizing that you are there to assist and educate and not be dragged into their bad emotional state. Training ourselves to pause before acting will assist in returning the aloha spirit back to customer service. Additional tips include saying please and thank you, addressing people in a respectable greeting, and teaching those behaviors to family and friends to help spread the sentiment of positive communication and interaction.



PHILIP SAMMER

D5000 Governor

Volume 6 Issue 1
July 9, 2013

SPEAKER SCHEDULE

July 16, 2013

Assembly

July 23, 2013

To Be Determined

Upcoming Events

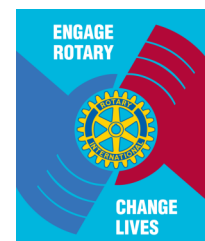
July 20th

Saturday at Longs

Hawaii Kai

School Supply Drive

9 AM - 3 PM



The Duckie Dash was a great success. There was a great turn out of the Kaiser High School Interact Club, the Kaiser High School Football Team as well as many of the Hawaii Kai Rotary Members. JAIMS Students were also present. The local crowd was involved in rooting for their ducks. Following are pictures of several winning member participants who attended our meeting and collected their winnings.



Presidential Installation Dinner at the Elks Club



Outgoing Pres. Nick Abbott



Outgoing Gift Gavel for PP Nick



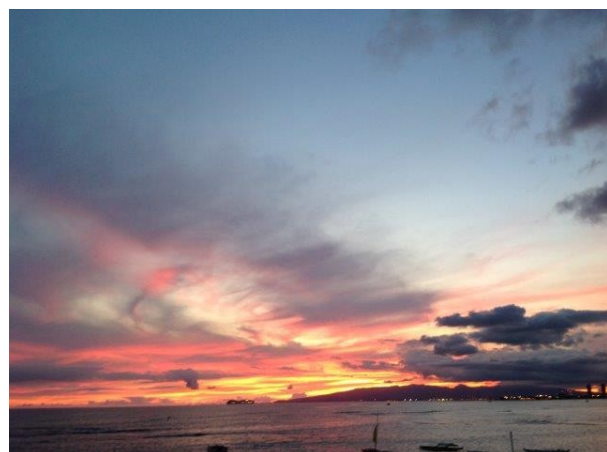
Incoming co-Presidents Charley & Melani Long



2013 -2014 Board of Directors Sworn in



Outgoing District Governor Chet Dal Santo & Judy J.



A Great night at the Elks Club