

VOLUME 58 No. 42
EDITOR: DAVID FIRTH

SPOKES

OUR PROGRAM THIS WEEK - May 22nd

THE SALVATION ARMY AND ITS WORK

Guest Speaker: Captain Steven Smith

Chairman: Theo Glockemann

Reporter: Jim Fraser



**RED SHIELD
APPEAL**

THANK GOD FOR THE SALVOS

Next weekend is the Red Shield Doorknock Collection on Sunday. We need all the assistance we can muster as drivers to take the collectors out and supervise them. We will start at Pennant Hills Holden as usual from 8.00am.

Also needed next Saturday and Sunday are collectors at the static collection points.

If you can help with either of these areas, please contact Theo Glockemann on 9980 6842 or 0438 298 223.

NEXT WEEK'S MEETING - 29th MAY

RYLA TIMOR LESTE 2016 - A VIDEO

Presented by Theo Glockemann Reporter: Michael Bradley

CLUB CONTACT INFORMATION

PHONE ENQUIRIES: 9484 4889

TO NOTIFY MEETING APOLOGIES & GUESTS: 9294 2107

EMAIL: rotaryclubpennanthills@gmail.com



REPORT FROM LAST WEEK

Our 42nd Pride of Workmanship Awards Presentation

Phil Stanton as Chairman opened the meeting welcoming everyone and then introduced President Pam Hudson. Pam initiated grace and the nice food arrived. Everyone enjoyed fellowship until 8 pm and Theo Glockemann spoke about the upcoming Red Shield Appeal appealing for volunteers at the static collection points before the large scale door knocking appeal on Sunday 28th May 2017.

After everyone had their tea or coffee President Pam introduced our guest speaker Russell Zimmerman the Executive Director of the Australian Retailers Association. Russell spoke very candidly about his role and his experiences with retail over the years. The impact of weekend penalty rates cannot be ignored in the Australian retailing context, keeping enough staff on duty to provide adequate customer service is always balanced against the organisations bottom line.

Russell went on to say that employees are all too often noticed for making mistakes, and go unnoticed for good work where extra effort was involved and an excellent customer experience resulted. Russell told us a couple of his personal shopping experience when an irreversible wardrobe malfunction occurred and a new suite was required before a television interview the next day. Russell relayed very bad and very good experience within the one shop when buying a replacement Hugo Boss suite.



Before Russell became the Executive Director of the Australian Retailers Association he told us of an excellent shopping experience with Country Road. Russell was able to ensure the employees received recognition for their good retail efforts. Russell did note that the Rotary Club of Pennant Hills initiated pride of workmanship awards in 1976 as a mechanism where employers could publicly acknowledge outstanding employees.

David Firth then commenced the formal awards commencing with Nicole Bondoc, Banna Property Group, Jessie Ding, By-Dezign Pty Ltd, Susan Jones Deputy Principal St Lucy's School, Sam Sardana By-Dezign Pty Ltd, Kim Truijens Pennant Hills Golf Club and Calum Waldergrave, Pennant Hills School Before & After School Care. Each recipient was congratulated by President Pam and Russell Zimmerman and then given their POW Award plaque. Each recipient posed for photographs and were asked to take the awards to work tomorrow for others to view.



Nicole Bondoc, speaking on behalf of all the awardees, thanked the employers and the Rotary Club of Pennant Hills for organising this year's POW Awards.

A representative from St Lucy's School spoke on behalf of the sponsors and spoke about the value of people who are dedicated in their jobs and vocations. She highlighted the effect of such dedication particularly when teaching children with disabilities.

President Pam then closed the meeting by thanking all our guests, particularly our awardees, for coming and inviting everyone to join in singing the National Anthem.

This was followed by a very pleasant time of fellowship and a chance to personally congratulate each of the awardees. A fitting end to another great Pride of Workmanship Awards presentation.

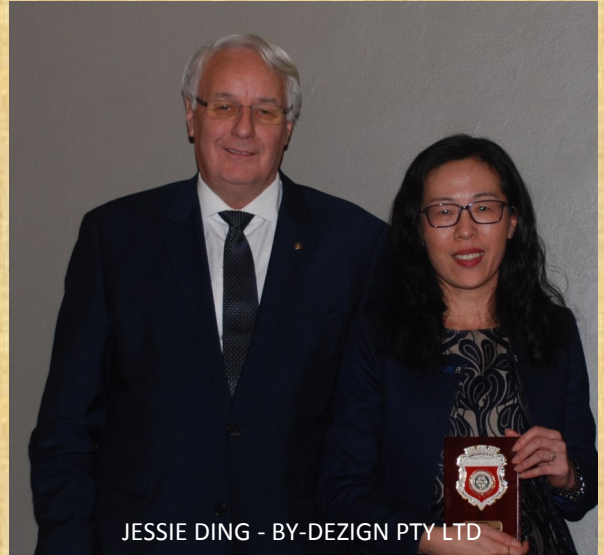
Reporter: Ian Chappel



SOME PHOTOS FROM LAST WEEK'S PRESENTATIONS



NICOLE BONDOC - BANNA PROPERTY GROUP



JESSIE DING - BY-DEZIGN PTY LTD



BRENDAN GLEESON - GLEESON LOANS



SUSAN JONES, DEPUTY PRINCIPAL - ST LUCY'S SCHOOL



SAM SARDANA - BY-DEZIGN



KIM TRUIJENS - PH GOLF CLUB



CALUM WALDEGRAVE - PH PUBLIC SCHOOL



Can you help with this year's Red Shield Appeal? We are looking for drivers on Sunday May 28th from 8am until noon. Or perhaps you can volunteer on Saturday or Sunday next to collect at a stationary point for about 2 hours?

These static collections started this past weekend with a reasonable response from shoppers at the various venues. It is not a taxing job and you'll probably see some of your friends, relations and acquaintances.

Speak to Theo Glockemann or President Pam if you can help in any way - see you next Sunday!

THE FORWARD PROGRAM

DATE	PROGRAM	SPEAKER	CHAIRMAN	REPORTER
Sunday May 28th	RED SHIELD APPEAL	DOORKNOCK	At Pennant Hills Holden	8.00am
May 29th	RYLA TIMOR LESTE 2016 - a Video	Theo Glockemann	President Pam	Michael Bradley
June 19th	CLUB CHANGEOVER Partners' night	President Pam & President Elect Alex	TBA	David Firth
Wed. June 28th	RONALD McDONALD HOUSE	"Meals From The Heart"	at Westmead	5.30pm



MEMBER NEWS

BIRTHDAYS

Sue Huckel - May 28th

ANNIVERSARIES

Nil

INDUCTION ANNIVERSARIES

Terry Pankhurst - 31 years on May 29th

NOTICE TO ALL DIRECTORS

With the end of the Rotary Year fast approaching, it's time to prepare your annual report. It would be great to have them all with the Editor by Saturday June 3rd, remembering that Changeover is a week earlier on June 19th.

ATTENDANCE AT OUR LAST MEETING

Member attendance 77.8%

Apologies:

Terry Pankhurst, Pat Parker, John Ellis

Guest Speaker:

Russell Zimmerman (Rotary Club of Beecroft)

Awardees & Sponsors:

By-Dezign - 18 in all;
St Lucy's School - 9 in all;
PHPS P&C Assoc. - 3 in all;
Banna Property Group - 4 in all;
W Group Real Estate - 4 in all;
P H Golf Club - 2 in all.

Guests:

Peter & Margaret Waite, Arthur & Heather Bailey, Susan Wilson, Heather Firth, Priscilla Walsh, Georgia Glockemann, Julia Bradley, Lyn Stanton, Ruth Reid, Jeanette Rigney, Wendy Bell

Leave of Absence: Nil

FELLOWS, WITH THE NEW ROTARY YEAR APPROACHING, WE ARE ABOUT TO PREPARE THE NEW CLUB DIRECTORY. PLEASE ADVISE DAVID FIRTH IF THERE ARE ANY CHANGES TO YOUR CURRENT ENTRY IN THIS YEAR'S DIRECTORY.

Thought for the Week

"Good managers have a bias for action."

- Tom Peters