

# ROTARY CLUB OF ASCOT

Chartered 26 February 1969



Meeting Venue: Belmont Tavern  
174 Wright Street, Cloverdale  
Time: Tuesday's 7.00 am for 7.30 am start. All finished by 8.30 am.



## BOARD MEMBERS 2016-17

**President:** Mike Bermann  
**V P:** Peter Richardson  
**Secretary:** Michelle Kendall  
**Treasurer:** Joanna Kendall  
**Foundation:** Hugh Langridge  
**Membership:** Michael Evans  
**Exec Secretary:** Hugh Langridge  
**Club Service:** Peter Richardson

### Projects:

**International:** Ron Alexander  
**Youth:** Aidan Wood  
**Vocational:** Max Morrell  
**Community:** Stephen Kendall  
**Communications:** Dianne Reed

**Incoming Pres:** Ron Alexander

## BULLETIN 2016-17

Volume 48 Number 47

13th June 2017

Here's what The Rotary Club of Ascot is up to in June ...

**WA Hot Rod & Street Machine Spectacular** - We have another opportunity to showcase Bricktober on Saturday 17 June and Sunday 18 June, again at Claremont Showground. It is expected an even larger crowd will attend this event so please see Stephen if you are able to assist.

**Mock Interviews** – Tuesday 20th June at Belmont High  
“One on One” Interviews for Year 12 students will be undertaken from 9:00 am until about 11:00 am. See Max if you require any further information.

**Wheels for Hope** – All good news. We have now secured \$10,000 from the Rae Foundation to fund sponsorship on 2 vehicles. Advertising will be displayed on these cars situated in the Belmont area. An awesome way to promote our club over the coming 12 months.



## LINKS:

**Club website:** [www.ascotrotary.org.au](http://www.ascotrotary.org.au)  
**Club Facebook page:**  
[www.facebook.com/AscotRotary](https://www.facebook.com/AscotRotary)  
**Bricktober website:** [www.bricktober.info](http://www.bricktober.info)  
**Bricktober Facebook:**  
[www.facebook.com/Bricktober.Perth](https://www.facebook.com/Bricktober.Perth)  
**AGFR 2017:**  
**District 9465:** <http://rotary9465.org.au>  
**Rotary International:**  
<https://www.rotary.org>

# ASCOT ROTARY CLUB – SPEAKER PROGRAM 2016-2017 - HOST CHAIR ROSTER

Month	1 <sup>st</sup> Tuesday	2 <sup>nd</sup> Tuesday	3 <sup>rd</sup> Tuesday	4 <sup>th</sup> Tuesday	5 <sup>th</sup> Tuesday
June			20 June Host Chair: Hugh Langridge Speaker: Glenys Godfrey "A day in the life of a Parliamentarian"	27 June Host Chair: Max Morrell Speaker: Darren Thomas Dismantle - BikeRescue, 100 in 100 Project	
July	4 July Host Chair: Ron Alexander Club Forum	11 July Host Chair: Aidan Wood	18 July Host Chair: Bev Poor	25 July Host Chair: Ron Alexander Directors' Vision for 2017-18	

If the appointed date is not suitable for you please arrange to swap with someone else, and then let the Editor know what date does work.  
Thanks Christine

## PLEASE CHECK THE HOST CHAIR ROSTER

### DON'T WAIT UNTIL THE LAST MINUTE TO FIND YOUR SPEAKER.

Please notify Christine Goss as soon as possible about the guest speaker you have lined up and their topic so their details can be added it into the Speakers Program on our Website.

**The earlier you do this the better.**

## CLUB BANK ACCOUNT:

BSB: 036-078 ACCOUNT NO: 494404

## COMMUNITY BANK ACCOUNT:

BSB: 036-078 ACCOUNT NO: 494420

## CHARITABLE TRUST ACCOUNT:

BSB: 036-046 ACCOUNT NO: 156996

## RC ASCOT GOLF ACCOUNT:

BSB: 036-078 ACCOUNT NO: 668267



Rotary's special month

**June is . . . Rotary Fellowship Month**

**It is also the 100<sup>th</sup> anniversary of The Rotary Foundation**

who, in that time, has spent \$3 billion on life-changing, sustainable projects around the world.

**Celebrate  
100 Years of Doing Good**

Visit [centennial.rotary.org](http://centennial.rotary.org)

## POWERBALL

**Week Two Winner**

**Mike Metcalf**

This should get at least a ¼ tank of petrol!!!!

**Congratulations!**

\$30 for 10 weeks followed by \$300 to one lucky winner!

**GOOD LUCK.**



Our guest speaker Chris Smoje enlightened us with what we all want when we interact with people. “DIME” customer service.

Ask yourself when was it the last time you received exceptional service?

DIME™ Customer Service is built on a clearly defined methodology that is applicable across multiple businesses and industries. All content is developed through strong frontline and operational experience, leadership and research in a variety of modern service industries in local, national and international marketplaces. DIME™ Customer Service is a process created to guide business leaders, human resource teams and frontline teams, individuals and schools to deliver customer service excellence by;

I founded DIME™ Customer Service after a decade working in customer service training, learning and development roles mainly in the tourism sector. I created the clearly-defined 'DIME™ methodology: 'Deliberate Interactions Memorable Experiences™', that is applicable across multiple businesses and industries, after the recognition of a customer service training need.

**D**

**Deliberate** Customer service is carefully and deliberately designed to suit your business – not by doing different things, rather by doing the same things differently.

**I**

**Interactions** Finding ways to send clear and powerful service messages in a world of technology and automation is through human interactions, not human transactions.

**M**

**Memorable** Service is not only about connecting with customers on a rational level. By taking it to the emotional level, a stronger relationship develops. Customers will take away something that they will remember – a memory.

**E**

**Experiences** Employees who recognise the importance of detail, credibility, consistency, and various opportunities that can impact your customer will deliver an experience consistent with what your organisation stands for



## Have You Still Got Your DIME??????

### Symbols of service

If you were asked to draw a symbol of exceptional customer service, what would you draw? On the obverse side of the US one dime, is President Franklin D Roosevelt. On the reverse side are three symbols: an olive branch, a torch and an oak branch. These three symbols have a powerful meaning which can be used in relation to the meaning of what exceptional customer service looks like. The **“Olive Branch”** is internationally known as being a symbol of peace. Now, whilst I would never consider customer service to be related to war, people often get caught up in the negative aspects of service. We only seem to talk and gossip about the bad stories out there — we know what exceptional customer service is, but still have ‘wars’ with the customers. Changing the customer service culture of an organisation and removing the conflict mindset is like holding an olive branch. **“The torch”** in the centre symbolises enlightenment, hope and wisdom. This focuses on the people within an organisation who develop knowledge, awareness and understanding of customers to be able to serve them better. Finally, the **“Oak Branch”** symbolises the strength and endurance that organisations will receive as a result of the focus and perseverance in attaining exceptional customer service for sustained and long-term business results.

### ROTARY FELLOWSHIP

Rotary Fellowships consist of members who share a common interest in recreational activities, sports, hobbies, or professions. These groups help expand skills, foster vocational development, and enhance the Rotary experience by exploring interests while developing connections around the world.

#### OVERVIEW

- Help participants make lasting friendships outside their own club, district, or country
  - Advance Rotary’s public image and identity
- Serve as an incentive for joining Rotary and for maintaining active membership ORGANIZATION
- Function independently of Rotary International by establishing their own rules, dues requirements, and administrative structure.
- Are open to Rotarians, their family members, as well as participants and alumni of all Rotary and Foundation programs. STARTING A NEW FELLOWSHIP

If your recreational or vocational interest isn’t represented by Rotary’s current Fellowships, contact [rotaryfellowships@rotary.org](mailto:rotaryfellowships@rotary.org) for information about starting a new group. ADDITIONAL INFORMATION

Visit [www.rotary.org/fellowships](http://www.rotary.org/fellowships) for additional resources on Rotary Fellowships. Contact [rotaryfellowships@rotary.org](mailto:rotaryfellowships@rotary.org) with questions.

### **Jewish Humour**

One day little Shmueli Rabinowitz came home from school and said to his mother, "Mommy, today in school I was punished for something that I didn't do."

Mrs. Rabinowitz exclaimed, "That's terrible! I'm going to have a talk with your teacher about this ... by the way, what was it that you didn't do?"

Shmueli replied, "My homework."

### **DISTRICT 9465 BOARD MEMBERS**

Who are the following board members for the year 2016-17?

Patron?

Child Protection Officer?

PR & Social Media?

DG's Newsletter?

Vocational Officer?

**Please email names thru to win a prize.**

### **International**

A request from a current Rotarian from Brazil. Is anyone interested in hosting. Paulo Renan Baglioni [prbaglioni@gmail.com] Please let Ron Alexander know should you be interested.

*"Hello I'm a Brazilian Rotarian based in the district nº 4660 from Sao Borja in the state of Rio Grande do Sul. My girlfriend is a former rotary youth exchange student and always told about the wonderful experience she had. Also, I made friendship with several exchange students that came to my city and I love the connection I made with them. I've been dreaming about an exchange, but since I'm 28 years old I can no longer participate the youth exchange program. Therefore, I would like to know you if you could spread the word among your district by asking if someone would host me for about 4 to 5 months. It could even be more than one family to share the hosting period. My plan is to leave in about one and a half or two months (mid or end of July). I can provide all my economic needs like food and other expenses. I only need a place to stay and a family to exchange life experiences and to live a full Aussie lifestyle. Although I already speak English, I'll be taking an English course and work for some period to complement my economic needs. But I would also love to do charity work and help fulfil the Rotarian mission in the Aussie Community. Thanks for your attention! Greetings and best regards from Brazil! "*

## EVENT PLANNING FOR THE NEW YEAR:

Put these dates in your calendar and get involved in our Rotary programs.

**Mon 19 June Board Meeting (with partners).** 6.00 pm at Cinnamon Restaurant, 892 Albany Highway. East Vic Park.

**Sat 1 July District 9465 Handover.** 6.30 for 7.00 pm; Mandurah Quay Resort; Cost \$55.00 per head. Contact: Velicia Le Tang: [vle53538@bigpond.net.au](mailto:vle53538@bigpond.net.au); or David Honeychurch: [david.honeychurch@icloud.com](mailto:david.honeychurch@icloud.com) to book a seat or two.

**Sun 2 July RC of Ascot Handover.** 8:30 for 9:00 am at Mt Lawley Golf Club for a Brunch meeting. Cost will be \$35 per head (See next page for more details)

**16 - 18 March 2018 2017/2018 District Conference:** in Margaret River.

## CENTURION CONTRIBUTIONS – LAST CALL

**Hugh has reminded us for the last time, if anyone is still missing in topping up their contribution, to do so fast. Closing date is NOW.**

## BOARD MEETING

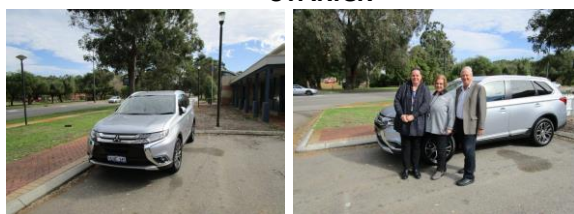
Monday 19 June – 6:00 pm at Cinnamon Restaurant, 892 Albany Highway, East Vic Park.

Open to outgoing and incoming Board Members and their Partners.

## GOING TO AN OVERSEAS ROTARY EVENT?

Make use of the Rotary Insurance scheme – available for up to 90 days, and can include holiday time as well as the event.

### STARICK



This is the second baby we purchased for Starick.  
All the voluntary staff are over the moon.  
“Oh What A Difference”  
a new car does.

## WANT TO TAG ALONG?

**No takers to date!!!!!!!!!!**

President Mike, Ann and Ron will be heading to Timor on 31 July for a week. Club members are welcome to join them to see how we have been spending our funds. See Mike for details.



## 2016-17: MONTH OF JUNE CLUB PROGRAM

Date	Welcoming	Informer	Host Chair	Speaker and Topic
20TH June	Peter Richardson Ros McLernon		Hugh Langridge	Glenys Godfrey - A day in the life of a Parliamentarian

Informers are to find an interesting snippet of information about Rotary or one of its programmes and let the Club know why you found it interesting.

### Ascot Rotary Club Handover

Sunday 2 July 2017

Mt Lawley Golf Club, 1 Walter Rd, Inglewood

8.30 am for 9.00 am start

Cost per person \$35.00 to be paid into the Club  
Account by 20 June.

Dress: smart casual (no jeans)

RSVP Ron Alexander by 10 June: 0429 941 225 or  
alex9341@gmail.com

### IN JUNE:

#### BIRTHDAYS:

Roma Gehringer	21 June
Ann Bermann	25 June
Peter Richardson	30 June

#### ROTARY ANNIVERSARIES:

Bev Poor	23 years – 1 Jun 1993
Aidan Wood	21 years – 1 Jun 1995
Max Morrell	11 years – 30 Jun 2005
Brian Poole	14 years – 30 Jun 2002
Dianne Reed	18 years – 30 Jun 1998
Jeff Stephenson	18 years – 30 June 1998

#### ROTARIAN OF THE YEAR AWARD

It's the time of the year we vote on a worthy member of  
our club for the above award.

Voting slips will be available at the meeting. Blank slips  
will be emailed out to those that can't attend

#### Club Projects:

- Bricktober
- Interact Club
- Australian Golfing Fellowship of Rotarians 2017
- Water Project
- Business Cards

## BRICKTOBER PUBLICITY EVENT – JUNE 17 and 18

We are looking for people who can attend the **WA Hot Rod and Street Car Spectacular** at Claremont Showground to help promote Bricktober and hand out pamphlets.

### YOUR HELP IS NEEDED

Please contact Peter Richardson, Hugh Langridge, or Stephen Kendall to get your name on to the roster. Half a day is all we are asking from each and every person in the club – 9.00 am to 1.00 pm or 1.00 pm to 5.00 pm on either Saturday or Sunday. Your support is critical to our success!

#### DISTRICT GOVERNORS WHO HAVE COME FROM ASCOT ROTARY CLUB:

Norm Bell	1970 – 1971
Hugh Langridge	2004 – 2005
Paul Gianatti	2006 – 2007
Jodie Sparks	2011 – 2012

#### ENTERTAINMENT BOOK

This money raiser is a no brainer.  
Remember 20% of sales  
comes back to our club.



Help our club's fundraising efforts and purchase an Entertainment Book – thousands of dollars' worth of offers are available.

We're fundraising with **entertainment**<sup>™</sup> and here's what's in it for you...

*"I love this Book! I'm discovering places I have never been before."*

The **entertainment** Book

OR

*"I have the Entertainment<sup>™</sup> Digital 'Book' on my smartphone and I love it!"*

The **entertainment** Digital Membership

Just  
**\$70**  
giving you over  
**\$20,000**  
of value!

Enjoy thousands of up to 50% off and 2-for-1 offers from the best restaurants, hotels, activities, travel and more...

180+ Contemporary Dining Offers!	<b>COCO'S</b> \$50 value	<b>ATRIUM</b> \$55 value	<b>MATILDA BAY</b> \$50 value	<b>THE TRUSTEE</b> \$50 value	<b>THE ROYAL</b> \$45 value	<b>SANDFORD CAVESHAM ESTATE</b> \$50 value and many more...
200+ Casual Dining Offers!	<b>SAIL ANCHOR</b> \$40 value	<b>white salt</b> \$35 value	<b>HOGS</b> \$30 value	<b>Mrs S</b> \$25 value	<b>Toast</b> \$25 value	<b>Marches</b> \$20 value and many more...
250+ Takeaway and Attraction Offers!	<b>Bakers Delight</b> 2 for 1	<b>SUMO SALAD</b> 2 for 1	<b>AROMA</b> 2 for 1	<b>50</b> 25% off	<b>GRAND CINEMAS</b> \$15 tickets	<b>AV</b> \$13 tickets and many more...
2,000+ Retail and Travel Offers!	<b>Emirates</b>	<b>MOVIE WORLD</b> HOLLYWOOD ON THE GOLD COAST	<b>Woolworths</b>	<b>mantra</b> hotels resorts apartments	<b>Hertz</b> Travelling at the Speed of Hertz™	<b>One&amp;Only</b> HAYMAN ISLAND Great Barrier Reef and many more...
50+ Dining and Attraction Offers in Bali!	<b>BARBACOA</b> 25% off	<b>GINGER MOON</b> 25% off	<b>Jamie's ITALIAN KUTA BEACH</b> 25% off	<b>Kilo</b> 25% off	<b>WATERBOM</b> Up to 100,000Rp off	<b>Ball Adventure TOURS</b> Up to 250,000Rp off and many more...

Every sale contributes to our fundraiser, so purchase yours today!

## Rotary Club of Ascot

Contact: Ros McLernon Phone: 0412512122 Email: Rinaldi.mclernon@bigpond.com

To order your Book or your Digital Membership securely online visit:  
**[www.entbook.com.au/9t41730](http://www.entbook.com.au/9t41730)**

20% from every membership sold contributes to supporting our fundraising

Alternatively, please complete your details below

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
Address: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Perth Edition \$70 including GST: # \_\_\_\_\_ Book(s) and/or # \_\_\_\_\_ Digital Membership(s) \$ \_\_\_\_\_

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(Credit Card payments will incur a 1.25% processing fee)

\*CVV is the 3 digits on the back of your credit card

Cardholder's Name: \_\_\_\_\_ Signature: \_\_\_\_\_