

CORE Meeting
November 15, 2007
OPC

Attending: Shelley Sweier, Cheryl Bida, Sharon Collins, Debbie Driscoll, Carol Bowen, Melissa Humbyrd, Lucy Strand, Barbara Barnes, Janet Trimbath, Barb Massie, Nancy Mooneyham, Kelvin Brown, Micheine Sommers, Mary George, Terry Mike, Robert Gaylor, O.L. "Ozzie" Pfaffmann
Guest: Lynn Anderson

Call to order: The meeting was called to order by Micheline Sommers at 8:21AM

Announcements: Micheline noted we had some new guests this morning and asked them to introduce themselves.

We went around the room and members introduced themselves and their organizations. Being the holiday time of year most organizations have special events on which to report. It is gratifying to learn of all the wonderful things happening in our neighborhoods. It would truly be possible to be busy every day! Check the table with all the flyers on it for more information on all the goings on around town!

Committee Reports:

Membership: Sharon Collins: Please check the Master List of members to be certain your information is correct. Be sure especially that the e-mail is right since messages could go to the wrong people.

Events: Jim Kennedy: It is so important to get your events on the long-range calendar and to distribute that information to the planners in your organizations to avoid scheduling conflicts. We are still trying to iron out some problems with the website but the transition is almost complete.

Publicity: Kelly Bennett: No report today.

Programs: Nancy Mooneyham: Nancy distributed the list of programs remaining for the year. In January the meeting will be at the RHPL and the topic will be on newsletters.

Program: Our speaker today is Lynn Alexander talking to us about Customer Service. Her topic today is “How to be a Customer Service Icon”.

Lynn went over the definition of Customer Service and expectations to be met.

Personal attention, good listener, anticipating needs, not talking down to clients, be a problem solver or at least be able to direct the client to someone who can solve the problem, be friendly, be sincere.....these are attributes of a good customer service approach. Survey your customers to be sure you are meeting their needs.

It is important to act” rather than “react”. Let the person know his/her problem is understood. Relate back to the person what the complaint is by rewording it and saying it back to them. It is important to let the person know you really understand the problem.

This was an interactive talk and members of the audience gave input as well.

Internal customer service is also important. Members of an organization have to know how to work together as well. Company or organization employees should know about their companies so they can represent the organization well.

Employees need to feel an affinity with their company so they can service the customers. Volunteer organizations have to realize their “employees” are giving of their own time. It takes a special relationship to work well with volunteers.

Sometimes it is not what you say but how you say it. In 1 to 3 minutes people form an opinion about you. Non-verbal cues are very important. The non-verbal and visual cues are up to 90% of the “message”. The best communicators matched their presentations to the person with whom they were talking.

It is also very important to set an example for our associates. The best way to lead is by example.

Sharon Collins gave a short presentation on OPC including a video on the Senior Olympics that was held here in the summer.

Co-chair needed for the Programs Committee. Please consider volunteering for this position.

Adjournment: The meeting was adjourned at 9:28 AM

Janet M. Trimbath, Recording Secretary