



This Issue of Focus

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Words from the President

The Buzz from Beverly

Last week I bought a new car. I wanted to downsize to save money on gas. In addition my SUV had more than 100,000 miles on it. As a female, I normally dread going into car dealerships, but this time was different. That's why I want to take this opportunity to dedicate my last FWF column to the topic of GOOD CUSTOMER SERVICE.

Allow me to tell you about my favorite new car salesman, David Fischer. David is a 1998 graduate from Carman-Ainsworth High School. He is the epitome of superior customer service. First, he gave me a fair price for my trade-in vehicle. Next, he found the car that I wanted except for one feature. He arranged to install the "extra" at his dealership prior to delivery. He called me on my cell phone every step of the way to let me know where we were in the purchase process. He wasn't a pest, but he kept his promises. He followed through with everything. When I arrived at the dealership to pick up the car, David took me around to introduce me to every single employee in the dealership. Each one smiled and said "Congratulations on your new car!" And they were sincere; it wasn't a show. (I thought this only happened on television).

As I was signing all of the paperwork, David returned and said he noticed some minor scratches on the back of the vehicle where the license plate had been attached. At his suggestion, without hesitation, he said that he would come to my home and pick up the car the next day and take it to be painted. Wow! He wanted my experience to be perfect and he didn't want me to lift a finger or to be inconvenienced in any way. Sure enough, David rang my doorbell the next morning and brought me another car to drive while my new one received a rear paint job. David called me and told me it was ready the following day. The car was perfect and you couldn't tell there were ever any scratches at all.

Two days later I received a thank you letter in the mail from the dealership saying how much they appreciated my business. David had already told me this 50 times, but now I had it in writing. And oh, I almost forgot, they had the best chocolate chip cookies in the lobby of the dealership that I've ever tasted!

I say all of this because we spend so much time focusing on negative customer service experiences, but we rarely tell others about those rare exceptional experiences. It is also important to assess our own places of business and to put ourselves in the shoes of the customer to see where we could make some improvements.

So if you see me driving around town in a hot little ruby red crossover vehicle, you'll know that I am a delighted customer because I was treated like royalty by David Fischer. He even volunteered to take a picture of me standing between my old car and the new one as a special memory of perhaps the best customer service experience I've ever had in my life! Friendly, patient, courteous and fair are just a few of the adjectives I would use to describe my treatment.

If you are looking for a new car, give me a call and I'll give you David's phone number. We can all learn a lot from him. Good luck with your next car purchase!

Beverly Brown
President, Flint Women's Forum

Our Mission

The Flint Women's Forum brings together people of professional achievement and influence. Through educational programs and the exchange of ideas, experiences and resources, the members contribute to one another's professional advancement, increase the visibility of women leaders and facilitate the effectiveness of women in the community.

The Sharing Section – *Submission Deadline is the 3rd Friday of the Month*

41st Annual Flint Art Fair



Saturday, June 14 10:00a–6:00p
Sunday, June 15 11:00a–5:00p

Become one of the many thousands of people each year who look forward to the second weekend in June for one of the premier events our community has to offer. Selections range from sculpture, ceramics, and glass, to painting, photography, textiles, fine jewelry, and wood. Listen to local music by some of our areas best musicians, and stop by one of our many food vendors to enjoy a meal or a snack. **FOMA Free Friday with the Rusty Wright Band.**

Come join us Friday, June 13, from 6:00p–10:00p for a **FREE** evening of pre-fair music. *The grounds to the Art Fair will not be open Friday evening.*

Admission \$5 Adults; \$4 FIA members; \$3 Senior citizens, children under 12 and Friends of Modern Art members.

Gallery Cruise July 12–20, 2008

Flint Institute of Arts Ford Graphics Gallery – Call For Entries: In celebration of General Motors' 100th anniversary, the FIA is inviting Flint area residents to submit photographs of a favorite car or truck. *Continued, page 3*

Submissions: You may submit up to three unframed photographs of a favorite car or truck, either an original photograph or a digitally reproduced image on photo quality paper no larger than 8 x 10 inches. All reasonable care will be taken in handling your submissions; however, the FIA cannot assume responsibility for damage to photographs that may occur in transit or in the gallery. We recommend submitting copies instead of original photographs. If you want your photograph(s) returned, please label the reverse of the photograph and include a self-addressed stamped envelope for their return. The photographs will be installed using binder clips and hung on a gallery wall. Please do not submit commercially reproduced images from advertisements, magazines, etc. Photos will be accepted until Friday, July 11, 2008. Drop off your submissions at the FIA's information desk, or mail to:



Flint Institute of Arts
Gallery Cruise Photos
1120 E. Kearsley Street
Flint, MI 48503

- The **Boys and Girls Club Annual Golf Outing** is scheduled for Thursday July 24, 2008 at the Captain's Club at Woodfield Golf Course in Grand Blanc. The shotgun start is at 8:00 a.m. For more information, contact Mark Serra 810-249-3452; mserrabgclubflint@comcast.net.
- **Big Brothers Big Sisters' BIG Magic Raffle** tickets are available for a chance to win one of three prizes. Grand prize: 1-Week Vacation at a resort condo in Williamsburg, VA; Second prize: Nintendo Wii; Third prize: \$200 Cash. Tickets are \$15 each; drawing date is June 20. Contact Ellen at 810.235.7274 or ebrothers@bbbsflint.org for tickets.
- Let **Avon** be your source for holiday ideas, great gift deals and convenient shopping. Visit Lynn Barbee's website, www.youravon/lynnbarbee to place an order and have the items shipped directly to your home or office. Lynn is also available by phone and email: 810-743-1036; lookbeautifulwithavon@yahoo.com.

Forum Meeting

- When:** *Tuesday, June 17, 2008 - Noon*
- Where:** *The Flint Golf Club – Fireside Room*
- Speaker:** *Arlene Minto*, founding member of **Camo and Lace** - a women's group that encourages females of all ages to get involved in out door recreation and sports such as hunting, fishing, canoeing and more.
- Menu:** *Cobb Salad Wrap or House Salad Wrap (meatless selection)*
- Cost:** *Members – Free Lunch in June! Guests \$20*

July/August Reminder

The Flint Women's Forum will also hold the reconstitution of the board of directors. The June meeting will close the 2007-2008 year.

The Flint Women's Forum goes on hiatus for the month of July. The first monthly membership meeting of the 2008-2009 season will be **Tuesday, August 19**.

Website www.flintwomensforum.org

Membership

Recruitment Incentive

Building our membership strengthens the resources of the Flint Women's Forum and increases the networking benefit for all members. As an incentive for membership recruitment, any member who sponsors a new member is entitled to a certificate good for one free lunch at a regular meeting. Certificates are given upon new member induction.

June and July Birthdays

- Kathryn Sharbaugh – June 28
- Gloria Tomaszewski – June 6
- Barbara Ward – July 14
- Roxanne Caine – July 17



June Anniversaries

- Gloria Tomaszewski – 3 years

Member News

Congratulations to **Mona Hendrickson** who was honored by Goodwill Industries in May for 20 years of service on the board of directors!

Do you have news to share or know some news about a fellow FWF member? This section is used for celebrating notable accomplishments, special occasions, and recognition. Send details to Membership Chair or Newsletter Editor. See below for contact information.

Membership Benefits

Sheree Blazejewski and Mona Henderickson, both Financial Advisors, would like to offer 401(k) analysis to help FWF members properly allocate funds within their plan. Just contact either one of us, a call or fax your statement and we will be happy to look at it for you.

Sheree Blazejewski
Financial Advisor
The Moeller Group
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(810) 230 -2926 (p)
(810) 733-6122 (f)

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Sustaining Membership

To recognize past membership involvement and a continued desire to be supportive of the Forum and its mission, a sustaining membership level was developed. Benefits and requirements for this membership level include:

1. Members in good standing of the FWF for a minimum of three years (not necessarily consecutive).
2. Must pay an annual membership fee of \$45.00.
3. Must have the ability to attend two monthly meetings per year at the member rate; additional meetings will be at the visitor rate.
4. Will be included in the member directory and identified as a 'Friend of the Flint Women's Forum'.

Our Board Members

President – Beverly Brown(810) 760-1444..... brownbev@gasc.flint.k12.mi.us
Past President – Teri Irland-Munley ..(810) 762-5404..... teri.irland@abnamro.com
President Elect – Valerie Bradley(810) 579-5000, ext. 709..... valw@deecramer.com
Secretary – Kathy Zandstra.....(810) 767-0136..... kathy@mfo.com
Treasurer – Gloria Koster(248) 750.0483 gloriaakoster@yahoo.com
Membership – Mona Hendrickson.....(810) 230-2922..... mona.l.hendrickson@smithbarney.com
Program Chair – Sherry Stewart(810) 342-4477 sherryst@mclaren.org
Public Relations – M. Lynn Barbee...(810)743.1036 lbarbee45@msn.com
Editor – Ellen Brothers(810) 235-0617..... ebrothers@bbbsflint.org
Member At Large – Tera Hamo Anderson(810) 877.5858 drtera@comcast.net
Member At Large – Gloria Tomaszewski(810) 606.0725 gloria.tomaszewski@53.com

Board Notes

If you could not make it to the April Celebration of Women Luncheon, you can catch a glimpse of who you missed in the May issue of YOUR Magazine. Special thanks to our guest speaker, Joanne Shaw, CEO of the Coffee Beanery, who delivered a very interesting and insightful success story about being female business owner and leader. Many thanks to our event sponsor, Smith Barney, and much appreciation to Ketzler's Florist for the beautiful centerpieces, and McLaren Regional Medical Center who provided print services to promote the event.

The slate of new board of director officers for the **2008-2009** year is as follows:

President	Valerie Bradley
President-Elect	Mona Hendrickson
Past President	Beverly Brown
Secretary	Kimberly Buster-Williams
Treasurer	Gloria Koster
Program Chair	Sherry Stewart
Membership Chair	Ellen Brothers
Public Relations	Lynn Barbee
Editor	Diane Wojciechowski
Member at Large	Kathy Rometty
Member at Large	Kathryn Sharbaugh

Presented by the Nominating Committee: Kathy Zandstra – Chair, Tera Hamo Anderson, Kimberly Buster-Williams, Roxanne Caine, Jenean Kleinedler.

FOCUS

Ellen Brothers, Editor