



Heather Buck

Director of Training & Guest Services
Cameron Mitchell Restaurants

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Drake Sneed introduced the speaker: **Heather Buck**, Director of Training and Guest Services at Cameron Mitchell Restaurants. Heather has been at that company since 2004. She is a resident of Upper Arlington and has 2 children. She is also a guest lecturer at Ohio State on hospitality management.

Heather described how Cameron Restaurants has grown into a national brand. There are 4 divisions, including CMS Specialty Restaurants (14 locations), Ocean Prime (15 locations), Rusty Bucket (24 locations) and Premier Events (4 locations). The company's headquarters will soon move to a location close to Huntington Park. Cap City is the busiest restaurant of all; as a result of customer outrage over previous menu changes, the company has learned never to alter the menu.



Future markets will include Boca Raton, Chicago, North Dallas and San Jose.

Heather then discussed the company's culture. There are approximately 4,000 employees, each of whom is given a small red book called "The Little Raving Fan Book", with details on the company's culture and philosophy. This idea was "stolen" from Starbucks. Heather noted that the difference between her company and other companies that make good food is that her company treats its employees better. For instance, on her first day at work, she saw that all employees were eating for free, which naturally made them happier than they otherwise would be. Plus, such meals create an opportunity for employees to bond, which leads to more of a family atmosphere, which leads in turn to employees treating each other better, and ultimately to better customer service.

As the Raving Fan Book explains, the company defines itself as "great people delivering genuine hospitality." It is in business "to continue to thrive, driven by our culture and fiscal responsibilities." The role of each employee is "to make 'raving fans' of our associates, guests, purveyors, partners and the communities in which we do business." And their common goal is "to be better today than we were yesterday, and better tomorrow than we are today."

CORE PHILOSOPHIES INCLUDE THE FOLLOWING:

- Putting associates first—for instance, by being closed on seven major holidays.
- Fostering open and honest communication.
- Being committed to the growth of all associates, the company and the community.
- Having quality built up in front and permeating everything they do.
- Work should be fun.
- Attitude! Attitude! Attitude!
- The whole is greater than the sum of its parts.
- Believing in the creative process.

GREETERS

October 18

Sean Tuttle
Tim Donovan

October 25

Scott Humphrys
Linda Cummins

November 1

TBD

REGISTRATION DESK

October 18

Chris Taylor
Tracy Harbold

October 25

Jon Hellstedt
Bill Mielke

November 1

Jim Hamilton
Rich Simpson

CALENDAR

October 18

Steve Stivers -
Congressional Update
Host: Frick

October 25

Greg Lashutka
Host: Stone

November 1

TBD

VOLUNTEER OPPORTUNITIES

November 5th

Senior Service Saturday -
8:45am-12:00 noon.
Contact Jim McGovern
if interested in participating

December 20th

YWCA - 5:30-7:00pm
Contact John Huneck
for more information

Please submit your volunteer
opportunity to herb@herbgillen.com
for inclusion in the
Rotaryview Newsletter.

SOCIAL EVENTS

Please submit your social event
reminder to herb@herbgillen.com
for inclusion in the Rotaryview
Newsletter.

The Meeting

Joe Valentino gave the invocation and led the pledge of allegiance.

There were no visiting Rotarians

Rich Simpson introduced his guest **Mary Augsberger**.

Notes and Announcements

Chip Knoop confirmed that the next meeting will be at Scioto Country Club.

John Huneck thanked the members who participated in the last service project at the YWCA Family Shelter. The next project there will be on Tuesday Dec. 20.

Greg Comfort announced a meeting of the World Service Committee for the evening of the meeting day, at 5:30 pm at Old Bag of Nails.

Linda Cummins described the Rotary Roundtable preceding the meeting, featuring **Linda Jones** speaking about organ donation.

Jim McGovern announced the next senior service Saturday, which will take place on Nov. 5. Participants should meet at the UA Senior Center at 8:45 am, and then will be split up to do yard work at the homes of 2-3 seniors, until about 11:30 am.

Dave McCurdy promoted the upcoming event this Saturday at 7:30 pm at the Dawson offices at 1114 Dublin Road, to raise money for Rotary International Foundation. Families are welcome.

Chip presented **Homer Mincy** with a pin honoring his status as a Paul Harris Fellow five times over, and thanked him for his generosity.

Alan Yarletts encouraged sign-ups for volunteering at the UA Special Olympics Swim Meet on Oct. 29. He also introduced **Mike Borders**, who has worked for Special Olympics for 25 years and who thanked the club for its support.

