



The Cornpicker

Bulletin of Fairbury, IL Rotary Club

"Rotary Shares"

Fairburyrotary.com



2007 - 2008 Officers

President	Keith Bahler
Pres. Elect	Josh Clemons
Vice President	Charlie McDonald
Sec/Treas/Editor	Leroy McPherson

DATE/TIME/ PLACE: May 27, 2008 - 12 noon at Marchelloni's

ATTENDANCE: 23

LOTTO: D. Moser and L. McPherson

ACTION ON THE AVENUES

CLUB SERVICE

Programs:

- 6/03 - OPEN
- 6/10 - Chuck Schopp - (Liv. Co. Flood)
- 6/17 - OPEN
- 6/24 - OPEN
- 7/01 - Mark Steffen - UPS Pilot &
Turn over of Gavel by Keith to Josh

Quips & Quotes

“Attitude: A little thing that makes
a big difference!”

AREA CLUB MEETINGS

Bloomington	12:00 Noon	Thursday	Elks Club
Gibson City	6:45 a.m.	Wednesday	The Country Kettle
Gilman	6:05 p.m.	Tuesday	Gilman Lounge
Lincoln	11:50 a.m.	Wednesday	Elks Country Club
Normal	12:00 Noon	Wednesday	Bone Student Center
Piper City	6:15 p.m.	Monday	Azz Izz Tavern

Customer Service

Mark Steffen



Family-owned and operated Stew Leonard's, a destination shopping mecca for farm fresh foods sold in a fun atmosphere, has been recognized by FORTUNE magazine as one of the "100 Best Companies to Work For" for the seventh consecutive year. Stew Leonard's was named No. 26 on the list.



In 1992, Stew Leonard's earned an entry into The Guinness Book of World Records for having "the greatest sales per unit area of any single food store in the United States."

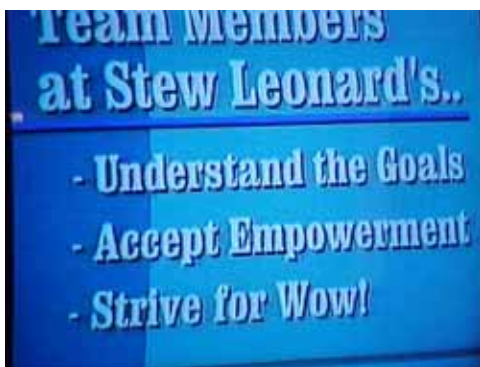
The Steffens (Mark, Alan, Brian and Dave) visited Stew Leonard's many years ago after hearing about their great customer service. They wanted to implement some of their ideas - the ones that would work in Fairbury.

Stew's earned its nickname, the "Disneyland of dairy stores" because of its country-fair atmosphere, with costumed characters and animated entertainment throughout the store that keep children entertained while parents shop. Stew Leonard's is known for being a fun place to shop and for above and beyond customer service.



Stew Leonard's legion of loyal shoppers is largely due to the stores' passionate approach to customer service: "Rule #1 — The Customer is Always Right"; Rule #2 – If the Customer is Ever Wrong, Re-Read Rule #1." This principle is so essential to the foundation of the company that it is etched in a three-ton granite rock at each stores entrance.

This supermarket, known for its rah-rah culture, opened its fourth store in Newington, Conn., creating 430 new jobs (85% of managers were hired in-house). Stew Leonard's Dad always believed that in order to be a great place to shop, it first had to be a great place to work. Having happy team members means the customers will have a great experience when they come to the stores. They have created a fast-paced film about their culture, goals, excellence, energy, attitude, engaged employees, and customer service which Mark shared with the Rotarians. They make the point that happy customers and happy employees combine to create WOW!



Satisfaction

Teamwork

Excellence

Wow