



ROTARY GRIQUA

OFFICIAL BULLETIN OF THE ROTARY CLUB OF KIMBERLEY

22 MAY 2017

<http://rotarykimberley.org.za/>

ROTARY'S CUSTOMER CARE SERVICE EARNS 'CENTER OF EXCELLENCE' CERTIFICATION

It has just been announced that the Rotary Support Center has earned the "BenchmarkPortal" certification as a Center of Excellence, a noted designation in the customer service and support industry.

The Center of Excellence certification is only achieved by customer care facilities ranking in the top ten percent of call centers surveyed across the United States.

"I am proud to have such a dedicated team to support Rotary members as they work to improve lives and create positive lasting change in communities around the world," said Howard Henry, Support Center manager.

This past year the Rotary Support Center received approximately 50,000 phone calls and 84,000 email requests for help.

The Rotary Support Center was evaluated on its ability to be efficient and effective, while providing great service at the lowest marginal costs compared to other centers in the service industry.

About BenchmarkPortal

Founded in 1995, BenchmarkPortal is a global leader in the contact center industry, providing benchmarking, certification, training, consulting, research and industry reports. Its team of professionals has gained international recognition for its innovative approach to best practices for the industry. BenchmarkPortal hosts the world's largest database of contact center metrics, which is constantly being refreshed with new data. Its mission is to provide contact center managers with tools and information to help them optimize their efficiency and effectiveness in their customer communications.

A MASSIVE BIG THANK YOU TO EVERYONE INVOLVED WITH THE RUNNING OF THE 2017 ROTARY INTERACT CONFERENCE. YOUR HELP IS REALLY APPRECIATED!

Amanda v.Zyl (Convenor) & Dwayne Evans (President)

ROTARY CLUB OF KIMBERLEY

Chartered 20 August 1951

Rotary District 9370

RI President: John F. Germ

District Gov: Bruce Steele-Gray

Ass Gov: André Oberholzer

Club Pres: Dwayne Evans

Secretary: Corlia v.Tonder

Club Board:

André Oberholzer
Barry Downs
Colleen Fairweather
Ken Quinn
Peter Thomas
Amanda van Zyl
Pete van Zyl

Bulletin Editor: Peter Thomas

Club Meetings:

Kimberley Club
Mondays 12:45 for 13:00

INFO: 072 236 8658



CALENDAR & DUTIES

MAY

Recognition & Conference Month

- 22 May: Club Meeting 12:45 for 13:00
26 May: DISTRICT CONFERENCE WEEKEND
29 May: BOARD MEETING 12:45 for 13:00

"There is no exercise better
for the heart than reaching
down and lifting people up."

John Holmes

DUTIES

*If you are unable to do a duty, please
make arrangements for a substitute.*

WEEK OF 22 MAY

FELLOWSHIP: Ken Quinn & Peter Thomas
CORPORAL: André Oberholzer
TUES COFFEE CLUB: Barry Downs

WEEK OF 29 MAY

FELLOWSHIP: Board Meeting – No Duty
CORPORAL: Board Meeting – No Duty
TUES COFFEE CLUB: Dwayne Evans

WEEK OF 29 MAY

FELLOWSHIP: Corlia v.Tonder & Pete van Zyl
CORPORAL: Gill Quinn
TUES COFFEE CLUB: Peter Thomas

SUBMISSIONS FOR THE ROTARY GRIQUA
ARE WELCOMED. PLEASE E-MAIL TO:
petertee@vodamail.co.za



Disclaimer: The views expressed in this newsletter are those of the editor and the contributors. They do not necessarily reflect the views of the Rotary Club of Kimberley, of Rotary District 9370 or of Rotary International.

JUNE

Fellowship Month

- 5 Jun: Club Meeting 12:45 for 13:00
9 Jun: INDUCTION DINNER (Horseshoe Motel)
12 Jun: NO CLUB MEETING
19 Jun: Club Meeting 12:45 for 13:00
26 Jun: BOARD MEETING 12:45 for 13:00

CELEBRATIONS

BIRTHDAYS

- 23 May Liesel Evans
26 May Dwayne Evans
08 Jul Shirley Dally (Honorary)
24 Jul Dries van Tonder

WEDDING ANNIVERSARIES

- 16 Jun Peter & Charlene Daubney (Honorary)
28 Jun Barry & Gill Downs
05 Jul Brenda & Herbert Booth
16 Jul Gordon & Shirley Dally (Honorary)

INDUCTION ANNIVERSARIES

- 06 Jun 2005 Gill Quinn
01 Jul 1994 Philip Maritz
13 Jul 2015 Brenda Booth

COFFEE CLUB BIRTHDAYS

- 14 Jun Piet v.d. Merwe
15 Jul Mark Harding
17 Jul Robbie v.d. Nest
22 Jul Karel Byleveld

MEME OF THE WEEK

"Wrinkled" was not
one of the things
that I wanted to be
when I grew up!