



Eye Opener

MOUThPIECE OF ThE
Rotary Club of West Vancouver Sunrise



Proceedings of the meeting of April 8, 2004

O Canada

Invocation:

Val

Club Business/Announcements:

- Val welcomed one and all to our meeting.
- Jim spoke briefly about the **Rotary Business Forum** held at Rene's Restaurant Tuesday, May 13th. This is a great opportunity to meet other Rotarians and promote your business or discover how others are creating opportunities and opening new doorways to success.
- Louise Biggar, West Van Memorial Library, has requested that our Club once again support the **Summer Reading Program**. The request is for \$200.00.
- Ian spoke to the Club about his commitment to **International Service** and notes that he will be concentrating on the Honduras children's home and the Make a Wish Foundation.
- Mary Molson and Monica Morten of the **Avalon Women's**

Centre were on hand today to tell us a little about the work the Centre is doing.

The first centre was opened in 1989 in Kerrisdale and a second centre has been opened in West Vancouver in 1997.

The drop in facility helps women with alcohol or drug addiction problems through counselling, workshops, recovery meetings in a safe peaceful environment.

Last year the two centres had approximately 10,000 visits. This year, as in the past, our Club will fund one day's operation of the centre.



President Val (middle) making the presentation to Mary Molson (left) and Monica Morten of the Avalon Women's Drop-In Centre

- **Casino Night/All That Jazz:** a great success with the Club receiving between \$9,000.00 and \$10,000.00 net proceeds: thanks once again to everyone who worked so hard on this: Janice, Val, Vicki, Ray and the whole gang. Great work!
- Klaus reminded the Club of the **Ambleside Youth Centre Dinner and Awards** night for all young people in our community who have participated in community service projects over the past year.

Guest Speaker:

Michelle introduced Ivan Surjanovic, today's guest speaker.

Ivan spoke to us about d-business as opposed to e-business.

D is for delight, what customers and clients should receive from your business. Ivan, during his years as a graduate student, and since in his work as a business consultant has developed a program to create delight at all levels of business.

Ivan's work has focussed on the most important factors for business success: being aware of what is being neglected, sustaining success, achieving employee and customer satisfaction and creating delight at all levels.

During his research Ivan interviewed many business leaders and although their responses to his questions varied he discovered that a common thread

linked all successful businesses. That thread Ivan calls delight: delight of the employee who works in a comfortable environment filled with encouragement, reward, challenge and satisfaction.

The delight of clients and customers at receiving quality and value from the product.

These conditions, Ivan notes, will almost invariably lead to sustained success for any company or organization that embraces and fosters them in the workplace and the marketplace.

50/50/happy/sad:

No winners, no losers.

Meeting adjourned.