

A Message from Your President...

We hope you can join the GMAYP event of the year - *Tailgate Party Membership Extravaganza* scheduled for Thursday, Nov. 5 at the Stout Ale House from 5 – 8 p.m. There will be FREE drinks and appetizers, a great opportunity to socialize and network, and a chance to win fabulous door prizes including PACKER TICKETS! We hope to see you there!

You should have received your membership renewal in the mail. We hope you will choose to keep your membership active as we have another quality, fun-filled year of events planned for you. Attend on the 5th to learn more!

This will be my final message as your President. I wanted to take this opportunity to tell you all that it has been my pleasure to serve in this position this past year. It does take time and effort to serve in a leadership position, but this is exactly what I hoped to do more of when my husband and I made the decision to move back to Menomonie from Minneapolis in 2006.

I would like to thank all of the steering committee members for their continued hard work and dedication throughout this year. It is their volunteer spirit and donation of time that keeps this organization moving forward! A

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GMAYP 3rd Annual Tailgate Party!

Join us, Greater Menomonie Area Young Professionals, for our Annual Membership Tailgate Party! Whether you're a current member or just looking to join this great organization, you'll have fun at our annual tailgate party.

Date: Thursday, November 5, 2009

Place: Stout Ale House

Time: 5-8 p.m.

**Win
Packer
Tickets!**

Join us for food, drinks and a good time!

Bring a friend to join!

Get a chance to win many great prizes!

Everyone is eligible to win football-themed door prizes and more!
 Must be present to win - drawing will start at 7 p.m.

Calendar of events

November

5 Tailgate Party
 - Stout Ale House 5-8 p.m.

9 BAH - Russell J. Rassbach Museum 5-6:30 p.m.

December

8 Holiday Social
 - Skoogs 5-7 p.m.

14 BAH - Broadway Bowl 5-6:30 p.m.

January

21 Networking at a Fast Pace - WCU East Office - Noon-1 p.m.

BAH - TBD

For more information on Business After Hours (BAH) please visit the Chamber at www.menomoniechamber.org

Please visit our website at www.menomonieyp.com for details on our listings.

Thanks for the Memories!

Message from page 1...

special thanks to Kristae Olson and Theresa Boettcher who have chosen to step down from the steering committee. Your dedication to this group is much appreciated and thanks so much for all of your hard work in the past.

I also want to thank Chris Peterson (who served as the 09 VP), Jolene Neisius (who served as the 09 Secretary), Lisa Vanasse and Jenna Creaser (who served as the 09 Treasurer) and Julie Greener (who served as the 09 Membership Coordinator). This tremendous group of professionals does a fantastic job managing all of the group's logistics.

I am leaving you in the very capable hands of Chris Peterson and Grady Richartz. Both will do an excellent job serving as your 2010 President and Vice-President. Vannella Englund will serve as your 2010 Secretary, Jenna Creaser as your Trea-

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*~Jill Rassbach
Pember*

surer, and Julie Greener as your Membership Coordinator. With the support of these talented officers, the steering committee and the Chamber staff, we have a wonderful and prosperous year ahead!

For the members "retiring" from the group with that 40th birthday, we thank you for your membership and wish you continued success in the future!

This organization means so much to me. I appreciate the friendships, the learning, the community involvement and the chance to network with each of you.

Thanks for the memories and I look forward to many more fun times ahead!

Your 2009 GMAYP President,
Jill Rassbach Pember

Eat My Fish! Family night a Success



In August, the Greater Menomonie Area Young Professionals gathered at Bullfrog Fish Farm, south of Menomonie, for a family fishing Event.

Fifteen GMAYP members along with 20 members of their families turned out for fishing, socializing and appetizers. Members and their families enjoyed fishing and a tour of the fish farm. A great evening was had by all!

Thank you to Bullfrog Fish Farm and everyone that helped with this event!

Painting in the Park

On Thursday, September 17, the Greater Menomonie Area Young Professionals (GMAYP) did a little community service with their "Painting in the Park" event. The group helped the Menomonie Park Department by painting 17 picnic tables and a pavilion Thursday night at Riverside Park on the Red Cedar River.

The group grilled out and had fun. Over 22 GMAYP's showed up to lend a helping hand. We would especially like to thank the Thunderhawks for their enthusiasm and help and Lammer's Food Fest for assisting with the food.



Our Moment of Truth... Providing World Class Customer Service

Our October event was a professional development event titled "Creating and Sustaining World Class Customer Service" with speaker Jeff Russell from Russell Consulting Inc. based in Madison, WI. Jeff presentation was very interactive and the participants enjoyed learning. He led the group in discussions on what world-class customer service looks like, actions for achieving world-class customer service in your company and the challenges of providing world-class customer service.

Jeff also presented structure of a customer-centered company where the owners serve the managers, the managers serve the lead workers, the lead workers serve the frontline

employees and the frontline employees serve the customers. In this model, the customers are the focus and all employees are ultimately serving the customer.

A few quotes that stick with me are "under promise and over deliver" and "the more people involved in delivering a given service to a customer, the less likely that a customer will be satisfied".

Jeff left us all feeling ready to go back to work and really identify what WE can each do to improve the customer service provided by our group, department or company.

We would like to thank Cady Cheese for graciously donating the food for the event.