



News & Notes



www.iprva.com

October 2009

Insurance Professionals of Roanoke

Next Meeting
October 15, 2009

Roanoke Country Club

MENU:

Salad
Teriyaki Chicken Stir Fry
Rice
Chocolate Ice Cream
Cost \$16.00

Meeting Time
6:00PM

PROGRAM:

Lisa O'Neil
Angels of Assisi

Reservations:
Teresa Sloan
teresa@vacoins.org
Phone 345-8500
Fax 345--5330

Dear Members:

No letter from our President who is recovering from a broken foot. We wish her a speedy recovery

Sincerely,

Julie

President
Julie Harrell, CPIW
Insurance Professionals of Roanoke



Happy Halloween!

2009-2010 IPR Officers & Committee Chairpersons

OFFICERS		PHONE	FAX
President	Julie Harrell, CPIW	983-4616	982-6507
President Elect	Sonya David, CIC	855-5152	344-4096
Vice President	Teresa Sloan, AIS, CPIW	345-8500	345-5330
Treasurer	Angelina Rubenzer, CEI	855-5163	344-4096
Secretary	Sandra W. Bowling, ARM, AAI, CPIW, DAE	855-5157	344-4096
Immediate Past Pres	Jessica M. Mason, CPCU, CIC, AIS, CPIW	983-4583	982-6507

COMMITTEE CHAIRPERSONS			
Newsletter	Margaret Byrd Wilson, CIC, CPIW, ACSR, DAE	855-5164	344-4096
Public Relations	Sonya David, CIC	855-5152	344-4096
Membership	Teresa Sloan, AIS, CPIW	345-8500	345-5330
Scholarship	Angelina Rubenzer, CEI	855-5163	344-4096
Education	Jessica Mason, CPCU, CIC, CPIW, AIS	982-4583	982-6507
Bylaws/Parliamentary	Ann H. Huddleston, CPIW	342-0390	
Legislative	Teresa Sloan, AIS, CPIW	345-8500	345-5330
Gifts & Flowers	Kim Elliott, CIC, CPIW	982-3511	342-9747
Hospitality	Melissa Maddox, AIS, AIC	345-8800	345-5330
Safety	Angelina Rubenzer, CEI	855-5163	344-4096
Audit	Freda G. Horn, CIC, CPIW, CRM	345-7721	345-4614
Golf Tournament	Patricia Clark, CPIW, ACSR, DAE	855-5185	344-4096
Reservation	Teresa Sloan, AIS, CPIW	345-8500	345-5330
Long-Range Planning	Board Members		

Monthly Program

August	Planning Meeting	Julie Harrell
September	Public Relations	Sonya David
October	Welfare	
November	Ways & Means	Chris Nichols
December	Hospitality	Melissa Maddox
January	Membership	Teresa Sloan
February	Safety	Angelina Rubenzer
March	Legislative	Teresa Sloan
April	Education	Jessica Mason
May	Hospitality	Melissa Maddox

REMINDER:

Roanoke Country Club requires reservations for the monthly meeting be given to them on Friday prior to the next Thursday meeting. Please email your reservations to Teresa Sloan no later than 10:00am on the Friday prior to the meeting.

NO REFUNDS WILL BE AVAILABLE ON RESERVATIONS CANCELLED AFTER THE 10:00AM DEADLINE



Secretary's Report September 17, 2009

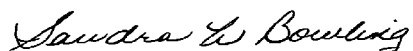
Insurance Professionals of Roanoke met Thursday, September 17, 2009, at The Roanoke Country Club. President-Elect Sonya David called the meeting to order at 6:07 pm; advised President Julie Harrell broke her ankle requiring surgery; introduced the officers and guests. Collect was read by Sonya, followed by dinner. Total attendance: 11 members, 7 guests. Following dinner, guest speaker, Pastor Barry Shaver, discussed leadership development.

Business meeting followed, with following discussions:

1. Minutes: will stand as published
2. New Member: Sonya recognized Wendy Huffman who is with One Beacon
3. Treasurers Report: accepted as presented and will be filed for audit
4. Publicity: Jessica Mason had our meeting published in the Roanoke Times, and Margaret Wilson had Insurance/Financial Advisor publish new officers.
5. Sonya thanked everyone for their participation in Ole Salem Days.
6. President Julie Harrell sent her thanks for flowers from IPR.
7. We now have our new banner; and was on display at meeting
8. NAIW will have webinar 9-24-09 on home based business
9. The State Conference will be held Sept 25-26, and we have several attending. Due to Julie's accident and Sonya's prior commitment, Teresa Sloan will be our delegate.
10. State Conference Silent Auction: Sandra Bowling made motion we provide gift for the auction, limited to \$50 value; Teresa Sloan 2nd; motion passed.
11. Name Badges: if anyone interested in ordering new name badge, will distribute sign up sheet again at October meeting, then place order.
12. Ronald McDonald House Christmas Cards: sample card distributed, if anyone interested in ordering please let Margaret Wilson know.
13. Committee Reports:
Golf: Sandra Bowling gave update on players and sponsors, participation at this point down, please solicit sponsors & players; distributed additional registration flyers.

Being no further business, meeting adjourned 8:04 pm.

Respectfully Submitted,



Sandra W. Bowling, AAI, ARM, CPIW, DAE
Secretary

COMMITTEE REPORTS

SCHOLARSHIP:

No Report at this Time.

Angelina Fair, CEI – Chairperson

EDUCATION:

Our October CE class will likely have to be moved to the week of the 19th due to a scheduling conflict with the instructor. I'll keep everyone posted as I firm up the details for this class. Thank you.

Jessica Mason, CPCU, CIC, AIS, CPIW - Chairperson

GOLF TOURNAMENT:

Golf Hole Sponsor letters have been mailed, Player Brochures have been mailed.

YEAH!!!! I just spoke with Brenda @ Serv Pro and they have already included in their budget our event and will be a corporate sponsor again this year. So technically, we have one and a half scholarships already.

Trish Clark, ACSR, CPIW, DAE – Chairperson

STATE COUNCIL MEETING:

IPR will be well represented at the State Council Meeting in Staunton on September 25—26. Those attending will be Julie Harrell, Delegate; Jessica Mason, State Public Relations Chair and will be conducting the CWC Speak-off; Teresa Sloan Alternate; Melissa Maddox and Margaret Wilson. Julie will give her report of the meeting in the October News & Notes.

October Birthdays



10/15– Wendy Huffman



10/15– Freda Horn



10/16 – Teresa Sloan

H1N1 Information



COMMONWEALTH of VIRGINIA

Karen Remley, MD, MBA, FAAP
State Health Commissioner

Department of Health
P O BOX 2448
RICHMOND, VA 23218

TTY 7-1-1 OF
1-800-828-1121

September 11, 2009

Dear Business Leader:

As you may be aware, the novel H1N1 influenza virus is still present throughout Virginia. The Virginia Department of Health (VDH) has been tracking influenza throughout the summer and is anticipating a resurgence of the novel H1N1 virus along with the return of seasonal influenza this fall.

The start of the school season brings with it the opportunity for increased influenza activity. The U.S. Centers for Disease and Prevention (CDC) have developed updated guidance for businesses concerning the novel H1N1 influenza outbreak. This guidance, along with other information concerning novel H1N1 influenza for businesses and employers, can be found on the VDH website:

<http://www.vdh.virginia.gov/news/Alerts/SwineFlu/BusinessResources.htm>. CDC recommends that individuals infected with novel H1N1 should stay out of work (and/or school) until they have been without fever and have not been using fever-controlling medications for a minimum of 24 hours.

VDH encourages you to share with your employees and customers the following simple, everyday steps that they can take to protect themselves and their families and friends.


- Review emergency plans at home and at work.
- Get your seasonal flu vaccination now and plan to get your novel H1N1 vaccination when the vaccine is released later this fall.
- If sick, stay home from work or school and limit contact with others to keep from infecting others.
- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- Wash your hands often with soap and water, especially after you cough or sneeze. Alcohol-based hands cleaners are also effective.
- Try to avoid close contact with sick people.
- Avoid touching your eyes, nose or mouth. Germs spread that way.

We also suggest you revisit your Continuity of Operations Plans. To that end, here are some key points for consideration:

- Discuss expectations with staff early.
- Encourage staff to get vaccinated against both seasonal and novel H1N1 influenza.
- Communications will be key. Identify communications channels and messages.
- Verify work-at-home capabilities.
- Be prepared if schools dismiss students or if child care programs close as this may result in increased employee absenteeism.
- Prepare for possible labor shortage
- Keep sick workers home.
- Consider screening employees prior to coming into the building and suggest those who are ill return home.
- Identify your cross function support.
- Plan on how you will handle employees calling into work with questions.

VDH will continue to monitor this situation and will keep the business community informed. If you have additional questions, please contact either the toll-free VDH Public Inquiry Center at 1-877-ASK-VDH3 (1-877-275-8343) or your local health department. Thank you for your continued strong support and assistance.

Sincerely,



Karen Remley, MD, MBA, FAAP
State Health Commissioner

CANDIDATE FOR REGION II
REGIONAL VICE PRESIDENT - 2010-2011



Sheila
Easterling

CPIW, CISR, AFIS



Sheila has been an active member of NAIW for almost 20 years. She has attended 4 National Conferences, 13 Regional Conferences and 18 Council Meetings since joining NAIW. She has won the Confidence while Communicating competition at Regional twice and competed at two National Conventions. She earned her CISR designation in 1997 and her CPIW in 1998 and now holds one of the few AFIS designations in the state of West Virginia. She has served NAIW on the council, regional and national levels as delegate and alternate and chairman of several committees. Sheila is dedicated to NAIW and has proven that on all levels. Please support her in her campaign to be your next RVP of Region II.

See you in Roanoke!!!!!!

FREE C.E. CREDIT COURSE

COURSE TOPIC: Restoring Contaminated Buildings
COURSE CREDIT: 2 Credit Hours
COURSE NUMBER: 200361

WHAT WILL YOU LEARN?

- Characteristics of large loss events
- Goals of large loss and storm response
- Services needed for effective response
- Organization and mobilization for response
- Health risks of contaminated water losses
- Goals of contaminated water response
- Effective, yet safe, response to contaminated losses



Independently Owned and Operated

DATE:
Wednesday
November 11, 2009

LOCATION:
Vinton War Memorial
814 E. Washington Ave.
Vinton, VA

TIME
9:30 am-11:30 am – Class
11:30 am - Lunch

To register, call:
SERVPRO® of Roanoke,
Montgomery & Pulaski Cos at
540-389-5818

Or Fax this form to
540-389-3753

Or e-mail
brendagiles@servpromp.com

Name _____

Company Name _____

Company Address _____

e-mail Address _____

Phone _____

Like it never even happened.®

What's Your Service Mentality IQ?

By Nancy Friedman, Telephone Doctor

Most of us in the customer service arena are very good. And the reason is simple...we always carry a certain amount of a service mentality with us to do the job well.

People often ask me: "Nancy, what is the KEY to good customer service?" My answer is simple. There is no one key. There are many keys...and they all need to be on your customer service key ring.

So, come along with us and learn the 7 service mentalities that will raise the bar for you and your company. See how many of these attributes you own.

Empathy - Some call it sympathy. Whichever you call it, it needs to be there. When someone has a problem, we need to empathize with them and show we understand the frustration they're going through. What we don't want to do, however, is tell a customer, "I know exactly how you feel." Because you aren't able to know exactly how anyone else feels. But you can empathize, and that's why empathy is KEY for a service mentality.

Here's a better way to explain it. I had my wallet stolen a while back, at Disneyland no less. Everything was in it...and the money was the least of my problems. Credit cards, check book, social security card, drivers license...all of it GONE.

Over the years, I have learned to be a "good" customer, so I called the first credit card company and told them of my plight. I said, "Hi, my name is Nancy Friedman and I'm at Disney and my wallet was stolen. Everything's gone." And I told her what was in the wallet. She said without skipping a beat, "NAME?" I said, "It's still Nancy Friedman."

Where was her empathy, her sympathy? It wasn't there! All I needed to hear was a simple, "Gee, that's got to be so frustrating. Let me get the ball rolling to help you."

Enthusiasm - We need enthusiasm whenever we help a customer. They need to know you are truly excited to help. (Of course, we need to do this without going over the top and giggling our way through the conversation.) Enthusiastic customer service people get the job done faster, simpler, and with a touch of class. How much enthusiasm do you show in your job?

Responsibility - This is one of the most important keys to a great service mentality. Be responsible for your job, your position and the company. Being responsible means it is your job.

If you have answered the call on behalf of your company, you have indeed accepted 100% responsibility for the call. "I wasn't here," "I don't know anything about that," "It's not my department," or all those other lines are not in the responsibility key of customer service.

Take responsibility for the call. You answered it. It's yours! This is important in a face-to-face situations as well. It's the old "don't point...go show."

Resiliency - This key is a little trickier to use. To be resilient, we need to have a mentality to bounce back from unfortunate events, setbacks or other negative incidents. It's really an attitude adjustment.

One situation with a customer may be more difficult than the other...and when you get to the next customer...your resiliency needs to kick in and bounce you right back to where it was before that negative event. Be resilient!

Ownership - A cousin of responsibility. So many times we hear and see people in the customer service arena who don't want to take ownership of the problem. When you own the problem, you'll handle it far better than if you don't want anything to do with it.

And don't forget...never take those barbs from the customer personally. They're not attacking YOU. They're attacking the problem. You're just the lightning rod, not the target. So own the customer you're working with - on the phone or in person!!! Take Ownership! Be proud!

Balance - This is the fine line between 'the customer is always right' and knowing what to do about the problem. At Telephone Doctor, we don't believe the customer necessarily is always right. We do, however, know customers always think they're right. And that is the perception we need to deal with at the time.

Many times the customer is in error...had the wrong date, the wrong receipt, the wrong information or whatever. And yet, they're hell bent on proving that they are right. So you see, they think they're right. We often times know they are not. And that's the secret key...not letting on that we know they're wrong.

It's the balance in the key ring of success. Balance is the art of creating a 'win-win' situation. Once you have the key of balance, you'll be able to handle situations to make everyone happy.

Adaptability - Most of us learn at a very early age that everything doesn't happen the way we want it to all the time. So often we need to adapt to a certain situation. Learning how to adapt to all these situations can make you a top customer service individual. It's related to your attitude. Why do some folks adapt very easily and some are not able to adapt at all? It's mainly because of attitude. It shapes how they handle a situation and react to it.

How'd you do? If you have some of these 'secret' ingredients of customer service, you're well on your way to success. And even if you're missing one or two, here's your opportunity to learn more about them.

Good luck to you! And may your service mentality be with you today and always.