

September 11, 2014

Petoskey PAAC Meeting

Attendees:

Claudia Hibbler – IMNM  
Jean Croff – IMNM  
Hannah Howard – GLDHA  
Mark Crossley – IMNM  
Pam Stoner – GLDHA  
Marty Zuke – Bayside Family & Sports Med  
Laura Hughey – PCHA  
Vicki Slifka – PCHA  
Connie Segar – IMNM  
Karen Williams – IMNM  
Teresa Migda – IMNM  
Jim Connaughton – Baystreet Ortho  
Mary Handwerk – Petoskey Pediatrics  
Sharon Tituskin – NPO

Speaker: Carlin Smith – President, Petoskey Chamber of Commerce

Topic: Hospitality the Little Traverse Way

# NPO PAAC Meeting - Petoskey

Date: 9-11-14

	Name	Practice	Email (if new member or attendee)	NPO Member?
1	[Redacted]	[Redacted]	[Redacted]	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
2	Dean Proff	IMMUM	[Redacted]	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
3	[Redacted]	[Redacted]	[Redacted]	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
4	Mark Crossin	IMMUM	[Redacted]	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
5	[Redacted]	[Redacted]	[Redacted]	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
6	Robert Zilke	Boonside Family & Sports	[Redacted]	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
7	[Redacted]	[Redacted]	[Redacted]	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
8	Mike Sibley	Boonside Child Health Assoc	[Redacted]	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
9	[Redacted]	[Redacted]	[Redacted]	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
10	Karen Zilke	IMMUM	[Redacted]	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
11	[Redacted]	[Redacted]	[Redacted]	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
12	Tom Conover	LAN STREET OPTHRASORS	[Redacted]	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
13	[Redacted]	[Redacted]	[Redacted]	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
14	Mary J Handlure	Petoskey Pediatric	[Redacted]	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
15	[Redacted]	[Redacted]	[Redacted]	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
16	[Redacted]	[Redacted]	[Redacted]	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
17	[Redacted]	[Redacted]	[Redacted]	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
18	[Redacted]	[Redacted]	[Redacted]	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
19	[Redacted]	[Redacted]	[Redacted]	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
20	[Redacted]	[Redacted]	[Redacted]	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N



*Elevating the Guest Service Culture  
in the Little Traverse Bay Region.*

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Learning about  
**guest service**  
**should not be seen**  
as an event,  
but rather as a **process**.

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We make  
**positive change**  
in our lives only when we get  
**uncomfortable**  
with who we are.

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## Why guests Quit

# 68%

Quit because of an **attitude of indifference** toward the guest by the owner, manager or some team member.

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Any job is  
20% knowledge  
and **80%**  
**interpersonal skills.**

Dr. Stephen Covey  
The Seven Habits of Highly Effective People

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## Forbidden Phrases

Okay.  
No problem.  
Transfer  
You'll have to . . .  
May I help you?

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Common Sense  
**Common Practice**

It is better to be  
**consistently good**  
than occasionally great.

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Knowledge is power.  
**BUT the implementation**  
of knowledge  
is perfected power.

*Implementation makes the difference!*

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