



ROTARY CLUB OF FLORENCE

President: Jacob A. Brooks
 Secretary: Carrie Herrmann
 Treasurer: Michelle Owen
 SGT-at-Arms: Shawn Carroll
 Pres. Elect: Jim Ferguson



Mondays 12 pm at the Hilton
 7373 Turfway Rd, Florence KY
 Box 6027 Florence KY 41022
FlorenceRotary.org
 District 6740



TODAY'S SCHEDULE, FEBRUARY 12TH 2018

- 11:45 Buffet Opens (\$14 for Buffet, Coffee, Tea, & Dessert — no sharing)
- 12:15 President Jacob Brooks Presiding
Team 7 Greeting, Prayer, Pledge and 4Way Test
- 12:30 Adam Howard Photography Tips / Possible Valentine Tie-In (Howard)
- 1:00 Meeting Adjourned

PROGRAMS

FEBRUARY	TEAM	
19 PRESIDENT'S DAY - No Meeting	26 Scott Blanford - Motivational Speaker (Volland)	8
MARCH	TEAM	
5 NKY Chamber of Commerce - President & CEO Brent Cooper (Raverty)		9
12 Club Assembly / New Member Pinning Ceremony (Ferguson)		1
19 TBD		2
26 CVG - Bobby Spann & Brian Cobb (Brooks)		3
APRIL	TEAM	
2 German Immigrant Matth. Toeppen (Schickel)		4

ANNOUNCEMENTS

INTERACT CLUB OF BOONE COUNTY is hosting a College Workshop presented by Dan Bisig, College and Beyond. There is no charge to the attendees; however, each attendee needs to call [859-663-8984](tel:859-663-8984) in order to reserve a seat. Seating is limited and filling up fast.

INBOUND STUDENT HOSTING: The district needs 2 more clubs - and host families - to support inbound students next year? Anyone interested can contact [B.J. Mcclure](mailto:B.J.Mcclure).

ROTARY DAY IN FRANKFORT TUESDAY, 2/13/18. We will depart from the Florence Hilton at 7 a.m. and return around 4 p.m. Please sign up here to get on the list: <https://tinyurl.com/FloRoFrankfort2018>. Our agenda will include time visiting with Club Members Rep. Wuchner and Sen. Schickel. Meetings with Honorary Club member Justice Michelle Keller and Gov. Bevin have been requested. We will also try to fit in a tour of the Capitol. Click this link to view photos from last year's trip. Please RSVP via <https://tinyurl.com/FloRoFrankfort2018> so we can plan accordingly.

FLORENCE ROTARY CLUB 2018 SCHOLARSHIP APPLICATION postmarked on or before Friday, 03/23/2018. Presented Monday 04/30/2018.

GO PANTRY IS OUR CSP FOR 1ST ¼ :

- ⇒ TIME donation — Sign up to help at a GO Pantry packing event to be held at Master Provisions - times TBD.
- ⇒ SUPPLIES donation — Cereal, Individual Serving Size.
- ⇒ MONEY donation — Go Pantry is working to fill GO Boxes for Spring Break. Rotarians can donate \$20 this quarter to help fill 1/3 of a GO Box, to feed a hungry child during Spring Break. That \$20 will be matched by the Foundation, up to total contributions from members of \$500 for the quarter.

VOTING FOR MASTER PROVISIONS: We are a club large in number and I believe that is for a reason! Master Provisions has been entered into a contest called #XCares. Xavier University has partnered with a local accounting firm to highlight and promote local non-profits. The winner of this contest will receive four premium lower level tickets the February 28th Xavier vs Providence, an autographed Coach Mack basketball, and \$1000 charity donation to the organization of winner's choice. In order to win, our photo needs the most votes by February 9th. You can vote once every 24 hours by following this link, <https://wyng.io/DIOqXT>. Thank you for your support! Jim Ferguson.

03/22 COOPER: Career and Technology Education advisory committee meeting. Our district is forming a CTE Advisory Committee in which we are asking community leaders to provide feedback on what's needed in the workforce. In this round table discus-

Charlie Kenner
KENNER DENTISTRY
 859.371.0183

John Gay

 859.727.1250

Greg Palmer
PALMER CAPITAL MANAGEMENT, INC.
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Mike Bailey

 859.534.5999

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 859.334.4215

John & Connie

Salyers

Janice Flanagan

 859.344.4804

AD BUTTONS \$100 YEARLY DONATION

The donation is for 12 months
 Call or email [Joy Hodges](mailto:JoyHodges)
 859-781-5060
mrsjovh@fuse.net

	Booth, Herb	1-Feb
	Hodges, Jerry	12-Feb
	Monohan, Ed	12-Feb
	Addington, Ian	12-Feb
	Moynahan, Patrick	16-Feb
	Shipe, Brad	24-Feb
	Lynch, Mike	28-Feb

Newsletter: Nevillewbuchanan@Gmail.Com

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sion, representatives from various career pathways will be meeting with teachers, parents, and students to address areas of concern. It is our goal to get an insight what the workforce needs and see how we can prepare students for it after they leave high school.

AMAZON VISITS ROTARY

by [PAT MOYNAHAN](#)

Paul Swaim says the Northern Kentucky centers in the rapidly expanding Amazon.com empire aren't trying to take over the world. They're too busy right now trying to create the best customer service in the universe for the Valentine's Day rush.

Amazon maintains five fulfillment centers (warehouses) around the Cincinnati/Northern Kentucky International Airport in Hebron. The e-commerce giant employs 10,000 people in shipping products and processing returns at these facilities and six others in Kentucky.

"Customer service is important to us," Swaim, Amazon operations manager in Hebron, said at a recent meeting of the Florence Rotary Club. He tells employees "you have the chance to make someone's day" in dealing with returns or logistics problems.

"We don't have time to take over the world," he added, chuckling in response to a question about the company's growth.

A 2017 analysis by Slice Intelligence found that 43% of all online retail sales in the United States went through Amazon, according to Business Insider. The Kentucky fulfillment centers and the location of a \$1.5 billion air service hub at the airport position Northern Kentucky at the center of e-commerce distribution and delivery in the country.

Amazon bought Whole Foods Market last year to go into the grocery business and announced plans last month to partner with Berkshire Hathaway and JPMorgan Chase to

form an independent health care company for their employees. The impact on Amazon's e-commerce operations from those expansions likely will add to its logistical challenges.

Swaim said the Hebron warehouses handle both inbound and outbound shipments. One of the warehouses (CVG2) processes returned items. The Hebron facilities may deal with as many as 1,000 tractor-trailers a week during peak seasons.

The volume of traffic and importance of accuracy in a 24/7 environment make customer service an enormous challenge, Swaim said. Returns are among the most diffi-

cult, he said, because returns "come back in whatever condition the customer decides to send them back."

Some come back in pristine condition, never used. Others come back in all kinds of conditions and from all directions. Fulfillment center employees must quickly determine what to do with each item - liquidate, send to a discount place or resell, etc.

Part of Swaim's job is to foster a mindset among employees that ensures "satisfaction throughout the customer's shopping experience." An Air Force veteran, he sees developing young leaders to keep pace with the growth as a primary responsibility.

"If you're not growing, you're dying," Swaim said.



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.....

See organization for ticket purchase prior to event.

For Ticket Purchases Contact
Barbara Rahn
(859) 663-8984
blr-interact@twc.com

Applebee's Location For Event
7383 Turfway Rd
Florence, KY 41042
859-371-4141