

“BRINGING BUSINESS BACK HOME”

PRESIDENT’S MESSAGE

Greetings to All!

I would like to tell a story called “A Tale of Two Grilles”.

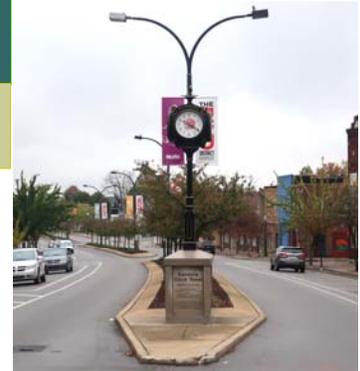
Like most of you, I have been supporting local restaurants with lots of take-out orders during the summer months of the pandemic. But I decided it was time to actually go to a restaurant, to support the wait staff as well. The two I visited each had the word “Grille” in their name, hence the title of my story.

The first restaurant my wife and I went to was well known for their breakfast food, and had just renovated their building last year. Everyone wore a mask, and the tables seemed properly spaced. The wait staff was superb, always cleaning and always explaining the ways they were trying to keep us safe. But just as important, the service never faltered, they were always watching to see if we needed anything, and definitely made sure to give us their full attention, which seems a little easier to do as most restaurants were only allowed to seat at only 50% capacity.

The second place I went with a friend, and it was well known for it’s dinner meals. Again, the customers were spaced out properly, but that is about as far as it went in comparison to the earlier mentioned restaurant. I got to the restaurant first, explained my friend would soon arrive and waited at the table. After ten minutes I looked at the entrance and saw him standing there. I waved him over to join me, and he informed me he had asked if I was here already, and was told no, so he was waiting at the door for me to arrive. After going back to our table we then waited another ten minutes before I again got up to find the waitress who had seated me. So for twenty minutes no one checked on me, not even to ask if I wanted something to drink. We placed our order, and it arrived OK, but then during the entire meal we were again left alone with no one asking if we needed anything. We never saw the staff clean, and barely saw anyone moving around the customers or checking to see if anything was needed.

Now maybe the wait staff of the second place were just afraid to be around customers, but they did have masks on (which we also wore except when we were eating), and there were hand sanitizer stations around the floor. But my impression was that they just didn’t care about serving us.

The point I wish to make is that we are all experiencing the problems caused by this pandemic. It certainly is your choice how you want to deal with your customers while trying to stay safe. But now the customer service you give to those who visit your business is more important than ever before. People will choose to visit you during these trying times, but if you give the wrong impression about wanting to help you may never see them again. Not a wise thing to do when you may need all the business you can get. I will go back to the first “Grille”, but certainly will never go back to the second.



Thank you for listening, and be safe!

John Buntin Jr, President
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Virtual Health Fair

The Wellness Council of North East Ohio is hosting a Virtual Health Fair to give you an opportunity to get your questions answered in an easy to use fun format. This one hour event on November 17th, from 10:00 am to 11:00 am, will be broken up into 7-9 minute segments. You can come for one and leave at any time.

Organizations and topics covered at the event include:

On Site Wellness Services llc: Flu shots, biometric screening, wellness programming.

KAZ Company: Helping your employee's make Medicare coverage decisions.

Airrosti Rehab Centers: Thoroughly diagnose and resolve injuries helping patients to quickly recover.

Fitbit: Employee activity and health tracker.

Bravo: Inspiring people to achieve their personal best.

Connect & Care: Lowering Cost of Care while Improving Health and Quality Outcomes using Data.

Hchoices: Inspire, Engage, Educate.

At the event, using the Remo platform, you select your virtual table by vendor name. Once at the table you will be face to face with the organization's representative.

Register at <https://live.remo.co/e/wellness-council-health-fair/register>.



KBOT FLASHBACK



10 Years Ago - November 2010

- ⊕ **Scott M. Smith**, President
- ⊕ Kathy Forsthoffer announces her retirement from the Kenmore Library, and as secretary of the KBOT.

15 Years Ago - November 2005

- ⊕ **John Buntin Jr**, President
- ⊕ The KBOT had a very well attended luncheon, including four principals from Kenmore schools.

20 Years Ago - November 2000

- ⊕ **Jill Stevenson**, President
- ⊕ No information available.

25 Years Ago - November 1995

- ⊕ **Mary Lu Warstler**, President
- ⊕ No guest speaker this month, so members discussed last month's Halloween Parade.

30 Years Ago - November 1990

- ⊕ **Ann K. Morrow**, President
- ⊕ A warm welcome back was given to Rev. Dale Smith after making a remarkable recovery from quadruple by-pass surgery.

35 Years Ago - November 1985

- ⊕ **David E. Whitmire**, President
- ⊕ It was suggested to set up a scholarship fund for Kenmore High School, using a 5-K or 10-K Run in conjunction with the Annual Olde Tyme Festival.

40 Years Ago - November 1980

- ⊕ **Mel Kent**, President
- ⊕ Guest speaker was Mark Albrecht of the Akron City Planning Department.

WELCOME TO OUR NEW KCOC MEMBERS!:

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