



### From The President's Office

Welcome to the 12<sup>th</sup> Fellowship this Rotary Year!

#### Customer Service

It does not matter what kind of business you own, whether it is a hair Salon, restaurant, hotel, retail shop, selling pan cakes or running a rotary club, creating a consistently stellar customer experiences plays a major role in your success. Customer service can be related to a marriage or relationship. Like in a good relationship, we sometimes need to put aside what's best for us, and make our decisions based on what's best for them. Remember technology allows people to relay their experiences through other outlets besides word of mouth, like public forums, websites, social media and the cost of one bad customer experience is much higher today than it

used to be.

Hell has no fury like a customer scorned and we have all been there.

- That assembly required dressing table that came packaged without the necessary nuts and bolts
- That 30 minutes' phone call with a customer service representative that concluded with a dropped call
- That long wait at a restaurant where someone who came in after you was attended to before you.

Poor customer service can drive us all mad. I know that some people might say "It was just one customer' Why would a thinking person perceive it that way? Why would you want to lose that customer who will eventually spread the word round and let other customers know how bad you are? Unfortunately, all customers want to be treated with respect. Have you ever been to a bank

queuing for a long time and when your turn comes to get to the counter, the lady (they are usually females) behind the till is fondling her phone, reading a WhatsApp message and smiling away? By this time, you literally want to pull out your hair!



Even in our rotary clubs, we can only expect good service if we are willing to first provide others with exceptional service, with a warm welcome and with a smile. After a poor customer service experience, this is what may happen:



**May Never use the Company Again**



**Over 25% will recommend friends not to use the Company Again**



**May take revenge by posting a review online.**

There are always ways to improve our Customer Service.

## The Game Changer Principle

By Guest writer – Rtn Edward Kalenzi from the Rotary club of Jinja

The employment world is becoming very competitive than it has ever been before. This creates both an apprehension and an opportunity depending on how you perceive the situation, for the mediocre this leads to a fear of loss of job and for the leaders without a title it's a chance to bring their 'A' game.

'Leadership is action not position' - Donald.H

As you think of the opening remarks the question at the behind of your mind should be how do I become a game changer and also bring my 'A' along in this dynamic world. Secondly what does it entitle to become a leader without a title?

I am going to share a few principles that



can make you a master of your trade and also a game changer.

No idea works unless you do the work.

We have a lot of good ideas that we never implement. Idealization without execution is a mere delusion. Therefore become an action person. It is okay to fail but it is not okay not to try.

To have what few have, Do what few do.

P.O.Box 1562 Kampala, Uganda  
Admitted 23-r-1988 Chartered 6-6-1988  
Club No. 25151

**Dr. Connie Nshemereirwe**

### Creating the Thinking Person

**Monday 18th September, 2017**

@ 6:00PM

@ Peace Restaurant/ Noma Gallery

Buddy group **Kikoni** in charge

@Ssekafu

The world today is governed by the 5% of people who were willing to do what a few people could do, hence stretch your limits to achieve what a few achieve in a life time. It is okay to be different in terms of thought if you are to change the world. Robin Sharma said it well-Dismiss your critics. Don't give them a vote on your dreams. They don't deserve one. Challenge yourself daily if you want to

become a game changer.

The best way to change the world is to change yourself.

The greatest challenge to our development and growth is self. We spend the most part of our lives playing the victim card that is people do not like me, I was not promoted because my boss hates me all which is a total waste of time. What is key in this situation is to have mirror reflection of ourselves and chances are we are to blame. It is worth noting that Life is 10% of what happens to you and 90% of how you react to it.

An addiction to distraction is the death of creative production.

Technology has been the greatest innovation of our time but also a hindrance to productivity. Ask yourself how many times in a day do you check

your phone for either WhatsApp, twitter to mention but a few. Research has shown that if you get distracted by a phone call it takes 10-15 minutes to gain your concentration. Ideally in an 8 hour day, you may have worked for only 5 hours or less therefore a lot of productivity time would have been wasted. In bid to increase productivity it necessary to strategically block off time to achieve high performance.

Education is an inoculation against disruption.

One great scholar said ' Victims love entertainment, leaders love education'. If you want to become a game changer then invest time in educating yourself in your craft. Leaders without a title are lifelong students.

The seduction of safety is always more

dangerous than illusion of uncertainty.

Naturally we always tend to fear taking on new challenges and this hinders our lifetime achievements. Take a minute to think about it, how many times have you gone to same restaurant and ask for the same dish or how long at your workplace have been in the same position for the last 5 plus year? The smile on your face says it all. If you do not try out new things and opportunities your potential will be half fulfilled.

As I sign out on this great conversation I will leave you with these questions to ponder about your life.

1. Have I lived wisely?
2. Have I loved wisely?
3. Have I served wisely?

Lifelong Student

## Thank You Rotary Club Of Kiwatule

The Rotary Club of Kiwatule and their baby provisional RC Najeera excited fellowship with their massive attendance during fellowship held on Monday 9<sup>th</sup> September 2017. We are forever grateful for this visitation and yes, RCKN WILL revenge!



## Have You Met Your Friend Of The Year?

Friendship is one of the greatest investments on earth. We at RCKN always look forward to celebrating friendship regardless of age, status, tribe, classification or creed. Have you met your friend of the year? If not, get in touch with the friendship *kayungirizi* Rotarian Merab Tanirwa. Check out these friends jump-starting Christmas in September!



# Inspiration Around Every Corner

By **On-to-Toronto officer** - Rtn Tom Kajumba



The Rotary International Convention will travel to Toronto, Ontario, Canada, where there's inspiration around every corner, 23-27 June. Toronto is a diverse city with lots to offer, including vibrant cultural, art, entertainment, and culinary scenes. You'll learn about new ideas, hear different perspectives, and gain new skills through engaging speakers, breakout sessions, and exhibits in the House of Friendship.

Don't miss out on the most inspiring convention yet!

Register Now and Save. To take advantage of early registration savings, be sure to register before 15 December at [riconvention.org](http://riconvention.org).

# August Attendance Final Report Released

The RCKN August attendance final report was released showing a great improvement in attendance from the previous month. The report was released by the attendance officer Esther Namirembe on 14<sup>th</sup> September 2017 at exactly 11:48pm.

**Rtn Esther Namirembe**



Rtn Herbert Muhumuza still takes the accolade for visiting more clubs followed by Rtn Tusu Tusubira with 21 and 13 respectively. The general visitation of RCKN compared to last month has slightly declined. Rotarians that visited at least 3 clubs include: Kenneth Kimuli aka Pablo (8), Cissy Mugwanya (7), Fred Kimuli (5), Joseph Kiziito Nsubuga (5), Tinah Nakibuuka (4), Eric Byenkya (4), Semweya Musoke Oscar (3), Bernard Namanya (3), Garvin Onaba (3), Abel Rwendeire (3), Charles Lubowa (3), Gloria Anying (3), Alex Muhwezi Murari (3) and Charles Mwesigye (3).

The best buddy group was Kikoni with 94% and the trailing buddy group was Katanga at 78%. Congratulations to all buddy group leaders for steering your members to scoring these awesome percentages. We kiss 50% attendance goodbye!

# Kanga Proverbs

- By Rtn Sophie Kalema



I want to share this picture of a very nice umbrella made from the Kanga. The proverb is not well displayed but not to worry, it's as follows:

"MEMA NA MABAYA NDIYO



ULIMWENGU"

The above proverb gives the meaning that 'good and bad (evil) is the world'. The message is trying to tell the reader that "good" and "evil" are inseparable.

This is how I put it; some say that there cannot be good without evil (in philosophy). Others say that in this world, one cannot escape from evil. There those who believe that good and evil are in humankind.

I ask you the reader, 'can there be a substitute for good and evil'?

## ROTARY MOMENT:

### Paying respect with a toast

Toasts are the traditional way of paying respect to a person, organization or an ideal (not to a country). The toast to a country takes the form of a Loyal Toast to the Head of State by the citizens of the country concerned, to display the loyalty and allegiance that those citizens have to their country.

### TOTS OF WISDOM

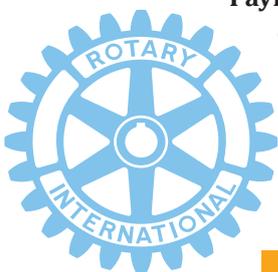
- Train your mind to see the good in everything.
- Smile! It confuses people.

### DID YOU KNOW?

- Athazagoraphobia is the fear of being forgotten and or ignored by someone whom you strongly care about.
- The average person walks the equivalent of three times around the world in a lifetime.

### JUST ASKING:

- Why are the alphabets in the order that they are?
- Why aren't blueberries blue?



## OUR CELEBRANTS OF THE WEEK:



### BIRTH DAY BABIES!

Statistics have proven that those who have more birthdays live longer. Happy birthday!

Ann Mercy Rwendeire 18th September

Ann Faith Muyonga 21th September

Rtn Kenneth Kimuli 23rd September

## Congrats To Andy Patrick And PP Everlyn Kasirye Alemu



Andy Dr Patrick Alemu and past president Dr Eve Kasirye Alemu hosted relatives and friends to celebrate their son Peter Paul Emron Alemu's wedding to Margaret Aming'a. The colourful reception attracted guests from different parts of the world. President Cissy Mugwanya led a sixteen man delegation from RCKN. We wish the newly wed couple a wonderful marriage.



## RCKN Salutes Clubs And Guests

The RCKN fellowship held on Monday 11<sup>th</sup> September 2017 attracted Rotarians, Rotaractors and guests from different parts of the word. The clubs present included: Rotary clubs: Entebbe, Sunrise Kampala, Bweyogerere Namboole, Mukono, Kiwatule, provisional RC

Najeera, Muyenga, Ibanda, Bukoto, Kampala Sese, Kampala West, Kampala East, Kyambogo, Kyengera, Jinja, Natete, Maluba (Zambia) and Bumm imtamitu (Italy). Rotaract clubs in attendance were: UICT, Kampala North musical, and KANOS. We were honoured to host three

guests.

President Elect Rtn Stephen Sendi captured the fellowship on and now we share with you the photos for optical nutrition.



## ANOUNCEMENTS:

- The singing and dancing competition rehearsals are ongoing at KinderKare Kindergarten, Bukoto, every Tuesday and Thursday, 6pm.



**NKOZI HOSPITAL** **Rotary Uganda**

# Charity CAR WASH

ROTARY - NKOZI INJURY & TRAUMA CENTER FUNDRAISING DRIVE

**CHIEF CAR WASHER**  
RT. REV. BISHOP JOHN BAPTIST KAGGWA

**SPECIAL GUEST** PRINCE DAVID KINTU WASSAJJA & MANY MEMBERS OF PARLIAMENT

**ENTERTAINMENT BY** HON. ROBERT KYAGULANYI (BOBI WINE)

0787 429 090 | 0772 621 587

DATE: SAT. 30<sup>th</sup> Sept. 2017 VENUE: LIBERATION SQUARE MASAKA TIME: 9:00 A-M

**Fee**  
Cars: UGX 10,000  
Boda Boda: UGX 5000

Bank: Centenary Bank, A/C Name: Nkozi Hospital Project, A/C 3920400165  
Mobile Money Tel: 0773 358 690

Sponsored by: **KCB** **DSTV**

# Rotary 5-A-SIDE

**SATURDAY 23RD SEPTEMBER 2017**

9AM - 6PM  
KCCA STAR TIMES FOOTBALL PITCH

**PAYMENT DEADLINE 15TH SEPT, 2017**

Registration fees:  
A TEAM OF ROTARIANS 150K  
A TEAM OF ROTARACTORS 70K

**PRIZES:**

ROTARY CATEGORY	ROTARACT CATEGORY	CORPORATE CATEGORY
WINNER - 5,000,000.00	WINNER - 2,000,000.00	WINNER - 2,000,000.00
2ND PLACE - 2,000,000.00	2ND PLACE - 1,000,000.00	2ND PLACE - 1,000,000.00
3RD PLACE - 1,000,000.00	3RD PLACE - 500,000.00	3RD PLACE - 500,000.00
4TH PLACE - 500,000.00	4TH PLACE - 250,000.00	4TH PLACE - 250,000.00

Rotary Kiwatule  
RSVP: SIMON - 0704467673, 0772740126

**Rotary Club of Muyenga** **Green Mission**

# Making an Impact with grassroots projects

The French Experience

Guest Speaker: **Stephanie Rivoal**  
AMBASSADOR OF FRANCE

Wednesday 20th September, 2017  
Hotel International Muyenga Time: 6:30pm

**Rotary MAKINDU**

# Its An Induction Fellowship

TUESDAY SEPTEMBER 19 - 2017

PGD BOB

Shanghai Restaurant  
MEETS EVERY TUESDAY @ 7:30pm