



MEMBERS

Aaron Aykanian
 Sem Aykanian
 Rick Bennett
 Kevin Breen
 Dan Bremser
 Dave Brower
 Margaret Cardello
 Chuck Clark
 Bonnie Doolin
 Andy Eick
 Chuck Enright
 Lynn Faust
 Pastor Joe Graumann
 Emily Greenwood
 Heather Johnson
 Dr. Nick Kofos
 Stephen Maintanis
 Peter Marshall
 Matthew McCook
 Elaine McDonald
 Fr. Michael McKinnon
 Joe Moineau
 Peter Mongeau
 David Morticelli
 Mark Oram
 Tushar Patel
 Diego Pereira
 Marilyn Perry
 Lynn Reynolds
 Michael Rodrigues
 Peggy Sheldon
 Peggie Thorsen
 Darlene Trainor
 Bob Turner
 Domenic Valarioti
 Joe Valarioti
 Mark Vital

Corporate Members

Employment Options
 Shannon Leary
 St. Mary's Credit Union
 Alan Herzog
 Dean Harris
 Billy Castillo

Volume 7, Issue 4

August 8, 2019

Thought for the Day:

"It is better to lead from behind and put others in front, especially when you celebrate victory when nice things occur. You take the front line when there is danger. Then people will appreciate your leadership."
~ Nelson Mandela



Visiting Rotarians: Kathy Wilfert, our new AG from Westborough Club

Guests: Amy Schram, our speaker with Mark Vital



Upcoming Weekly Meeting Programs:

- 8-14 - Alternative Evening Meeting** - Fish @ 5:30 p.m.
- 8-15 - DG Pam Anastasi**, Governor, Rotary District 7910
- 8-22 - Matthew Murphy**, Home for the Troops
- 8-29 - Aaron Luba**, Glenhaven Academy
- 9-5 - Diana Nestorova**, District Governor-Elect with PDG Karin Gaffney
- 9-6 - Alternative Morning Meeting**— at Main Street Café at 7:30 a.m.
- 9-12 - Lida Hawkins**, Secretary of State's Office, 2020 Census
- 9-19 - Cheryl Juare**, President, Advocates - Team Sharing
- 9-26 - Ernie Houle**, Superintendent, Assabet Valley Regional Technical H.S.
- 10 - 3 - Mike Bergeron**, Superintendent, Marlborough Public Schools
- 10 - 4 - Alternative Morning Meeting**— at Main Street Café at 7:30 a.m.

Upcoming Rotary Events:

- August 21 - Board Meeting**—at Darlene Trainor's home, 21 Constitution Drive, Southborough, Food & Fellowship at 6:15 p.m.; Meeting starts at 7:30 p.m.
- August 31 - June's Table** at Holy Family Anglican Church on Lincoln Street, 4:30 to 6:15 p.m.
- September 4 - Westborough Club invites to "End of Summer" Fellowship**
 \$20 pp Appetizer Buffet - Cash Bar - 5:00 to 7:30 p.m.
 Release Well-Being Center, 201 Turnpike Road, Route 9 Westborough
 R.S.V.P. jason.camuti@morganstanley.com
- September 28 - Marlborough Rotary Service Day** - Details to come
- October 4 - Ribbon Cutting on Boroughs Walking Trail**
- October 29 - Reality Fair** at Marlborough High School—
 Volunteer Forms Available **NOW!!!**

**Reality Fair
 2019**



Please don't forget the Rotary Foundation!

Every Rotarian Every Year...

donate at least \$100 to the Rotary Foundation.



We Meet Every Thursday
12:15 p.m.
Fish Restaurant
Corner South Bolton St.
& Granger Blvd.
Marlborough, MA 01752

The Four-Way Test

...of the things we think, say or do

Is it the **TRUTH?**

Is it **FAIR** to all concerned?

Will it build **GOOD WILL** and **BETTER FRIENDSHIPS?**

Will it be **BENEFICIAL** to all concerned



Today's Meeting - August 8, 2019

Amy Schram told the club about the myriad of information available from the Better Business Bureau

Amy Schram is the Community Relations Manager for the Better Business Bureau (BBB), serving Eastern Massachusetts, Maine, Rhode Island, and Vermont. The BBB's Vision is an ethical marketplace where buyers and sellers trust each other. It was founded in 1912.

Amy makes 150 to 300 presentations to community groups every year. The most requested program by these groups is about scams.

The BBB monitors advertisements — mostly online. When needed, they contact the advertiser to "improve" their copy. It has evolved since it is mostly used after the need to facilitate a consumer complaint. Their office handles over 20,000 phone inquiries per year. In 2018, they recorded 23,000 inquiries, and they have already had 20,000 inquiries so far this year.



Amy Schramm of the Better Business Bureau address the Marlborough Rotary Club.

A great deal of information can be found on www.BBB.org. The phone is answered from 9 a.m. to 3 p.m. Many inquiries concern charitable organizations. The website has a "scam alerts" area as well as a "Scam Tracker." These reports are shared with the Federal Trade Commission. In 2018, over 50,000 scams were reported.

There is also a Small Business Help Center. There are 420,000 accredited businesses. To be accredited, a business must be doing business for at least six months and adhere to the BBB's eight standards of trust. The BBB has rated 5.5 million business profiles from "A" to "F." These ratings allow consumers to make informed decisions.

If a business drops to a "B" grade, its accreditation is revoked. The customer review section does not affect accreditation. Complaints affect accreditation. Research for accreditation is done through government entities — offices of Attorneys -General and/or offices of consumer protection in the home states of the business.

Collaboration with Google makes sure to update business profiles while they also make sure that the Google data is accurate.

The cost for a business to be on the BBB website is based on the number of employees in that business. In turn, the business gets a free website, videos and design services. The BBB has a state-of-the-art facility that works with businesses in five states.



Westborough Rotarian Kathy Wilfert reintroduced herself to the club as our new AG and offered her help in any projects we choose to undertake.

*Respectfully submitted
Peggie Thorsen*

Since 1922, the Rotary Club of Marlborough has supported the youth and charitable organizations of our community and the Rotary Foundation's efforts to enhance our world.

Join Rotary... Do good... Feel great!