

Rotary Club of Benicia

Service Above Self

April 18, 2017

RICK MEARS, SF Giants Guest Services

Today, Rick Mears joined us as our speaker. Rick, now in his 37th year in the guest service business, has just completed his 19th season with the SF Giants. He is responsible for all ushers, ticket takers, and luxury suite and club level staff on game days at AT&T Park. He also trains many of the other game day staff working in and around the ballpark in their guest related duties.



Rick began his career at UC Davis Recreation Center. He then was recruited by the Sharks, and ultimately, took his present job with in SF. He is very proud of his renowned staff, and has experienced a sellout record of 496 games and counting. At present, the SF Giants have 30,150 ticket season holders. Only a few thousand more tickets need to be sold at each game to be a "sellout."

But how did he get into this business? As a young dad, his son wanted to play Little Leagues. Rick went to the organizational team meeting and walked out as the head coach of his son's Little League team. He decided it would be a fabulous opportunity to take these young boys to a game at the Oakland Coliseum. Excitedly, he and kids took Bart to the Coliseum, only to discover that he, the new head coach, had accidentally left the tickets in his car in Concord. He approached a guest services representative and explained his situation. The gentleman told Rick where to go and with whom to speak, and that he would wait behind with the kids. Following the representative's instructions, Rick ultimately spoke with Ray Ward, the CEO of the



Coliseum, who willingly provided tickets for Rick and his Little League team – tickets that were far better than the original tickets Rick had previously purchased. While the boys were waiting with the guest services rep, one of the kids turned to Rick’s son and stated how BAD the coach was. The guest services rep explained to the boy that Rick was a GREAT coach – and what a GREAT opportunity he was providing all of the team members by bringing them to a BIG game. This was a turning point for Rick. That gentleman had made such a difference in the life of that kid, his son, the other boys, and Rick himself. Rick decided at that time that he wanted to work in the business of providing GREAT SERVICE to others.

Rick shared pictures, video, and other motivational information that he uses when he trains new guest service representatives. Here is a list of five important things to remember when working with people:

- 5 worlds – I am proud of you!
- 4 words – What is your opinion?
- 3 words – I was wrong.
- 2 words – Thank you.
- 1 word – Please.

A very motivational talk about leadership – something for all of us!

The following pictures are of Rick’s World Series ring, including one for size reference on a Rotary badge.



Look who was happy today!

- Jim Trimble – was happy as he and Chris just returned from a trip to Mexico, but was sad as he lost his father-in-law unexpectedly. His father-in-law had been in his life LONGER than his actual father-over 50 years. He will be missed.
- Sue Fisher Jones – visited her parents in Oregon last week, but returned and was “relaxed” as denoted by her Valero phone answering machine message. Call her private number at work and listen! (707) 745-7681



Reminders, Notifications, Items of Interest.....

1. The Benicia Main Street Clean-Up day is Saturday, May 13 from 9 to 11 AM, followed by lunch provided by Main Street. The BHS Interact Club will be working during this event, as will several of our Rotary members. More help is needed. Contact Scott Reep for information.
2. The Benicia Education Run is Sunday, April 23rd. If you are a runner, sign up. If you are not a runner, over 150 people are needed to help during the run. You can volunteer!
3. The Rotary Club of Benicia's golf tournament is Friday, August 11. Your help is needed – especially in securing corporate sponsors. Today, flyers were available for you to pick up and distribute. More flyers will be available next week, too.
4. The Annual Rotary Bocci Ball tournament, sponsored by Martinez Rotary, will be May 20th this year – a much cooler time of year and without the conflict of parking issues due to the Martinez Waterfront Festival. Jon Dwyer is the person to contact if you are interested in playing.
5. It's time to DEMOTE Alex Lobban. So.....the date is Friday, June 30th at the Benicia Yacht Club. No host at 6:00 PM, with dinner at 7:00, and a fun program to follow. Mark your calendar now. It's great food, great fun, and great fellowship, and a great opportunity to send Alex on his way. More info soon. (It's fun for significant others, too!)