

# Motivate... Resolve... Believe!



M R B - Motivate... Resolve... Believe!  
Marilyn R. Beverley

## WHO AM I? I AM THE BEST ME!

income keep them from achieving their dreams.



**Usain Bolt and Marilyn R. Beverley in July 2003.**

There are several things that I learned from Usain Bolt and the people of Sherwood Content, even from my God-daughter, Miss Missy. You never give up on your dreams and you turn obstacles into opportunities. When I first met Usain, he had just won the Junior World Championships.

Everyone in the village was so proud. Usain taught me that to be ones' best you compete against no one but yourself. When Usain runs he competes against no other record but his own. So, I have taken what he has taught to heart and I truly do believe I am the BEST me! I believe in the passion in my heart to touch lives and make a difference. As I travel, speak and share that passion, I do it like no other because you see I am the best me. There is a place for me to fill which no one else can fill, something for me to do, that no one else can do for such a time as this and in a world where everything else is a copy...I choose to remain an original...I choose to be the best me...whether it is being a wife, mother, baking chocolate chip cookies or sharing the passion in my heart, I am the best me!

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Do you have a membership in the "I Can't Club"? Do many of your statements begin or end with "I CAN'T?" or Will you become a member of the "I Can" club? I have decided that I want to be a member of the "I Can" club. I have heard it said that in order for us to achieve the possible we must attempt the impossible, to be as much as we can be we must dream of becoming more. In the year 2003 it was my honor and privilege to meet Usain Bolt - the fastest man in the world today. I met Usain in the village of Sherwood Content, Trelawny, Jamaica, West Indies. It is a small village in the mountains of Jamaica and the people in the village, many are very poor, yet they do not let their social status or

**WOW!**



The standard this quarter is "caring". In the busyness of our world how often do businesses, people truly take the time to care? This quarter my tribute is to, "The Cracker Barrel Restaurant" in Mount Sterling Kentucky. They truly went above and beyond in demonstrating "care" to my family during the loss of my father. I am hoping to include the story in this newsletter. The night of visitation for my father's funeral part of the staff from this restaurant came to

### - WONDERFUL OUTSTANDING WORK!

the funeral home to express their condolences. They said to my brother and myself, "We missed your Dad tonight." They brought food to our family, the entire staff signed a card for us and they brought gifts for each of us to keep in remembrance of my father. I wrote a letter to Corporate Headquarters to express "thanks" for the outstanding customer service of Justin and the Thursday night staff at Cracker Barrel Restaurant in Mount Sterling, Ky.

As my Dad passed away on July 6, my birthday was on July 12 and my son asked, "Mom, what would you like to do for your birthday?" I said, "Well, I don't feel like celebrating, but let's go to Cracker Barrel and sit at "Dad's" table and it will be almost like he is there with us." The staff were great! And yes, I did celebrate and give thanks for another year. Another year of being able to live my life and to live the passion in my heart, to reach out, touch lives and make a difference in our world.

**CONGRATULATIONS TO BONNIE THORNTON, DARWIN ALLEN, SUZANNE SPRINGATE AND THEIR WONDERFUL VOLUNTEERS!**

“If your actions inspire others to dream more, learn more, do more and become more, you are a leader.”

~ John Quincy Adams

Congratulations to DVS Bonnie Thornton of UK Healthcare System in Lexington, Kentucky on their new recruitment program and their training program for greeters, way finders and concierges. UK Healthcare is opening a new Patient Care Facility in 2010 and Bonnie and her team will be ready for all the patients and families who will be entering that new facility. They do not

want anyone to get lost or reach the wrong destination. Through a board retreat, Bonnie and her team have developed three strategic committees, recruited leaders for those committees and they are on their way! They are truly a team that stands above the rest. Bonnie is bringing her team together for a fall tea and a time of networking and planning with each committee. The vision of UK Healthcare is to have integrated volun-

teer services across the Enterprise of UK Healthcare which consist of UK Chandler and UK Good Samaritan. It is their desire that patients, customers will always reach the correct destination in their facility and will want to come back if the need arises and they are well on their way to achieving that success. Great job!

Carolyn Hannon - President of AHAA and Marilyn R. Beverley.



**CONGRATULATIONS! CAROLYN HANNON PRESIDENT OF AHAA**

Congratulations to Carolyn Hannon - newly installed President of Arkansas Hospital Auxiliaries Association! Carolyn is a board member and volunteer at Baxter Regional Medical Center

in Mountain Home, Arkansas. It has been my joy to work with Carolyn and her team for several years. They have developed some tremendous programs at Baxter Regional one of those programs is the

H.O.P.E. Committee - Hospitality, Orientation, Placement and Encouragement. Carolyn's theme for the coming year - “Volunteers Wear Many Hats & Come in Many Colors.” Diversity - Different Individuals Valuing Each Other Regardless of Skin color, Intellect Talent or Years.

**CONGRATULATIONS! ANN BERGMANN PRESIDENT OF PARTNERS OF WHA!**

Congratulations to Ann Bergmann - President of Partners of Wisconsin Hospital Association! Her theme for the year - “Recipe For Success - Becoming the Best that You Can Be!” Encouraging each Auxiliary member and volunteer to be their best at what they do! It was a joy to be back with you and your team again this year for an awesome conference! Your passion and enthusiasm are truly contagious!



*Plan  
Act  
Dream  
Believe  
And  
You  
Will  
Achieve!  
Plan a board retreat !  
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~Marilyn R. Beverley*

To the Thursday Evening Staff at Cracker Barrel Restaurant, Mt. Sterling, Kentucky.

**HE WAS JUST AN OLD MAN,  
BUT YOU TOOK THE  
TIME TO CARE.**



Emmett Abraham Meeks, he was an old man, 84 years old to be exact. He began coming to Cracker Barrel Restaurant in Mount Sterling, Kentucky once a week after his wife of 53 years passed away in January of 2002. He would meet his son there once a week, then later he added a second night a week to meet his grandson and his grandson's wife and our families would gather there when I came to visit. You see he was a lonely man, even though he had children, grandchildren and great grandchildren he missed his wife and even, I believe, missed those home cooked meals. As he began to come to Cracker Barrel he began to learn the names of each of his servers and the managers, you see you became his family. Sometimes he would come in an old tattered sweater or flannel shirt or even in sweat pants with a tee-shirt. To look at him some might even pass him by, but the people at Cracker Barrel didn't, they always treated him as their special guest, as one of their family. He lived alone, except for his dog, his buddy, **Eli**. He would ask all the servers and the manger if they wanted to see a picture of his dog, and they would gladly take a minute to look at the picture and admire the Air Dale Terrier that had become this man's best friend, his constant trusted companion.

Many weeks he would save half his dinner to take home to Eli and the servers would help him pack it up. He spoke often of "his girls" at Cracker Barrel and enjoyed teasing each one. You were all so special to him. On July 6, 2009 our lives changed, this wonderful man, our Daddy, died unexpectedly and our human hearts broke. This man was ready to go, you see he had known Jesus Christ for many years, but we were not ready to let him go. This old man had touched so many lives in his lifetime. You see, he was a husband, a father, a grandfather, a great-grandfather, a brother, an uncle, a World War II veteran, plant manger for Hobart – Kitchen Aid and was responsible for its opening in Mount Sterling in 1965. He was a great man and all of you at Cracker Barrel treated him with greatness.

On July 9 he would have come to your restaurant, Cracker Barrel Restaurant in Mt. Sterling at 4:30 for dinner, but he was dining at the table prepared for him by the Master, yet you came to us, his family, at Taul Funeral Home in Mount Sterling, Kentucky, with two beautiful gifts one for me, his daughter, and one for his son. You brought food for our family and you said to us, "We missed him tonight". Our hearts will be forever grateful for how well you treated our Daddy every week when he came into your restaurant and that he truly was part of the Cracker Barrel family. He loved you all.

Thank you for your support, your prayers, the beautiful card that you all signed and the gifts we will cherish in our hearts. You are all in our prayers and we pray the God bless each of you. **Thank you for taking the time to care.**

Blessings,  
Marilyn Meeks Beverley



**Eli**

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MRB -

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**Marilyn R. Beverley, President/Owner**



Marilyn is the author of:  
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both available at [www.amazon.com](http://www.amazon.com)

Planning a Board Retreat—contact Marilyn R. Beverley;  
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810-987-2168 or cell 810-841-5964.

This quarter a “gold star” goes to Justin and the Thursday night staff at Cracker Barrel Restaurant in Mount Sterling, Kentucky.



### CUSTOMER SERVICE THAT COUNTS...

As I travel across the USA and around the world, it amazes me that it is no longer the “norm” to receive super outstanding customer service.

In a volunteer organization, you are often the first and last person that the customer sees in the facilities for which you volunteer. We want to hear the words... “THANKS” and yes the words, “We’ll Be Back!” So remember, in all that you do, give it your best and “do unto others as you would have them do unto you”. Practice “The Golden Rule”. We want the service we give to be:

**Superior...Super...Outstanding! Remember to SMILE!**  
**MRB**

### **BEING GRATEFUL...EVEN IN THE MIDST OF CHANGE.**

*I will be the first to admit it, I don't like change. Seems the older I get the less I like it! Yet, change is what life is all about. As I prepared the report for our local Auxiliary to be presented at the Hospital's Annual Meeting, I thought about the work I do at the hospital as a volunteer. I work in the basket room and we prepare beautiful baskets for each new born baby, twin baskets for twins and a bereavement basket for mothers who may lose a baby in the process of birth. Then, I thought about my week, I had visited the funeral home as a dear friend has lost a loved one to cancer. As I sat there in the funeral home I was sincerely amazed to see two doctors and one of the Directors of the Board of Trustees of our hospital visit the funeral home to express their condolences to the family. I was truly amazed that they took the time out of their busy schedules to visit the family of one of us, “an ordinary person”. Then, I thought about the theme our hospital has, “Make Every Moment Matter”. These Doctors and that Board Member did just that, they went beyond that office visit, that hospital bedside visit, and took the hands of the loved ones and expressed sincere feelings of hope to the family in the midst of one of their greatest losses of a wife and a mother. It amazed me to see that they made “every” moment matter. That is what we as volunteers do. We make every moments matter in the process of change in the lives of the people we serve. That moment can begin as a person enters the hospital, as they shop in our gift shops, take part in our fund-raising events and even in stuffing envelopes. That is a job that not many people like. I remember one day I was sitting in the volunteer office and as I began to stuff some 1500+ envelopes, I truly did think “this is boring”. Next thought, “but you know what it doesn't have to be boring”. As I took a label off and put it on the envelope, I looked at the name and said a little prayer, “God please bless this person”. Before you know it the job was done and I was able to say a blessing for some 1500 people. We hold the hands of newborn babies and the hands of those who are taking life's last breathe, we walk with them through the “changes” of life. We as organizations are going through changes daily, as is the healthcare industry. Change is inevitable. Some change is for the good, some is for the bad, but you know what, even if the change is for the bad, we can just “change” it back to the good. So why is it that we fight change? I believe it takes real courage to embrace the reality of change and to continue to the finish line crossing that line in triumph. Courage in change. This is what I believe that courage consist of - Calmness, Oppportunity, Understanding, Responsibility, Gratefulness and Encouragement. As the changes come to our Organizations let us be Calm in the process of the change. Let us seize the Oppportunity before us with Responsibility and Resolve, Grateful that we are indeed a part of the change and offer Encouragement to those who are running the race with us. Take a few moment and think about this past year the changes that have occurred in your personal life, job and organization and then, write down what you are GRATEFUL for in the process of the change. Make Every Moment Matter!*