

# Unhappy customers can help you improve

"Your most unhappy customers are your greatest source of learning." — Bill Gates.



**jamie morphew**

• business tips

What are you learning from your unhappy customers? Our first reaction to complaints is often to become defensive and point the blame to someone else.

Instead, focus on what they are saying. Try to listen and understand why they are so upset. Ask them how you can make the situation right.

You can't please everyone, but do your best to deal with even the worst customer in a professional and respectful manner. If the complaint is unreasonable, shake it off and move on. Don't take it personally.

But if there is any basis to their complaint, learn from it. Make

changes as necessary to improve your business. Learning from mistakes is necessary for growth and success. Rarely do we get everything right the first time.

*This tip was brought to you by Western Kansas Business Consulting. We offer free and confidential business consulting in Kearny, Scott, Sherman, and Wichita Counties. For more information or to set up an appointment, contact Jamie Morphey at (620) 874-0771 or e-mail at [wkbc@wbsnet.org](mailto:wkbc@wbsnet.org).*

*Sponsored in part by Sherman County.*

# Kansas founded by people who dreamt big, acted bigger

Kansas has always been filled with citizens who have dreamt big and acted even bigger. That tradition continues, and we are blessed with big dreamers today.

No one can question the character of our ancestors, who made the decision to join our nation as a free state 146 years ago. We rejected slavery, not because it was the easy thing to do, but because it was the right thing to do. Many times since, our ancestors faced enormous obstacles and overcame them all.

This history makes me proud to be a lifelong Kansan and inspires me as I serve as your lieutenant governor. But, more important



**mark parkinson**

• lt. governor

than our history, is the fact our state continues to be filled with risk-takers, dreamers and people filled with character.

I found a shining example of this on Ottawa's Main Street when I recently visited the 100-year-old Crystal Plaza Theatre.

Peach and Ted Madl and Lisa and Tully Fowler dreamed of restoring the historic theatre after it

closed in 2004. Like many theatres in cities across Kansas, it had closed and become a black eye for Main Street.

The Madls and Fowlers faced challenges and obstacles, and many questioned whether the theatre should be reopened at all. But they wouldn't give up and reopened the Crystal Plaza last August. Now, it is thriving.

It is a beautiful restoration and has helped an already revitalized Main Street to continue its growth. Two new restaurants have opened, sales have increased at other retail

stores, and Main Street in Ottawa is once again full of life.

The theatre illustrates successful community-based development and embodies the spirit of hard work and dedication that is what Kansas is all about. The Madls and Fowlers transformed a big idea into a reality in the face of countless obstacles — just like generations of Kansans who came before them.

Some say we need tax cuts to keep our state going. Others say we need more government spending. I say we first need to remember our past and find more Kansans like the Madls and Fowlers.

## matters of record

### Marriage Licenses

The following marriage licenses have been issued by the Sherman County District Court:  
Randall Vernard Osban and Reagan Suzanne Smith, both of Goodland.

### Divorces Granted

The following divorces have been granted by the Sherman County District Court:  
Monroe G. Mitchek of Sherman County and Deidra S. Mitchek of Douglas County, Kan.  
Cynthia L. Becvar and Robert D. Becvar, both of Goodland.

### District Traffic

The following fines were paid in the Sherman County District Court:  
**Oct. 23** — Ehren A. Weiss, \$228 for speeding, \$60 for unlawful acts with vehicle and dismissed for no liability insurance.

**Oct. 25** — Omar R. Castillo, \$266 for transporting an open container.

**Oct. 26** — Norman B. Kennedy, \$168 for no Kansas vehicle registration.

**Oct. 30** — Robert J. Irvine, \$156 for speeding.

**Oct. 31** — Alexis D. Howard, \$291 for speeding.

**Nov. 9** — Gene A. Ogdan, \$201 for speeding.

**Nov. 16** — Timothy Brown, \$132 for speeding and \$10 for no seat belt.

Zamantha Goldsmith, \$132 for speeding.

**Nov. 20** — Phillip H. Aguilar, \$144 for speeding.

Titus J. Dock, \$366 for first conviction of driving while suspended.

Jonathan D. Robinson, \$120 for speeding.

**Nov. 21** — Samuel Quainoo, \$144 for speeding.

**Nov. 22** — Jason P. Daugherty, \$126 for improper parking.

Juan C. Deanda-Ramirez, \$132 for speeding.

Guy-Rene Ngassa, \$188 for speeding and \$20 for no child seat belts.

Cheryl A. Pansire, \$120 for improper parking.

**Nov. 24** — Isiah Dionne, \$126 for failure to yield at stop or yield sign.  
Moises Martinez, \$144 for speeding.

**Nov. 25** — Nitzia Brown, \$132 for speeding.

Mohamad Najafpir, \$120 guilty verdict on bench trail for speeding.

**Nov. 27** — Brittany R. Brown, \$120 for speeding.

**Dec. 3** — Edwin A. Reinke, \$156 for improper parking.

**Dec. 6** — Jonathan C. Jensen, \$96 for defective tail lamp.

**Dec. 8** — Joshua L. Brackey, \$192 for speeding.

Thomas A. Nuernberg Jr., \$114 for speeding.

Jessica G. Scholl, \$10 for no seat belt.

Mary C. Towe, \$174 for speeding.

**Dec. 9** — Steve B. Thomas Sr., \$120 for improper parking.

**Dec. 13** — Isaac Githin Karuga Jr., \$166 for motor carrier safety rules and regulations.

**Dec. 15** — Lisa M. Taylor, \$174 for speeding.

**Dec. 16** — Arthur E. Palisoul, \$126 for speeding.

Jason L. White, \$132 for speeding.

**Dec. 17** — Jeanette C. Collins, \$156 for speeding.

Travis W. Franke, \$108 from bench trail guilty verdict for speeding.

George Hernandez Jr., \$210 for speeding.

Donald F. Krietemeyer Jr., \$132 for speeding.

**Dec. 22** — Oscar J. Ortiz, \$126 for no driver's license and \$60 for basic rule governing speed of vehicles.

**Dec. 23** — Tiffany Jo Noteboom-Henderson, \$156 for speeding.

**Dec. 24** — Gary A. Blunt, \$144 for speeding.

Jeremy R. Heart, \$108 for speeding.

John R. Hendeson III, \$126 for unlawful acts with vehicle.

Aaron Minnis, \$138 for speeding.

**Dec. 25** — Alicia M. Lips, \$10 for no seat belt.

Samuel K. Thompson, \$126 for speeding.

**Dec. 27** — Jazmin C. Han, \$219 for speeding.

Oh R. Yoon, \$366 for first conviction of driving while suspended, dismissed for no liability insurance and \$60 for speeding.

**Dec. 28** — Anthony Eugene Wood, \$166 for motor carrier safety rules and regulations.

**Dec. 31, 2006** — Mark W. Saltus, \$85 for driving on closed road.

Larry E. Shultz, \$91 for driving on closed road.

**Jan. 2, 2007** — Steven J. Billingsley, \$128 for speeding.

Chelsi R. Boyette, \$10 for no seat belt.

Phillip A. Lowrance Jr., \$126 for speeding.

Paula L. Mages, \$144 for speeding.

Adelphie M. Mfuh, \$132 for speeding.

Daniel K. Pearse, \$114 for speeding.

Ryan P. Rooney, \$126 for speeding.

**Jan. 3** — Andrew E. Austin, \$165 for improper parking.

Faith N. Evans, \$174 for improper parking.

Timothy D. Maddux, \$126 for speeding and \$300 for no liability insurance.

**Jan. 4** — Eric A. Marcille, \$183 for speeding.

Justin B. Stockmyer, \$138 for speeding.

Mary E. Turner, \$132 for speeding.

**Jan. 5** — Michael T. Horan, \$366 for first conviction of driving while suspended and \$60 improper parking.

Nicholas J. Warkenthien, \$132 for speeding.

**Jan. 6** — Latoya A. Bradshaw, \$126 for speeding.

Cory A. Lenzen, \$132 for improper parking.

Bonnie L. Nijenhuis, \$246 failure to yield to emergency vehicle.

**Jan. 8** — Alberto E. Frias, \$150 for speeding.

Douglas W. Harrington, \$165 for speeding.

Shari L. Kalous, \$126 for speeding.

**Jan. 9** — Katelyn A. Crum, \$132 for improper parking.

Mark R. Paulin, \$132 for speeding.

Dustin S. Sansom, \$138 for speeding.

Michael R. Ward, \$138 for speeding.

**Jan. 10** — Patrick Carrera, \$126 for speeding.

Joseph P. Hitt, \$166 for motor carrier safety rules and regulations.

John A. Panique, \$126 for speeding.

Michael A. Pearson, \$115 for speeding.

Perla C. Perez, \$66 for improper parking and \$126 for no child seat belts.

Pjotr G. Zubku, \$166 for motor carrier safety rules and regulations.

**Jan. 11** — Orlan A. Anderson, \$126 for improper driving on laned roadway.

Bradley J. Brown, \$366 for first conviction of driving while suspended and \$78 for speeding.

Bobby G. Clowers, \$166 for motor carrier safety rules and regulations.

Randall L. Packer, \$126 for speeding.

Michele A. Ripley, \$165 for speeding.

**Jan. 12** — Samantha S. Brunner, \$367 for first conviction of driving while suspended.

Sergio D. Espinoza-Gutierrez, \$126 for not having valid driver's license and \$30 for not driving with headlights when needed.

Matthew P. Goehausen, \$120 for speeding.

Richard G. Oakes, \$126 for speeding.

Misty M. Pettigrew, \$96 for parking, standing or stopping in prohibited area.

**Jan. 13** — Natalie Brown, \$126 for speeding.

Bradley R. Christman, \$126 for no child seat belt.

Adel Garcia, \$126 for renewal of registration of certain vehicles.

Scott R. Koorsen, \$192 for speeding.

Williams G. Rickards, \$246 for speeding.

Michael J. P. Shraybman, \$126 for speeding.

Matthew T. White, \$183 for speeding and \$60 for unlawful acts

with vehicle.

**Jan. 14** — Robert J. Brigman, \$144 for speeding.

Samuel I. Bryant, \$138 for speeding.

Andrew D. Marchetti, \$192 for speeding.

James A. Norvell, \$156 for speeding.

**Jan. 15** — Jason D. Beauchamp, \$210 for speeding.

Jerry D. Clevenger, \$126 for improper parking.

Hyun U. Park, \$126 for speeding.

Cecilia E. Sinclair, \$126 for speeding.

**Jan. 16** — Kip E. Keith, \$138 for speeding.

Adam D. Rodman, \$156 for speeding.

**Jan. 17** — Edward C. Stafford Jr., \$166 for motor carrier safety rules and regulations.

**Jan. 18** — Tilmor F. Hammond, \$144 for speeding.

Jose A. Hernandez, \$126 for speeding.

Ricardo Leal, \$114 for speeding.

**Jan. 19** — Mindy A. Clarke, \$126 for unlawful acts with vehicle.

Lauro Q. Delgado, \$120 for speeding.



220 West 2nd  
Goodland, Kan. 67735  
890-3625  
Call for Appointments  
785-890-6030

## MARCH CONSULTANT SCHEDULE

ALLERGIST**	Jeffrey Rumbyrt, M.D.	March 19
AUDIOLOGIST	Sherri M. Beck, Au. D.	TBA
CARDIOLOGIST	Barry Smith, M.D.	March 14 & 28
CARDIOLOGIST	Vijay Subbarao M.D.	March 8
COUNSELING SERVICES		Thursdays by Appointment
DERMATOLOGIST	Charles Ruggles, M.D.	March 15 & 29
DIETITIAN	Sarah Linton, RD, LD	WEEK DAYS
EARS, NOSE, THROAT	Alfred N. Carr, M.D.	March 2, 9, 16 & 23
ENDOCRINOLOGIST	Gerald Poticha, M.D.	March 8, 9, 29 & 30
GASTROENTEROLOGIST	Jeffrey D. Huston, M.D.	March 19 & 20
GENERAL SURGEON	David D. Beck, M.D.	March 8 & 22
GENERAL SURGEON	Jeffrey Cross, M.D.	March 1 & 15
GYNECOLOGY	Laura Rokosz, M.D.	March 7 & 14
NEUROLOGIST	Steven J. Gulevich, M.D.	March 2, 22 & 23
OBSTETRICS/GYNECOLOGY	David Forschner, M.D.	March 21
ONCOLOGY/HEMATOLOGY	Martin Rubinowitz, M.D.	March 6 & 27
OPHTHALMOLOGIST	Brian Joondeph, M.D.	March 21
OPHTHALMOLOGIST	David Pfoff, M.D.	March 6, 13, 20 & 26
ORTHOPEDIST	John Gargaro, M.D.	April 26
ORTHOPEDIST	Tim Birney, M.D.	March 19
ORTHOPEDIST	Armond Hatzidakis, M.D.	April 2
ORTHOPEDIST	James Holmes, M.D.	March 26
ORTHOPEDIST	Edward Parks, M.D.	March 26
ORTHOPEDIST	Raj Bazaz, M.D.	March 12
ORTHOPEDIST	Kevin Nagamani	March 7
PSYCHIATRIST	John C. Faul, M.D.	March 2, 7, & ?
PODIATRIST	Erik Ouder Kirk, D.P.M.	March 14
PULMONOLOGIST	Ken Weisiger, M.D.	March 5 & 22
RADIOLOGISTS	Professional Radiology Services	WEEK DAYS
RHEUMATOLOGIST	Karl Chambers, M.D.	March 15
SPEECH THERAPY	Lisa Paxton	M - Th.
SUBSTANCE ABUSE DIR.	Fred Waters, CADC III	Mondays
UROLOGIST	Darrell D. Werth, M.D.	March 13
UROLOGIST	Wallace Michael Curry M.D.	April 10



## This could be your next job

Are you interested in a better job? A professional position, dealing with the business community? With a compensation package well above average? And being a key player on an award-winning team? Then this could be your next job.

The Goodland Star-News, the Top award-winning newspaper in Kansas, is looking for a full-time advertising executive. This person will represent the newspaper and the Country Advocate with customers as part of a three-person advertising team. Pay includes generous commission.

There are few better jobs available in Sherman County today. Experience helpful but we will train.

Call Steve Haynes, president, for an interview.

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