



## Calendar of Events

### October 1

Renewal Dues received by Toastmasters International

### October

Division Humorous Speech and Evaluation Contests

### November 5-6

District 19 Fall Conference, Amana Colonies

### December – February

Officer Training

### December 2

Holiday Officer Training and Party  
5:45 PM, Central Senior Center  
2008 Forest Ave, Des Moines  
Bring White Elephant Gift

### December 31

Club Officer List received for clubs that elect semi-annually

### January 8, 2005

Toastmaster Leadership Institute  
Division C & D  
8:00 AM, Des Moines

Location to be announced

### January 15, 2005

Division A Toastmasters Leadership Institute,  
Mason City

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## Do-Over



**Diane Stone, DTM**  
**2004-2005 District Governor**

Do you ever wish that you could have a "do-over?" I do. In mid-September I found myself at the Area 36 Fall Conference in Coralville. Several members asked me what a District Governor does. I proceeded to tell them all my Toastmasters' activities that I had gone to that week. Nexus Club in Des Moines had its charter party. I had also been at Area 52's Fall Conference. Not to mention, attending my regular club meeting.

I would like a do over. What I should have said is that being District Governor is mostly administrative. I should have said that that was not a typical week, since usually I attend my club meeting and do administrative work.

I should have talked about the most important person in the Toastmasters organization – the **member**. The Toastmaster's promise is a checklist that keeps members on track. How are you doing?

### *A Toastmaster's Promise*

As a member of Toastmasters International and my club, I promise...

- To attend club meetings regularly;
- To prepare all of my speeches to the best of my ability, basing them on projects in the Communication and Leadership Program manual or the Advanced Communication and Leadership Program manuals;
- To prepare for and fulfill meeting assignments;
- To provide fellow members with helpful, constructive evaluations;
- To help the club maintain the positive, friendly environment necessary for all members to learn and grow;
- To serve my club as an officer when called upon to do so;
- To treat my fellow club members and our guests with respect and courtesy;
- To bring guests to club meetings so they can see the benefits Toastmasters membership offers;
- To adhere to the guidelines and rules for all Toastmasters educational and recognition programs;
- To maintain honest and highly ethical standards during the conduct of all Toastmasters activities.

This year's district theme is "Catch the Passion." Following the Toastmaster's Promise is exactly what I mean, when I say, "Catch the Passion of Toastmasters."

## 7 Out of 7

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**Marvin Johnson**  
Lt. Governor of Education

Part of our mission as a District is to provide “effective training and leadership development for Club officers.”

To aid in fulfilling this mission, District 19 has developed the following contest for the second round of officer training (December 1st through February 28th).

For each Club that has seven officers trained, the Club will be placed in a drawing for a free registration to the District 19 Spring Conference in Clear Lake, Iowa. Each Division will have a Club winner! It will be the Club’s responsibility to determine who will use this free registration.

To be eligible, officers must be trained following the TI guidelines for officer training.

The Lt. Governor of Education and Training will draw the Club winners in March of 2005.

## 100 oh Five!

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**Loren Toomsen**  
Public Relations Officer

Your District Officers are on a ten-month mission to wake the town and tell the people about Toastmasters. We call it “100 oh Five!” That’s shorthand for, “Our District 19 goal is 100 clubs strong on June 30, 2005.” We will do this! There is something in our goal for everyone.

District 19 Toastmasters are spreading the word that October is Toastmasters 80th Anniversary via radio interviews, radio and newspaper press releases, and Public Service Announcements.

Would you like to speak on behalf of Toastmasters in a local radio interview where you know the questions in advance? This is a perfect opportunity to complete project 2, “The Radio Talk Show” in the new Advanced Public Speaking manual. Contact your Area Governor and make your wishes known. Voices are rising around District 19. This is only the beginning of an ambitious program that is unfolding on schedule. We are already discovering a solid interest in new clubs in District 19. Should you find someone interested in starting a new Toastmasters club be sure and contact our Lt. Governor of Marketing, Ike Rayford, or your Area Governor.

Together we will make it happen.

## Let’s Make Us Better

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**Ike Rayford**  
Lt. Governor of Marketing

*“If you are pleased with our service, tell all your friends. If you are displeased, tell us!”*

This sentiment, or something similar, is a familiar one to most consumers because it is often posted behind the counter, or printed on the invoices of a popular restaurant, a hair salon, an auto repair shop, or perhaps your neighborhood dry cleaner. It is a sign of commitment to customer service and satisfaction. The entrepreneurial premise is pretty straightforward: Business owners expect their provision of quality products and services to be rewarded with more business, generated by word-of-mouth referrals. And when they fall short, they want to be told, so that they have an opportunity to improve. To improve our performance, we all need to be praised publicly and criticized privately, and Toastmasters are no different.

Unfortunately, too often, we do just the opposite when it comes to Toastmasters. When a Toastmasters club does a good job, we take the quality of work and dedication for granted. We barely acknowledge its exemplary performance, much less sing its praises to others. If the club does a less-than satisfactory job, we are all too eager to tear down the organization everywhere we turn, at the job, in chat rooms—you name it—often slandering the organization for good measure. In fact, we’ll tell everyone except the people who need to hear it most, those ultimately responsible for addressing our complaints, the executive team for District 19.

The result is a self-destructive double standard. We tend to be patient and tolerant of other organizations, as study after study has shown, that do not provide the service and benefits that Toastmasters does. Yet, we often give Toastmasters one strike and they’re out. By the time the district officers find out that they have a problem and are falling short of our expectations, the club has folded and turned in their charter. If we are serious about providing a mutually supportive environment for people to grow, this must change.

Now the last thing I am advocating is that we blindly support Toastmasters just because we belong to the organization. Clubs who do not take members seriously don’t deserve to be a club. Experience shows they will not be a club much longer. If you are dissatisfied, you should complain. You are justified to be totally, even brutally, candid. The key is to take your complaints directly to the leaders—directly to the leaders as a specific constructive criticism. If they are unresponsive, you are still free to move on. Your honest expression of dissatisfaction could be the wake-up call they need to take action against a problem they underestimated or were unaware of.

(Continued on Page 3)

*Let's Make Us Better (continued from page 2)*

On the other hand, when the organization provides great service and benefits to you, make it a point to spread the word, and send everyone to the nearest club, or even build a new one if we need to, and praise it as a model for others to follow.

Whether we choose to praise or criticize, our objective must always be to challenge constructively and inspire one another to improve continually and grow effectively. If you are pleased by the performance of Toastmasters, tell everyone. If you are dissatisfied, write a letter, send an e-mail, make a phone call, or make a face-to-face appointment. Tell the executive leaders first.

## The Next Step

Joan Johanson

A Toastmaster with achievement recognition proudly displayed often wonders, "Okay, now that I'm qualified, how can these communication skills benefit me?"

Could that be as an in-company trainer?—a spokesperson for a notable organization?—a lay speaker? Maybe you want to try your hand at professional (for pay) speaking or training?

To jump-start and excel in these adventures is why the advanced Toastmasters club, Professional Achievers, was started. At monthly meetings, the members focus is to: 1) learn from a 'lesson speaker,' a veteran authority explaining varied aspects of this level of communication, 2) give advanced manual example presentations of their subject, and 3) receive more candid and direct evaluations than are acquired in a home club. In addition, the club has just initiated action to produce their Speakers Bureau catalog for early 2005 mailing.

Any member who is a CTM or above is welcome to attend to learn and join. For more information, contact President Roalson, [eroal@earthlink.net](mailto:eroal@earthlink.net) (319-337-0678), or the Vice President of Membership Saltou at [susansaltou@mchsi.com](mailto:susansaltou@mchsi.com) (641-420-7274). You may also find more information on the District 19 Web site, <http://district19.us>.

## New Members

Area and Division Governors: don't forget to send the names, club # and addresses of new Toastmasters to the District 19 newsletter editor. This information will be added to the District 19 distribution list for *The Transmitter*.

## Attention Club Officers

Pay Your Club Dues Online

The Toastmasters International Web site has a few new things going on that you need to know about.

You can submit October 2004 Dues Renewals online, effective September 10th.

**Why should you pay them online?**

- You'll save time.
- You'll receive an immediate confirmation of renewal status and payment.
- No more mailing and faxing documents.
- You can stop worrying about on-time receipt.
- No more expensive courier costs.

**How do you do this?**

- Visit the TI Web site, look under **Club Business** and follow the prompts.
- Even if your club hasn't received the paper copy of its Dues Renewal Invoice, the information can still be entered online.
- Don't have your password? You can submit a request on the **Log In** page.

**Need to update your club officer information on the TI Web site?** You can now do it yourself. Look under **Club Business** on the home page and follow the prompts.

You can update your club's information on the **Club Business** page too!

For additional questions, e-mail [renewals@toastmasters.org](mailto:renewals@toastmasters.org) or call 949-858-8255.



## – Iowa Toastmaster Month –

This year Toastmasters around the world celebrate our 80th year. Governor Tom Vilsack has officially proclaimed October as Toastmasters month in Iowa. If you would like to print off this proclamation a copy can be obtained from the District 19 Web site at <http://district19.us>. Follow the printing directions listed on the Web site.

## Dog Coats & Spray Cheese

Julia Venzke, Crossroads President

Hawkeye 617, Collins Avionics 3250, and Crossroads Story Tellers 1443 members and their families gathered in Williamsburg on August 29 for a fun-filled picnic and informal meeting. During the meeting, Hawkeye member Nelson Ferragut's children delighted the Toastmasters by besting their elders in a series of debates on pressing issues, including the merits of dog coats and spray cheese.



Spray Cheese (left): Duane Corpe (Collins Avionics) and Sylvia Ferragut debate the use of spray cheese on crackers, while Crossroads member Mark Latta moderates.



Audience (right): Hawkeye Member Sue Sample and her husband Frank, Hawkeye member Lisa Stuhler, and Rebecca and Jennifer Ferragut.

## District 19 Library Checkout Policy

**Loren Toomsen**  
Public Relations Officer

The District Library is now "open for business." People can borrow videos, CDS, educational modules, and books. The list of inventory is available on the D19 Web site at [http:// district19.us/library.htm](http://district19.us/library.htm).

### Checkout Procedures:

- 1) Library materials will be listed on the District 19 Web site. When an item is borrowed, the Borrower's initials will be put next to the item along with a due date.
- 2) A check for the cost of the item should be written to DISTRICT 19 TOASTMASTERS for each item borrowed from the District Library. The price, taken from the current year's supply catalog, is listed next to the item on the District Library Web site. Mail the check with a list of requested items to the District Librarian at 1001 Oakland Rd NE, Cedar Rapids, IA 52402.

3) The item is on loan for 2 months, at which time it should be returned to the Librarian. The Borrower will pay the cost of shipping this item to the Librarian.

4) If the item is not returned by the Borrower after 2 months, the Borrower's personal check will be cashed, and new materials purchased to replace this item.

5) If the Borrower DOES NOT receive the item promptly, it is the responsibility of the Borrower to call or e-mail the District Librarian, to verify (a) that the Borrower's check was received, and (b) that the item the Borrower requested was mailed.

6) To validate that the item was received, the Borrower is also asked to e-mail or call the Librarian when it arrives.

7) When the Librarian has received the returned item, the Borrower's personal check will be mailed back or torn up (depending on Borrower's wishes).

Contact the District Librarian, Julia Venzke, at 319-364-7703 or [visual-eyes@trxinc.com](mailto:visual-eyes@trxinc.com) for more information.

### New District 19 Transmitter Editor

**Kristie VanGorkom** is our new District 19 *Transmitter* Editor. Kristie was appointed by District 19 Governor Diane Stone Thursday September 9th. Kristie is busy looking for photographers from Division A, C, D and E to send in pictures for *The Transmitter*. Julia Venzke is the Division B photographer.

If you are interested in helping Kristie in any way with *The Transmitter* please email Kristie at [kristie.vangorkom@pearson.com](mailto:kristie.vangorkom@pearson.com)

# Leadership That Leads

Conference Registration Form

## District 19 Spring Conference 2005

May 20 - 21, 2005

Holiday Motor Lodge Clear Lake, Iowa

NAME: \_\_\_\_\_ CLUB Name & Number \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_ TM level(s) Achieved \_\_\_\_\_  
 CITY, ST, ZIP: \_\_\_\_\_ Phone number (\_\_\_\_\_) \_\_\_\_\_  
 E-mail address \_\_\_\_\_ Your first District 19 conference? (circle): Y / N  
 Are you a guest? (circle): Y / N Special Dietary Needs? \_\_\_\_\_  
 (Circle) Your club office? Pres., VP Ed., VP Mem., VP PR, Sec., Treas., Sgt@Arms

### Six Conference Packages:

- 1 **The Entire Package** through Tuesday May 17, 2005 \$75.00  
 (All events including meals through Saturday banquet) (Not Sunday)
  - 2 **Friday Night** *includes meal* \$20.00
  - 3 **Friday Night & Saturday Morning** *breakfast, all events* \$35.00
  - 4 **All events Saturday** *includes breakfast & lunch* \$40.00
  - 5 **All events Saturday** *includes breakfast, lunch & banquet* \$65.00
  - 6 **Sunday "Breakfast of Champions"** \$15.00  
 Featuring Jim Key, David Okerlund and a bountiful brunch
- Full Conference after May 18 & at the door (all events) \$80.00

- **Jim Key:** World Champion of Public Speaking  
*Hitting the Mark: The Quest for Excellence*
- **Dave Okerlund:** Professional Public Speaker  
*Seven Traits of Dynamic Communicators in Leadership Roles*
- **Clyde Eisenbeis:** *A "maze"ing Rules of Robert*
- **Tall Tales Fun Folk Festival, International Speech Competition, Table Topics Contests** and more.
- Saturday Evening Karaoke by **Sun Dog**

- **Saturday Communication & Leadership Luncheon**

- (**IMPORTANT:** circle your choice)
- Vegetarian Lasagna
  - Meat Lasagna

- **Saturday Eve Awards Banquet:**

- (**IMPORTANT:** circle your choice)
- Chicken Supreme
  - Grilled Salmon
  - Garlic Roasted Prime Rib
  - Vegetarian

- **Sunday (elective) "Breakfast of Champions"**

Featuring:  
 Jim Key & David Okerlund  
 A one-on-one Q & A focused upon "Professional and Contest Speaking" -- *over a bountiful brunch.*

### Sign Me Up for the Tall Tales Friday Fun Folk Festival

\_\_\_\_\_ [Use √] I've got a great tall tale to share. Contact Doug Nelson: [dnelsons@netins.net](mailto:dnelsons@netins.net)  
 Conference web address: <http://district19.us/conferences/2005spring/>

Make check payable to: DISTRICT 19 TOASTMASTERS. Mail with registration form to: Loren Toomsen, Spring Conference Registration, 1200 Ninth Avenue North, Clear Lake, IA 50428-2125.  
 Conference Questions? [susansaltou@mchsi.com](mailto:susansaltou@mchsi.com) 641-420-7274 or [pafways@netins.net](mailto:pafways@netins.net) 641-357-6247.

**Accommodations:** Blocks of rooms have been reserved at the Best Western Holiday Motor Lodge(641-357-5253) (800-606-3552). Toastmaster rates \$75.00 + 10% tax. Your credit card is not charged until you check in.

## Distinguished Clubs

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### PRESIDENT'S DISTINGUISHED:

Sioux Land Ciceros  
 Shibboleth  
 WIT Masters  
 Downtowners WATTS of Talk  
 Collins Avionics  
 Hawkeye  
 Old Capitol  
 Mid City  
 Tower Toasters  
 Ruan Center  
 Principal  
 Regency  
 Town & College  
 NADL Early Risers  
 Greater Des Moines  
 Golden Speakers  
 Hilltop Toasters

### SELECT DISTINGUISHED

Sweet Talkers  
 Tinsel Tongues  
 Hospital Talk  
 Heritage  
 Kirkwood Keynotes  
 Crosswinds  
 Toast IT  
 Hy-Vee Corporate

### DISTINGUISHED:

Reddy Toastmasters  
 Top O the Morning  
 TM of Carroll  
 Waterloo 101  
 The Loud Speakers  
 Collins Communicators  
 Crossroads Storytellers  
 Jasper Jawbreakers  
 Early Risers  
 Esquire  
 Johnston Toastmasters

## Awards/Recognition

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### Competent Toastmaster (CTM)

101	Ackerman, Jack W.
386	Briggeman, Lee A.
617	Stuhler, Lisa Ann
663	Woerner, Roseanne
684	Roach, Amy H.
875	Walker, G. Scott
1205	Pape, Kimberly Sue
1325	Shaw, Barry T.
1951	McManus, Teri D.
1991	Bailly, Brian K.

### Competent Toastmaster (CTM), continued

1991	Rocca, Brigid M.
1991	Avery, Cynthia S.
2094	Polly, Margaret A.
3060	Herrick, Janice L.
3193	Hall, William Seth
3193	Drevet, Natalie A.
3515	Sauer, Eileene J.
3896	Sporer, Michelle L.
4991	Riemenschneider, Chris
5080	Marti, Sue
5295	Pennings, Deanna L.
5295	Brewster, Susan J.
5295	Mahon, Robert A.
6021	Moore, Becky S.
6582	Williams, Sylvia Lee
6582	Dulinsky, Sarah Anna
7515	Ruby, Susan
7858	Niesen, Melissa
7978	Malone, Joy B.
9513	McMurrin, Jason

### Advanced Toastmaster Bronze (ATMB)

1564	Mays, Connie
2094	Anderson, Karen W.
3250	Doughty, Douglas L.
3744	Peyton, Douglas Lloyd
4605	Van De Mortel, Emily L.
5080	Brown, Michael A.
9513	Hood, Michael L.

### Advanced Toastmaster Silver (ATMS)

2094	Jacobe, Helen
3060	Kjos, Sherry Rae
4804	Castle, Bill E.
5295	Livingston, Ellen G.
5654	Nemec, Joel M.

### Advanced Toastmaster Gold (ATMG)

2388	Herteen, James W.
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### Competent Leader (CL)

1039	Harper, Rose
1089	Marie, Ferdinand
1564	York, Allison
3060	Meinders, Jerry B.
3060	Peacock, Mary
3250	Hall, Michael R.
3595	Kimura, Kayoko
6582	Crall, Kendra Sue

### Advanced Leader (AL)

2670	Johnson, Marvin D.
4804	Brotherton, Shelly Ann

## Has Toastmasters Changed Your Life?

Share your inspirational Toastmasters story and you may be featured in an upcoming article in *The Toastmaster* magazine! Just e-mail TI details about how your Toastmasters membership has made a dramatic difference in your life. If your story is chosen, the resulting story – and your photo – will appear in an upcoming issue.

E-mail your inspirational story to Toastmasters International at [Inkwell1956@aol.com](mailto:Inkwell1956@aol.com). Please include a daytime phone number, including area code, as they may need to contact you for additional information or clarification.

## District Officers

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[dstone@co.polk.ia.us](mailto:dstone@co.polk.ia.us) or 515-237-8201

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Lt. Governor, Marketing  
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### A Little Fun...

Can you find the following **Distinguished Club** Words in the puzzle to the right?

- |               |              |
|---------------|--------------|
| ADVANCED      | MEMBERSHIP   |
| BRONZE        | OFFICERS     |
| COMPETENT     | PRESIDENTIAL |
| DISTINGUISHED | SELECT       |
| DUES          | SILVER       |
| GOLD          | SPEECHES     |
| LEADER        | TRAINING     |

K P F X O C X N Y O D W N K P  
W B E C I S N K V U I F G R N  
G J S H E E I Q P L S K E D V  
R M E T V L Y W A T T S E G A  
P I H S R E B M E M I C U G Q  
L W C F O C T A P D N A P Y S  
J X E K K T X J E A G W X F H  
W P E F P J C N V X U A R V G  
R X P T N B T D B W I X E L Z  
Z C S L N I A R V E S M S F U  
U R O X A E O X S R H Y C P D  
R Z O L X N T E O R E V L I S  
Q W K F Z T U E B S D D X E Q  
I W R E F D M A P O P L A Z C  
S G V F Q I V L O M E O S E L  
Y F K A H F C S U K O G A W L  
R X G K I N F E T S Z C B P G  
T R A I N I N G R M N R E N D  
Y D Q H E K C F Q S U W E C O  
P I C N B G O O W H L J H Q U

**TOASTMASTERS INTERNATIONAL  
DISTRICT 19  
OFFICIAL NEWSLETTER**

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**District 19 Web Site**  
<http://district19.us>

## 2004 World Champion of Public Speaking

### From the TI Web Site

**MISSION VIEJO, CA** – It was the World Series of public speaking, the Olympics of oratory, the final bout for the heavyweight title of “World Champion of Public Speaking.” Who would win? Recently, a crowd of 1,600 Toastmasters from around the world gathered in Reno, Nevada, to cheer for their favorite speaker at the Toastmasters International Speech Contest.

Randy Harvey, 51, a one-year member of Toastmasters from Sherwood, Oregon, emerged victorious and claimed the title of 2004 World Champion of Public Speaking. His speech, “Lessons from Fat Dad,” described how his father taught him “how to be a loving man – a good father and husband.” His seven-minute speech was both funny and profound, and as Harvey said afterward, “My speech had a tremendous message. I knew that regardless of the outcome, people would be blessed by me giving it.”

Harvey, the father of three adult children, is the Director of Human Resources for the Tigard-Tualatin School District. Winning the speech contest was the step he needed to reach

his goal of becoming a professional public speaker. A second-year law student at Concordia University, Harvey plans to combine public speaking with his career and future emphasis on labor relations and contract law.

The speech contest culminated Toastmasters International’s four-day annual convention, held August 18-21, 2004, at the Reno Hilton in Reno, Nevada. A panel of 18 Toastmasters judges evaluated the nine contestants, who had advanced to the finals following a year-long process of elimination, using club, area and regional speech competitions. Criteria used in judging included speech content, organization, voice quality and gestures.

Second- and third-place winners in the World Championship of Public Speaking were Douglas Kruger of Gauteng, South Africa, and James Webb of Casselberry, Florida.



**Above:** Randy Harvey accepts the “World Champion of Public Speaking” title.



**Above: (L-R)** Past District 19 Governor Martha Tinker, DTM, District 19 Governor Diane Stone, DTM, and Area 34 Governor Jamie Ward, ATMS/CL at the Presidents Dinner Dance