

Wrangler News

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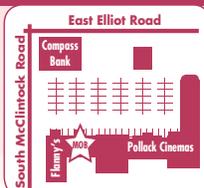
Remembering a solemn past

South Tempe resident Arloa Siers looks back at her life and the events that led her husband to serve as a Flying Tigers pilot during the tumultuous years of World War II — Story, Pg. 3

— Wrangler News photo by Mark Crudup

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A wartime pilot, a mysterious sequel, a sad memory

Cover story by Mark Crudup

South Tempe resident Arloa Siers has much history running through her veins. Not only did she meet Henry Ford via her husband's education at a Ford-sponsored institute, she went on to live a fascinating life, including receiving gifts during World War II from Madam Sun Yat-sen, whose husband was the founder of the Chinese Republic, a vital U.S. ally during the war.

"My husband Hayward was a Flying Tiger during the war, and their route was Burma, India and China," Siers said. The Flying Tigers were the first American volunteer group with the No. 1 mission of defending China against Japanese forces.

Prior to being ordered to China, Hayward graduated from the Henry Ford Trade School, which the auto pioneer opened in 1916, Siers said.

"The war came, and because these young boys graduated from these trade schools, the Army sort of focused on getting them in," she said. "(Hayward) wanted to be a pilot, and trained for about a year and a half throughout different bases. We were married at the Pecos Air force Base (in Texas)."

After moving to several different bases, Siers said Hayward was ordered to go overseas, working as a glider pilot who flew out for one mission and got to come home only for about a week or so.

"Then, he was ordered to go to China, and it was very strange," she said. "He was ordered to take Madam Sun Yat-sen, whose husband was the founder of the Chinese Republic, to a small island off China,

which he never told me the name of."

Due to the threat of Japanese forces during the war, China had to get her out of the country, Siers said, because they were worried Japan was coming after them and she would be killed. "His assignment was to more or less to be a personal bodyguard for her," Siers said. "He really didn't know why he was doing this, but it was a special assignment."

In addition to flying a cargo plane to the small island carrying food, jewelry and furniture, Hayward also took the Chinese leader's wife to the opera, flying to the small island to pick her up and then flying her back afterward.

"The one thing I remember him telling me was that he had never seen anything like it, but there were tiny horses the size of German shepherds (on the island)," Siers said. What he saw were no doubt miniature horses, which now have spread widely and are more recognizable.

After four years, Hayward was able to come home to Michigan, where Siers lived with her newborn baby.

"He got out of the service as a captain, but had a very hard time adjusting to his private life, and coming home to a little boy he had never seen—it was very, very difficult."

Siers said soon after returning home, Hayward developed a cough, and the doctor recommended they move to Arizona, where the air was said to be healthier for him.

"So, we moved out here with my two little kids,

probably around 1956 or so, and bought a house in Tempe," she said. "We lived in it for four weeks and then he said I have to go back to Michigan, and I just knew something was wrong."

Suddenly, after dinner one night, Hayward got up and left, not to return for another 20 years.

"There was a knock on the door, and at that time my children were 18 and 20 if you can imagine," Siers said. "I was in utter shock, and I said I have a new baby and you can't come back into my life."

Siers admits it is a sad story, and Hayward saw his children only infrequently, which made it difficult for them. "Then, one day, I get a call, and he had maybe two weeks to live and he called to apologize," Siers said. "I could hardly understand him, but he did call."

Years went by, and Siers moved on with her life until one day about a year ago she was sitting in church, and a speaker named Steve Godfrey amazed her with a special recognition.

"He pointed at me and said, 'You with the red hair in the back of the room, who is the pilot standing beside you?'" Siers said. "I never believed in anything like mediums or anything of that sort, but I just said, 'Oh, my, that's Hayward.'"

Godfrey told Siers that the loss of Hayward's brother in an airplane crash changed his life dramatically, and that Hayward was very sorry and to please understand it was not her fault.

"There really wasn't much help for the veterans back then, so I understood, but it was sad; I was just shocked," Siers said.

Are you ready to make a change but wondering if the time is right? Are you running out of space for the kids and dogs, or have the kids and the dogs left? This may be the time for you to make that move.

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*Source: American Heart Association

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An authentic taste of the Windy City — and it's right here in our own back yard

Over the past 20 years, we have covered the comings and goings of countless local eating establishments, including some really good ones. For the most part, the really good ones are still here and worthy of consideration when you're thinking of an enjoyable meal out.

Few, though, have been more intriguing than Windy City, a onetime Wingers-turned-Denny's that sprung back to life a couple of years ago on Elliot Road just east of McClintock Drive in south Tempe.

Partly due to the resolve of its new owner, partly to the affable staff, and partly—and this obviously is the big part—a result of the range and quality of every dish on the menu, this place seems already to have garnered a lasting place among our Kyrene Corridor dining spots.

Now, if you go, don't be surprised by the fact that there's not much in-your-face Chicago décor. Sure, there are photos here and there, and bits of Windy City memorabilia, but what sears itself into your Chicago psyche is the food itself.

I've been to Chicago only a few times, but I do remember the food. Need I say more? Because Chicago-style cuisine here in Arizona seems to manifest itself more in name than in substance, this place turns out to be a pleasant surprise indeed.

Owner David Najor oversees the preparation of every item on the signature menu—and every item, it seems, has his signature. Want a hot dog? You'll get a Vienna-brand beef sausage with Trappey's sport peppers and some hearty spoonfuls of neon green relish, slathered on a Vienna poppy seed bun.

Chicago Italian beef sandwich? Top round roasted slow and low, seasoned with authentic Chicago-recipe

seasonings and a generous sampling of homemade gardiniera.

Add in Devanco and Fontanini Italian meats, great breakfasts, homemade soups and a huge selection of authentic Midwest cuisine—all at happily affordable prices—and this may become your No. 1 home-away-from-home favorite.

Beyond what we've already told you, here's what to expect at this place, our Kyrene Corridor version of a Windy City dream come true:

- An owner who is absolutely meticulous about making sure that, if you go with hopes of bringing back memories of the comfort food you got back home two weeks or 20 years ago, you won't be disappointed.

- Top quality ingredients prepared by accomplished chefs, watched over by a proprietor who'll demand that a burger ordered medium-rare comes off the grill, in fact, medium-rare.

- Food that's as nice to look as it is to eat. Where else can you find a house-specialty West Loop burger where the bun is topped by a natural Angus beef patty, topped by pieces of lean bacon, topped by slices of avocado, topped by Swiss cheese—sitting on a plate opposite lettuce, tomato and pickles, all for \$8.99, including soup or salad and, in our case, a side of seasoned waffle fries. All cooked to your and the proprietor's (see above) expectations.

While Windy City's hours have thus far been limited to breakfast and lunch, the place is now open for dinner on Fridays and Saturdays, with more days to be added as the dinner (and after-\$3 theater?) crowd expands.

Information: Windy City Café, 1815 E. Elliot Road. Hours: Breakfast and lunch, 6:30-3. (Dinner Fridays and Saturdays 'til 8). 480-345-2233.

— Don Kirkland

Work starts on Sunset Library remodel

The first of three construction phases involved in remodeling west Chandler's Sunset Library is under way.

Whiting-Turner Contracting Co. was awarded a contract for the project, the majority of which will take place during nights to minimize disruptions to the public.

The branch will be open for business, and staff will be available to assist customers during the first two phases of construction.

Phase three requires closing the library from Dec. 17 through Jan. 2. During that time, residents will still be

able to pick up reserved books from inside the library and return library materials to the outdoor bookdrop.

Renovations will include new carpeting, furnishings and equipment, creating a new service desk, an early literacy area and dedicated spaces for teenagers. A new computer lab will be added, with enhancements made to the current computer common area.

After construction is complete, visitors will be able to utilize a new community living room where they can relax, read and experience views of the adjacent Sunset Park. Public art will also be integrated into the designs.

Honoring our veterans

Tempe events pay respects to those who have served

Veterans Day is set aside to honor veterans and remember those who have lost their lives in the defense of America.

To commemorate the occasion on Friday, Nov. 11, Tempe will host several events honoring those who have served.

In addition to the annual Veterans Day Parade, various city events are planned and the Vietnam Traveling Memorial Wall will be at Tempe Beach Park.

Veterans History Project

Open House — *Saturday, Nov. 5, 10 a.m.-1 p.m., Tempe History Museum (Rural Road and Southern Avenue).*

The open house provides a "meet-and-greet" opportunity for veterans and their families, the public and young people. The project was started by the Library of Congress' American Folklife Center to collect, preserve and make accessible the personal accounts of American wartime veterans.

Its mission is to provide future generations with the history and realities of war through first-hand accounts with veterans. Visitors will have a chance to talk with local veterans from World War II, Korea, Vietnam, the Gulf wars, Iraq and Afghanistan. There will be displays of military memorabilia, artifacts, photos, videos and discussions. Details: www.tempeconnections.org/vhp

Vietnam Traveling Memorial Wall — *Friday-Sunday, Nov. 11-13, Tempe Beach Park (Mill Avenue and Rio Salado Parkway)*

The exhibit represents a 3/5 scale replica of the Vietnam Memorial in Washington, D.C. It travels the country to remind Americans of the sacrifices made by Vietnam veterans. The wall will make its way into Tempe to be set up on the Luis Gonzalez Arizona Diamondbacks Field of Dreams baseball diamond. Visitors will be able to find specific veterans on the wall through a look-up system. Details: www.travelingwall.us

Veterans Day Parade — *Friday, Nov. 11, 10 a.m., Mill Avenue (Parade begins at Gammage and continues to Tempe Beach Park)*

Families and community groups can attend the annual Tempe parade, which leaves ASU Gammage parking lot and proceeds north on Mill. It will end with a short ceremony at Tempe Beach Park around 11:30 a.m. Details: 480-968-0634.

Veterans Memorial-Tempe Groundbreaking — *Friday, Nov. 11, 12 p.m., Tempe Beach Park (Mill Avenue and Rio Salado Parkway)*

Following the parade, Mayor Hugh Hallman and the Tempe City Council will join in a groundbreaking for the Veterans Memorial-Tempe. The city of Tempe, Rio Salado Foundation and Arizona Veterans Foundation build the memorial at the Ash Avenue Bridge abutment. Details: www.supportriosalado.org

Concert for Peace — *Friday, Nov. 11, 7 p.m., Tempe History Museum (Rural Road and Southern Avenue)*

To honor veterans and remember Armistice Day, Tempe History Museum will present a Concert for Peace, featuring the Pangean Orchestra. The original Armistice Day, which ended World War I in 1918, occurred at the 11th hour of the 11th day of the 11th month. This concert, which will be performed on 11/11/11, will feature songs of peace from across the world. Details: www.tempe.gov/museum/events.htm

Aprende school to host parent sexuality forum

"Can We Talk?," a fun, interactive workshop that helps parents enhance their role in their children's sexuality and health education will be held Thursdays, Nov. 10 and 17, at Aprende Middle School.

Parents will learn skills to help them better communicate with their children about self-esteem, puberty and sexuality, mixed messages, peer pressure and other real-life issues children face each day.

Also to be discussed are non-confrontational communication skills designed to make "talks" more meaningful and ongoing.

Hours are 5:30-7:30 p.m. There is no charge for the series, which is made available through Pima Prevention Partnership.

Parents who attend all sessions in the series will receive a \$25 gift card. Registration: Jennifer Hargreaves, 480-783-4060, or jhargreaves@kyrene.org.

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Sports Notebook . . . with Alex Zener

Player's-eye view: 'The best versus the best'

Andrus Peat has been invited to play in the fifth annual Under Armour All-American Bowl Jan. 5 at Tropicana Field in St. Petersburg, Fla. Peat will compete with and against some of the best high school football players in the country, mostly four to five star recruits, in the ESPN televised practices and the ultimate bowl game.

Peat, a 6-foot-7, 305-pound tackle, received his invitation and game jersey during a presentation given by the American Family Insurance Selection Tour for the Under Armour All-American Game at Corona High School on Oct. 19.

"I feel really blessed to be in this position," said Peat. "I'm really excited to compete against the best of the best at this bowl game."

Peat, the ESPN 150's No. 3 offensive tackle and No. 16 player overall in the country, is being recruited by several BCS-caliber schools. He doesn't know which school he will ultimately select but it appears that Arizona

will once again lose another top recruit to an out-of-state football program. Andrus's older brother, Todd, chose Nebraska over Arizona State University and Arizona last year.

"The main schools I am looking at are Stanford, Nebraska, USC, Florida State, Texas and Florida," said Andrus.

"I'm currently scheduling

official visits to Stanford and Nebraska but may not make my final decision for some time.

Peat plans on training and working out hard between now and January to be prepared to showcase his abilities against some of the best players in the nation.

Corona football — Most Aztec fans and players will ultimately view the 2011 season as a successful one even though Corona missed getting into the playoffs for the third straight year. This year, however, things couldn't have



Aztec's 6-7, 305-pound tackle Andrus Peat will play in annual Under Armour All-American Bowl Jan. 5 in Florida.

— Wrangler News photo by Erick Lue

gotten much worse than the appalling 1-10 finish last season under the tutelage of one-year head coach Zane Zamenski.

The Aztecs, 5-5 overall, rebounded this season under new head coach **Tom Joseph**, with what some believe to be less talent than they had last year. The Aztecs improved every game and even won a thriller against Mesquite Oct. 21 with a gutsy call on a fourth and five by Joseph that had football aficionados talking.

All the Aztecs needed to get into the playoffs was to win their last game of the season. Unfortunately, that game was against No. 1 Hamilton. The Huskies, on a quest for a possible fourth consecutive state championship and their 50th consecutive game overall, thrashed the Aztecs 49-0 on Oct. 28 at Hamilton.

To be fair, playing against Hamilton is not only a matchup problem for Corona but a numbers issue. Joseph admitted that a number of players quit at the beginning of the season because of his disciplined approach, but Hamilton, with its open enrollment and football championship track record, dresses out 90 players compared to Corona's 39, which would cause problems for most teams.

With fewer players than any other team except Westwood, which also has 39, the Aztecs need some of their better players, **Andrus Peat, Avery Moss,**

Maceo Brown, Zach Hamm and Matt Seall, to name just a few, to play on both sides of the ball, which undoubtedly affects the outcome.

Corona also seemed to have trouble matching up in the secondary, which made the Aztecs vulnerable to deep passes all season when receivers were able to get behind their defensive backs. The Huskies capitalized on this a several times, scoring touchdowns not only the first minute into the game with a 48-yard pass but with another long 36-yard pass with less than a minute left in the second quarter to make the score 42-0.

Hamilton was the last game of their high school careers for 16 Aztec seniors. Corona next year will miss such standout players as **Dominic Mercurio** who was not only the leading rusher on the team averaging close to 140 yards per game but led the team in touchdowns and scoring with 11 rushing and two passing touchdowns on his stat sheet.

Sorely missed will be the highly recruited Peat, along with another player likely to play football at the college level, Moss, ranked by rivals.com as the No. 12 recruit as a strong-side defensive end. Moss, who led the team in sacks and averaged over six tackles a game and has been offered scholarships to seven or more schools including

— **NOTEBOOK, Page 15**



Alex Zener



International judo meet draws ranked athlete from Corona

South Tempe resident and Corona High School sophomore Seamus McDonald has qualified to represent the United States at the 2011 International Cadet Judo Championships in Harnes, France on Dec. 11 and 12.

He was also recognized by the Tempe Union High School District for his appointment to the team.

A good showing at this event can do much to advance Seamus' standing and his ability to qualify for future U.S. teams that will compete in the Pan American Continental Championships, for which he will be eligible next year, according to his father, Charles McDonald.

Seamus is a ranked athlete within the USA Judo Elite Athlete Ranking System. The opportunity to compete and train in France, which is one of the strongest judo countries in the world, will be invaluable with regard to realization of his goals, Charles said.

Thornton's lead-by-example philosophy giving Padres a playoff boost on, off the field

By Clayton Klapper

Marcos de Niza gunslinger Tom "Tommy" Thornton grew up in the small town of Parker, Colo., until moving to Arizona before his junior year.

Now most of the way through his final year of high school football, Thornton has helped the Padres put together another impressive season. At 8-2 and riding a five-game winning streak, the Padres are set for their first round playoff matchup against Canyon del Oro. In his last five games, Thornton has passed for 1,236 yards, 11 touchdowns and only five interceptions.

Those would be acceptable season-long stats for any quarterback. For Thornton, they're only part of what has been a very impressive season.

"I've been playing quarterback since seventh

grade, and it has just always been the position I wanted to play," Thornton said. "You get to be the leader of the offense and the leader of the team. It's just where I feel comfortable."

To casual Friday-night observers, Thornton's biggest impact seems to be on the field, but what most won't realize without a closer look is how he prides himself on being a leader off the field. Involved in church groups as well as making sure to stay on top of his school work, he never seems to miss a beat as a leader of the Padres.

"People are always looking at what I do, so I try to lead by example and do the little things right. I try to push myself and encourage others to do well," Thornton said.

His lead-by-example attitude has come out clear on the field; in 10 games this season he has 2,044 yards passing with 16 touchdowns, a team-leading 602 yards rushing, six rushing touchdowns and only five interceptions.

When Zach Schira graduated from Marcos de Niza, he handed over the quarterback reins to Thornton, and has nothing but kind words for the new leader. "He's got a great head on his shoulders. He is a man of faith and keeps Christ first in

— PADRES, Page 18

Combined PD, DEA effort generates 100-plus pounds of expired prescription meds

By Mark Crudup

South Tempe residents were able to safely dispose of unused and expired prescription medications during a program conducted jointly by the Tempe Police Department and the U.S. Drug Enforcement Administration.

Tempe police collected more than 100 pounds of medications Oct. 29 at the Tempe Police substation on Hardy Drive, later to be incinerated by the DEA.

"Our goal is to make it as easy as possible for residents to safely dispose of their prescription and non-prescription medications, partly for medication abuse, as well as poison control," said Molly Enright, community affairs specialist for the Tempe Police Department.

"I believe there were over 50 law enforcement agencies across the state that have participated this year."

Detective Mark Lucas, who was overseeing the event, said there is no

safe way to dispose of the medications without having an outlet like this.

"The main thing people have said when they come in is they have nowhere else to take these drugs; they just don't know what to do with them, so this provides a good service for people to have an outlet to be able to do this," Lucas said.

"Drugstores won't take them back, and hospitals can't either."

More than 45 residents dropped off bags containing expired medications, which were placed inside a box destined for a DEA incinerator.

Lucas said there really is no safe way of getting rid of medications, and flushing them down the toilet adversely affects the local water supply, potentially ending up in the soil.

This is the third time the Tempe Police Department held a prescription drug take-back event, and hopes to do at least two each year, though that is ultimately decided by the DEA, Lucas said.



Area residents dropped off unused, unneeded and expired prescription medication Oct. 29 at the Tempe Police south substation as part of a nationwide prescription drug take-back event with officers from the Drug Enforcement Administration. Det. Mark Lucas (left) and Molly Enright, public information officer for Tempe PD, said more than 100 pounds of prescription medications were collected to be incinerated by the DEA.

— Photo by Mark Crudup

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Kyrene override election Tuesday, Nov. 8 Vote for bonds is a vote for our future

Commentary

As you may have noticed over the past year, Wrangler News has carried a multitude of feature articles about the ways in which Kyrene teachers have devised new and exciting ways to help ensure that their students keep pace with today's advancing science.

There is no question that an investment in technology is fundamental to preparing today's young people for the future, as well as assuring them access to the tools they need to compete in an environment that grows increasingly demanding of those entering the global workplace.

This is why our school district's Governing Board is asking the public on Tuesday, Nov. 8, to approve continuation of a \$6.8 million tax override measure that allows for the purchase of equipment and software, along with its necessary

support and maintenance.

As it relates to the owner of a home valued at \$225,000, the cost of approving this measure is approximately \$6 a month—the same, officials say, as it has been since the override first was adopted by the public in 2005.

Of the measure's total, nearly every penny of it will help keep Kyrene schools at the forefront of America's technology initiatives.

While no organization is perfect in its pursuit of excellence, the Kyrene School District deserves an A-plus grade for its efforts to help students reach their maximum potential, even in the face of massive funding reductions implemented by the Arizona Department of Education.

Our neighborhoods represent an elite demographic, illustrated by the number of families who have made this their home and by those who continue to regard this

as one of the Valley's premier communities. Whether we think about it or not, the historic quality of our educational system is among the top reasons we hold this enviable reputation.

Those with school-age children hardly need be reminded of the importance of providing adequate resources for the pursuit of enlightenment.

Although we can't predict the future, it seems obvious that a good education, particularly one that includes a mastery of the basics of technology, is going to be a requirement for jobs of the future.

For those whose children are grown and already in the workforce, the message is still clear: without our schools being revered for maintaining the highest standards of excellence, the intrinsic value of our neighborhoods diminishes, as do the futures of those who make this their home.

Ace Hardware a drop-off site for phased-out compact fluorescents

Ace Hardware at McClintock and Baseline in south Tempe is joining a group of designated disposal sites for compact fluorescent lightbulbs, or CFLs, as the January deadline nears for 40- to 100-watt bulbs to begin an extended phase-out.

Scott Wilson, owner of the longtime Ace Hardware store at the southwest corner of the intersection, says residents can drop off the twisted-design bulbs any time during store hours.

Regular tube fluorescents and incandescent bulbs do not need to be disposed of, but will no longer be manufactured starting next year.

The phaseout of the less efficient curly-shaped CFLs will begin Jan. 1, as mandated by the 2007 Energy Independence and Security Act.

As the deadline nears, Salt River Project also is reminding customers to take advantage of CFL discounts from SRP of up to \$4 off, and at the same time participate in an SRP "Light of Your Life" awareness campaign. Homeowners can visit savewithsrp.com and misrp.com to find participating retailers and locations.

The campaign includes a contest by which customers with CFLs purchased from Oct. 31 through Dec. 11 can submit a photo illustrating their use of the new devices. Contest details can be found on the SRP website.

Winners will be chosen randomly from a list of qualified entrants every Tuesday from Nov. 7 through Dec. 12.

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Technology brings new dimension to 5th graders

Photo & story by Mark Crudup

Parent-teacher conferences took on a new look last month for fifth graders at Kyrene de la Mirada Elementary School, with students taking the lead by showing their parents projects via an electronic portfolio.

The portfolios, presented on laptops, included presentations of projects, as well as a SmartBoard feature that allows parents to watch a video clip of their child solving a math problem, including an audio explanation of the steps that were followed in the process.

"I think parents pretty much see what their kids are capable of doing during the time when they're using technology," said Lisa Connor, assistant principal of Mirada.

"I think some parents don't realize how much we can use technology here and how powerful it can be."

Fifth-grade teacher Randi Malin held conferences with students and their parents, while other kids presented their electronic portfolios to

mothers and fathers on laptops in her classroom.

Noah Lanouette, one of Malin's students, took his father through all of the work he's accomplished so far this year, all in an online portfolio he spent the past few weeks compiling.

"I think I like the math part the most, where I get to use the SmartBoard," Noah said, as he played a video showing him solving a math problem.

"And if we ever need extra help, there's a Web site with our homework and other sites for practice on certain subjects. It tells me the skills I'm missing, so I can focus on those."

Malin also posts the portfolios online after parent-teacher conferences, so other family members who were not able to make it that day are able to see the child's projects.

Noah's father, Steve Lanouette, said the electronic portfolios help him to see what projects his child is working on, and encourages more parent involvement.

— TECHNOLOGY, Page 11

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Technology

From Page 10

"Being able to go online and look at his grades, and look at some of the minor things that happen before the final grades are handed out, gives you an opportunity to see what you can help him with," Lanouette said.

Bernice Figueroa, another parent in Malin's classroom during the parent-teacher conferences, said the new technology has been a huge step in allowing her to track her kids' progress.

Figueroa has one fifth-grader in Malin's class, as well as an older son in high school.

"I have a 15-year-old, and even when he was in elementary, we couldn't track his

progress as much," Figueroa said.

"Now, with the online portfolios and class Web site, it has helped tremendously."

Bryan Brown, Figueroa's fifth-grade son, demonstrated the math problem-solving skills he's learned and presented his book report to his mother via his electronic portfolio.

"It was really easy to make the portfolio," Bryan said. "It was fun; you get to add videos and pages (of what he'd been working on)."

Malin said she updates her class Web site every day, adding specific notes for each student.

"Instead of parents getting upset, they can look on the Web site at any time and see exactly where their child is at," she said.

"I had four kids who went through Kyrene; we didn't have any of this then."



Noah, a fifth-grader at Mirada Elementary School, shows his dad, Steve Lanouette, various projects he's completed this year via an electronic portfolio he spent the past weeks compiling for parent/teacher conferences.



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Diversions . . . with Mark Moorhead

'Martha' a poignant exploration of cult phenomenon

At the beginning of *Martha Marcy May Marlene*, the title character—all those names are hers—flees a cult in rural upstate New York. In desperation, she calls her older sister Lucy, who's had no idea of her whereabouts for the past couple of years.

Lucy comes and picks her up, and takes her to the upscale Connecticut lake house she's summering at with her Brit husband Ted.

Played by Elizabeth Olsen, Martha—her original name—is affectless, so cowed she's barely articulate. She'll only tell her puzzled relations (Sarah Paulson and Hugh Dancy) that she left a bad boyfriend, but she offers no details.

We, however, get to see what happened to her, in a series of flashbacks. We see how, rudderless after mother's death, Martha is drawn into the cult, and gradually, skillfully has her identity stripped from her, even to the point of getting the new name "Marcy May" ("Marlene" comes later).

The group in question doesn't seem to be religious in nature, though we aren't given much of a sense of its ideology, or even if it has a very clear one. It's more in the secular self-help line, with a streak of hippie-commune hedonism. Above all, it's a cult of personality, and the personality in question is Patrick, played by John Hawkes of *Winter's Bone*.



Patrick has a casual, friendly, yet faintly wounded manner, like somebody who's sad that you don't want to stay longer at his party, but before long we can see that this covers a bottomless emotional and sexual tyranny.

Under the impressively patient, un-sensationalistic eye of writer/director Sean Durkin, we see Patrick lead his flock, with disturbing plausibility, into more and more sinister realms.

By the time Martha is in her sister's care, she's so accustomed to the cult's mores that her behavior is shockingly inappropriate at times. She'll strip naked for a swim, turn weirdly aggressive at the dinner table, even come and sit on the edge of Lucy's bed while she and Ted are noisily making love.

Here, perhaps, is a small glitch in the film's

believability—Lucy and Ted understandably suspect that Martha is mentally ill, or maybe just intolerably obtuse. But it's maddeningly apparent that if she once just said the word "cult," or "group" or "compound," everybody would slap themselves on the forehead and say "Oh, that explains it." Since Martha had the clarity to see that she should run away and the courage to do so, that she would then decline to explain herself seems more like a dramatic strategy for maintaining suspense than a psychological trait.

Maybe, maybe not; in any case it's a minor quibble. MMMM is a remarkable film, controlled, spooky and poignant. It has one of those frustratingly abrupt, literary-fiction-short-story endings that one gets in indies sometimes, but this is less irritating here than it was in, for instance, *Meek's Cutoff* earlier this year.

Most notably, MMMM showcases some fine performances, by the chilling Hawkes, by Paulson and Dancy and several others, but above all by Olsen, the hugely promising younger sister of Mary-Kate and Ashley.

Olsen brings to vivid and convincing life Martha's struggle, both pathetic and heroic, to stay connected to original name.

Martha Marcy May Marlene is rated R and plays at Harkins Camelview.

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Happenings in the Kyrene Corridor

Walk to Save Animals — Nov. 12, 10 a.m. to 2 p.m. — Tempe Beach Park will host this family and dog event with 2K and 5K pet walks, dog agility demonstrations, pet photos with Santa, adoptable animals, a low-cost vaccine clinic and exotic pets education display. The event, presented by PETCO, will also feature pet vendors; a kids zone with bounce houses, face painting, games and prizes; a food court; and entertainment. Nationally known comedian and veterinarian Kevin Fitzgerald will entertain. Cost: minimum donation of \$25, which will go to Arizona Animal Welfare League and SPCA. Information: 480-423-1511

Kyrene de la Mariposa Elementary School Fundraiser — Nov. 4, 7 to 10 p.m. — The Friends of Mariposa Fundraising Gala will be held on Friday at the Foothills Golf Club at 2201 E. Clubhouse Drive, Phoenix, AZ 85048. Mariposa parents, staff and community are invited to attend the event to raise money for Mariposa. Enjoy an evening of cocktails, food, silent auction, wine pull and a photo booth. Tickets are \$45 each. Childcare is being offered the same night at Gold

Medal Gymnastics from 6:30 to 10:30 p.m. for \$15 per child. While you're at the Gala, your children will enjoy open gym time, a movie, dinner and games. Both Gala and Gold Medal Gymnastics childcare tickets can be purchased online at www.mariposapto.org.

Dayspring Holiday Boutique — Nov. 3-5 — Dayspring Preschool and Kindergarten will hold a Holiday Boutique for local residents, with over 60 vendors showcasing their goods and crafts. Dates and times are: Nov. 3, 5:30 to 9 p.m., Nov. 4, 9 a.m. to 7 p.m. and Nov. 5 from 9 a.m. to 4 p.m. On Saturday, kids will put on performances and participate in various activities. The event will be held at Dayspring, located at southwest corner of McClintock Drive and Elliot Road. Tickets are \$25. Information: <http://www.dayspringpreschool.com/boutique/index.html>.

Chandler Library Design Contest for Teens — Submissions due Nov. 30, by 5 p.m. — The Chandler Library are inviting teens ages 12 to 18 to enter a contest to — **HAPPENINGS, Page 14**

On stage

Arthur Miller's classic drama "The Crucible", at Marcos de Niza High School. Wednesday, Nov. 16 through Saturday, Nov. 19 at 7 every evening in the auditorium. Adults \$8, Students \$5.

"Art Rocks!" Art Show at Hoodlum's. Saturday, Dec. 10 from 6 - 9 p.m. Sponsored by the Arts Council for Youth.

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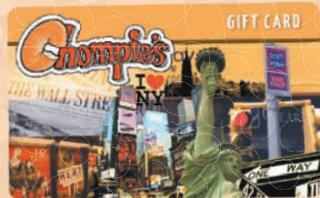
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Happenings

From Page 13

design the logo for LibCon 2012, the Chandler Public Library's annual mini-convention for fans of comic books, Japanese manga and anime and other fantasy and science-fiction entertainment. The winner will receive a \$50 gift card and have their logo appear on all LibCon promotional materials. LibCon 2012 will be held March 24. Logo designs must include the name of the event, the date and the words "Chandler Public Library." Entry forms are available online at www.chandlerlibrary.org.

McClintock Fountains Shopping

Event — Dec. 2, 4 to 8 p.m. — Dave and Christine Donaldson, of Donaldson Watch Repair and owners of Ivy Boutique will hold a pre-holiday event that will focus on the importance of local businesses. The event will include live music, a variety of raffle prizes and specials/savings offered that night. Residents will receive a raffle ticket if they contribute an unwrapped toy or book. All donations will be made to supplement The Toy Closet at Cardon Children's Hospital. Food and samplings will be available, and Calais Campbell, the defense end for the Arizona Cardinals, will be signing autographs.

Turning Kids Around: Bullying, Teasing and Name-calling Workshop at Corona del Sol High School — Nov. 9, 6 to 8 p.m.

— Ron Glodoski, a leading national expert on bullying, substance abuse and resiliency will present issues of verbal abuse, bullying, teasing and name-calling, emphasizing that abusive words can destroy a student's motivation and there is a correlation between verbal abuse and violent behavior, drug and alcohol dependency and other destructive decisions. The workshop will take place at Corona, on the southeast corner of Rural and Knox roads, in Lecture Hall B. Pre-register by calling 480-838-3200 or visit <http://tinyurl.com/nplbreg>.

Substance Abuse Workshop for the Entire Family at Corona del Sol High School — Nov. 15, 6 to 8 p.m.

— Stephanie Siete, director of community education, will present a workshop designed for adults and students to demonstrate the impact of substance abuse in our community, and will provide local resources on substance abuse for families. Each attending family will receive a free USB resource bracelet, loaded with a detailed PowerPoint presentation, fact

sheets and links to nationally recognized prevention Web sites. The workshop will take place at Corona, on the southeast corner of Rural and Knox roads, in the Lecture Hall B. Pre-register by calling 480-838-3200 or visit <http://tinyurl.com/nplbreg>.

Yard Sale for south Tempe's Community Garden — Nov. 12, 7 a.m. to 12 p.m.

— South Tempe's community garden, FIGG, located on the southeast corner of Warner and Bonarden Roads, will hold a yard sale in the Juniper cul-de-sac, just west of McClintock Drive on Secretariat (between Elliot and Warner roads). All proceeds will go towards a garden shed and a community gathering area, which includes a shade wall and brick patio, in addition to ongoing costs associated with maintaining the food band beds. Throughout the summer, the garden donated approximately 1,000 pounds of fresh produce to the Tempe Community Action Agency.

Women's Support Center for Breast Cancer Event — Nov. 19, 10 a.m. to 12 p.m.

— Inviting women less than 40 years of age who are newly diagnosed, undergoing treatment or those beginning a new life after breast cancer to the East Valley YSC. Do you feel alone? Would you like to find support? Only those who have your experience can really understand. Find this support here. The support meeting will take place at the Dynamic Life Coaching Center, on the northeast corner of Mill Avenue and Broadway Road. For information, call Sheran at 480-326-7023.

Tempe Y schedules annual Turkey Trot Run/Walk Nov. 19

Tempe Family YMCA will hold its sixth annual 5K Turkey Trot Run/Walk at 8 a.m. Saturday, Nov. 19.

The event will be held at the Y, 7070 S. Rural Road.

Fall weather and a scenic course along the canal promise to make the event enjoyable for all ages. Participants will receive shirts and a photo at the finish line.

Refreshments and entertainment will follow the race, and awards will be given for first-place men and women.

Proceeds will benefit the Tempe Family YMCA's Strong Kids and Families Campaign, which helps support much-needed programs in the community.

Information: (480) 730-0240.

Notebook

From Page 6

Nebraska, Arizona State and Arizona.

Senior quarterback **Kyle Busk**, who averaged around 60 yards passing per game, threw five passes for touchdowns and also caught two passes for touchdowns will be graduating as will kicker **Zach Von Allworden**. Von Allworden, who kicked every extra point, punt and kick-off but one for the Aztecs was also the second leading scorer with 20 points on the stat sheet.

Corona will also lose to graduation two-year varsity starter and defensive back **Zach Hamm**, who led the team in tackles with over nine a game, along with **Josh Reidel**, with almost seven tackles a game; **Matt Seall** and **Nicholas Woods**, each with almost five per game; **Steven Rodriguez**, **Kyle Niemtschk**, **Tyler Price**, **Christian Webb**, **Mitchell Marois**, **Jacob Fruth**, **Dylan Calhoon** and **Andrew Clare**.

On a more positive note, Aztec fans have a lot to look forward to next season with the return of leading receiver **Tevin Mayfield**. Mayfield, who averaged over 20 yards receiving per game, not only caught a pass for a touchdown in the second quarter of the Aztecs' win over Mesquite on Oct. 21, but was on the receiving end of the pass that set up an Aztecs game-winning score after facing a fourth and five with five minutes left at their own 35 yard line, behind by 4 points.

Coach Joseph had a choice: punt the ball and allow Mesquite to run out the clock or go for it. The Aztecs went for it.

Busk competed only his second pass of the night, both to Mayfield, for a 36 yard gain and a first down which set up the scoring run by Mercurio to give the Aztecs a 36-33 win.

Mayfield said he was both flattered and scared when he heard the pass play called by Joseph.

"A lot of things were going through my mind when Coach decided to call that play," said Mayfield. "All I could think about, on the way to the line of scrimmage, was I needed to just catch the ball and make sure it was past the first down marker."

"All I know is that everyone on the team helped make this play successful," said Mayfield. "Without the linemen and the running backs blocking to give Kyle time to get me the ball in the corner, I would not have had the chance to catch that ball and make the first down."

Mesquite will be a good game for Aztec fans to remember next season. The team scored points in all four quarters, rushed for a total of 293 yards, had 95 total tackles and six sacks. Mercurio rushed for 223 yards on 22 attempts; **James Contes** for 42 yards; Busk for 23 yards; and Brown for 5 yards. Leading tacklers were Moss with 13; Hamm with 12 where 8 were solo tackles; Seall 12 with 7 solos; Reidel, 10 tackles, 7 solos; and **Beau Sitton** with 10 tackles and 4 solos. Moss had four sacks, including one in the third quarter when he sacked the Wildcats' quarterback in the end zone for a two-point safety. Seall had two sacks.

Girls Golf — Corona's girls golf team fell short of its goal to qualify as a team for the state tournament under the AIA's new rigorous



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Notebook

From Page 15

requirements at the City Tournament held Oct. 17-20. It was the first time in over 10 years that the Lady Aztecs had not only played in the state tournament but placed in the top six. The team missed qualifying by one point on several different occasions.

Only 13 Division I teams qualified this year, down from 29 the year before.

The Lady Aztecs took second place at City to Desert Vista. **Brooke Taylor** placed 6th; **Halie Carpenter**, 7th; **Kerry Lorenz**, 10th; and **Katy Consoer**, 12th.

Corona did have two golfers qualify as individuals for the 2011 Division I Golf Championships held at Aguila Golf Club Oct. 28-29. Taylor shot a personal best of 81 on the second day, helping her finish 29th with a combined score of 170 while **Carpenter** was 39th with a score of 175.

After losing seniors Taylor, Lorenz and **Isabel Ramos** to graduation, coach **Pat Reed** expects to return Carpenter, Consoer, **Heather Harry**, **Heather Hittenberger** and **Kelly**

Robb next fall.

"I really liked how the team worked hard and improved over the season," said Reed. "If everyone that is returning works hard over the off season, we will be in good shape next year."

Corona Badminton —

Although Corona's badminton team did not qualify for the state tournament with the new AIA guidelines, the Lady Aztecs had all six varsity players, **Alexis Emerson**, **Rachel Gur Arie**, **Hayley Jackson**, **Crystal Li**, **Kenna Lum**, and **Emma Reeve**, not only qualify and play in the Division I state tournament held Oct. 21-22 but all six made it past the third round according to coach **Katie Chance**.

The Lady Aztecs had four seniors on the team they will need to replace in next year's lineup: Gur Arie, Emerson, Reeve and Jackson.

"Rachel Gur Arie did a great job as our number one this season, competing against some of the top players in the state. She made it into the fourth round of the state tournament landing her in the top 16 out of 70 girls," said Chance. "Rachel also finished in the top six at the Chaparral Invitational held Sept. 17."

"Alexis Emerson had a good year,

but was out for two weeks with a shoulder dislocation," said Chance.

"She came back strong and went past the third round of the state tournament with her doubles partner another senior Emma Reeve."

"Emma worked hard this season and really stepped up as a leader winning some key doubles matches with Alexis," continued Chance. "Hayley Jackson won some key singles matches for us this season."

With only two returning players next season, Lum and Li, Corona will need to rely on players from its 8-6 junior varsity team to fill in the spots.

"I'm looking for my juniors, Crystal Li and Kenna Lum to step up as leaders next season," said Chance. "They did a great job for us playing in the No. 3 and 4 positions, finishing in the top six for doubles in the Chaparral Invitational, so I'm look for them to have a great season in the No. 1 and 2 positions next year."

Corona Volleyball — The Lady Aztecs have been on a roller coaster ride lately. They won the Gold Division championship in the prestigious Nike Tournament of Champions held Oct. 20-23, placing ninth overall to end up losing to Hamilton on Oct. 25, which dropped them into 11th place in the

power ranking for the state tournament.

The tournament brackets had Corona playing at Hamilton in the first round of the Division I state tournament on Nov. 1 at 7 p.m. The Lady Aztecs defeated Hamilton earlier in the season but the Huskies have been on a roll, winning their last 13 matches after returning some key players out due to injury.

Cross Country — Corona's girls team placed third and the boys team fourth at the AIA Division I Section II Cross Country Championships held Oct. 28 at Freestone Park.

Placing sixth were **Hallie Swenson**, 17th; **Dani Lemieux**, 24th; **Victoria Haun**, 28th; **Hannah Lewis**, 38th; **Mason Kuluris**, 55th; **Hannah Dinell**, 57th. **Cyndia Yu** in the girls 5k Run for Corona.

Corona boys running in the 5K Run were **Nate Rodriguez** placing 8th; **Jake Whitney**, 10th; **Cody Jackson**, 37th; **Alex Frantz**, 36th; **Ryan Normand**, 41st; and **Patrick Cullings**, 54th.

Both teams were scheduled to run in the AIA State Cross Country Championship Nov. 5 at Cave Creek Golf Course in Phoenix. Boys start at 9 a.m. and girls at 10.

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Register: <http://www.tuhsonlinereg.com> beginning October 3 or visit the Community Education office — call Vanda Salls at (480) 345-3763 for office hours

Ask the doctor

New treatment option available for chronic heartburn

By Tanja Gunsberger, D.O.

According to the American College of Gastroenterology, more than 60 million American adults suffer from heartburn at least once a month, while 15 million adults experience heartburn every day.

Although heartburn is the most common symptom of gastroesophageal reflux disease (GERD), patients may experience other symptoms, including: hoarseness or laryngitis, frequent swallowing, asthma or asthma-like symptoms, pain or discomfort in the chest, bloating; intolerance of certain foods, dental erosion, or gum disease and inflammation.

Normally, after swallowing, a valve between the esophagus and stomach opens to allow food to pass then it closes to prevent stomach contents from "refluxing" back into the esophagus, causing a burning sensation in the chest. For people who suffer from GERD, this valve has become dysfunctional and is unable to prevent acid from refluxing into the esophagus.

In addition to extreme discomfort and lifestyle changes, GERD can lead to many serious conditions. For example, persistent exposure of the delicate tissue of the esophagus can cause chronic inflammation or esophagitis, which in turn can lead to Barrett's metaplasia, a precancerous condition.

Here are answers to questions patients frequently ask me about treatments for GERD:

Can't GERD be treated by medication? — In addition to dietary controls, medications like non-prescription antacids, PPIs (proton pump inhibitors) and H2 blockers help prevent the acceleration of GERD. Over time however, these medications may lose their effectiveness requiring increased dosage, increasing both cost and the risk of long term side effects.

What surgical procedures are available? — Invasive surgical procedures, such as the Nissen fundoplication, have long been considered an effective therapy for GERD. However, the complexity of these procedures, the risk of adverse events and the long hospital stay required after the procedure causes many patients to forgo a surgical solution. A new option, the EsophyX Transoral Incisionless Fundoplication (TIF) procedure, builds upon the principles of invasive open and laparoscopic surgical procedures, but is performed through the mouth, does not require incisions, and does not dissect any part of the natural internal anatomy.

What can I expect from EsophyX TIF? — The TIF procedure is performed safely, quickly, comfortably, with no incisions and with a short hospital stay. While under anesthesia the flexible EsophyX device will be gently lowered through the mouth into the stomach under the visualization of an endoscope "video" placed down the shaft of the device. Once inside the stomach, the surgeon will manipulate the device to create a tight sealing valve and hold it in

place with suture-like fasteners.

What happens after the TIF procedure? — Most patients can return to work within a few days following their procedure. Patients will likely experience some manageable discomfort in their chest, nose, throat and stomach for the first few days to a week. Patients will be asked to restrict physical activity for the first week and will be given dietary guidelines to help maximize their success while their body heals.

Is the TIF procedure safe? — The TIF procedure has been proven safe for use in hundreds of procedures worldwide. Based on extensive research, TIF procedures reduce adverse effects known from traditional procedures like dysphasia and gas bloat syndrome, reduce pain and reduce post-procedure hospital stays.

Tanja Gunsberger, D.O. is board-certified in general surgery and is a physician on the medical staff at Tempe St. Luke's Hospital. Dr. Gunsberger practices at Tempe Surgical Specialists in Tempe, Ariz. To learn more about GERD and the TIF procedure, visit tempestlukeshospital.com, or call 1-877-351-WELL (9355) for a referral to a physician specializing in treating patients with GERD.

This information is provided by Tempe St. Luke's Hospital as general information only and is not intended to replace the advice of a physician.



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Padres

From Page 7

everything he does. He is a hard worker and lets how he plays on the field do his talking," Schira said.

What sets him apart from other athletes at his position and age is his willingness to recognize what others around him have done.

"The coach that has helped me out the most would probably be Coach (Larry) Jefferson; he's a running backs and quarterbacks coach and he has been great with my mechanics and working out with me on the weekends on things like foot work," Thornton said.

"Also Coach (Sean) Morin has really helped me with my reads and my progressions throwing the ball."

With only two losses on the season, one to Chaparral (10-1) and the other to Ironwood Ridge (8-2) the Padres are setting the stage for another impressive playoff run.

The Padres defense has been another impressive storyline. The team has given up an average of just 10.3 points to opponents, and defensive end Rashad Baker was first to earn kind

words from Thornton,

"The main teammate that has impressed me so far this season has been Rashad Baker. He is our defensive end. He has been the leader of the defense, and has been making some huge plays. He is quick off the edge, a ferocious hitter and is our sack and tackle leader," he said.

Perhaps the greatest mentor on the Padres staff has been Roy Lopez, who has been head coach of the Padres since 2005. "He really is an amazing coach. He has helped me to grow not only as an athlete but as a man," Thornton said. "

He challenges me to improve every day and he taught me the importance of hard work and fundamentals. He loves and cares for all of his players, and we all fight for him."

Much like Lopez, Thornton steers away from the credit and the limelight. He lets his game speak for itself, and focuses on improving himself and his teammates. From game nights and practice days to off campus events, Thornton's pride and dedication to his work has shown with impressive results. As the Padres fight for a state title, his goal of playing college football seems to be one that any school would be crazy to pass up on.

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Say shoo to drugs

Kyrene Middle School students and staff observed Red Ribbon Week, a national campaign against substance abuse, during the last week of October. Each day, students promoted different themes to raise awareness of drug abuse. On Oct. 24, KMS held a crazy sock day, with the message 'sock it to drugs.' Student council member Brandon Melcher was wearing his crazy socks throughout the day, reminding others of the dangers of substance abuse. 'Red Ribbon Week is about getting people not to turn to drugs,' he said. 'I think students will remember this in the future, like when they're in high school.'

— Wrangler News photo by Mark Crudup

Kosama: Not what you'd call 'average'

Story & photo by Mark Crudup

Judd Hawkins, owner and manager of Kosama, isn't your average personal trainer, and your first impression of his gym likely will be much different from what you've seen at other workout hotspots in the Kyrene Corridor.

No bulky machines, no mirrors on the walls. Best of all, no agonizing learning curve.

"It's a very well thought out process, but there are really not a lot of complicated machines to learn," Hawkins said.

"There's not a lot of equipment that you have to be intimidated by." Before taking on this south Tempe franchise, Hawkins was most recently the strength and conditioning coordinator for the Oakland A's major league baseball team.

Hawkins received a graduate degree as a certified and trained conditioning specialist, and has worked in the industry ever since. "I stayed down here, because (the A's) spring training was here and we had a lot of our bigger players live here in the off-season, even more so than Oakland," he said.

Originally from Iowa, Hawkins was contacted by his former colleague, Matt Braet, who lives in Des Moines, kicking around the idea of opening a Kosama location in south Tempe.

He did the first session of the original Kosama in Des Moines, and in fact, was a member," Hawkins said. "He went through it, loved it, had great results and was noticing how excited and how much energy

the people there had for it." Braet helped to open the first Kosama facility, along with other business partners. Hawkins said he considered the idea, but not seriously until he and his wife had their first child.

"In the meantime, my son was born, and 11 days after I had to go on the road with the team," he said.

"I was gone for two weeks, and I was miserable. I knew (the travel schedule) wasn't going to be easy, but it was a thousand times worse."

Though he admits he loved his job with the Oakland A's, he didn't want to miss those special moments in his son's life. "I didn't miss the first steps, or the word 'daddy' for the first time, so that was cool," he said.



Now, after being open for eight months and having a staff of seven trainers, Hawkins said business is picking up, and on top of that he gets to go

home to his family every night. "I went back to Iowa, went through a week of the program, talked with some people who were regular members and made a choice," he said.

"I don't regret it for a second -life is defined by a series of choices." Kosama's open area is surrounded only by rows of kettle bells used for various exercises. For Hawkins, that's what makes this place unique, he said.

"We use all the kettle bells for our strength training, and yet when you put them away we have this open space for kickboxing, or Plyometrics, and Saturday mornings we do our yoga classes," Hawkins said. Plyometrics is a form of exercise training involving fast, powerful movements designed for athletes. And, with no mirrors, participants don't need to be intimidated when working out in groups. You also won't find a pool or Jacuzzis in Hawkins' gym, but the price is low compared to other large fitness facilities.

"We try to present ourselves as a reasonably priced option, but still a really good program in a nice facility," he said.

It's not technically personal training, but we like to tell our clients we're going to give you personal attention. It's occurring in a group, and that's how we keep the cost low." Prices for classes are \$25 per week, and members can come six days a week. "It's unlimited classes, so if you break that down, that's less than \$5 per day," Hawkins said.

"People don't realize how nice a place we have; it's very clean and we have nice locker room facilities."

Information: 602-618-4040 or <http://tempe.kosama.com/>.

Celebrating a new look — times two

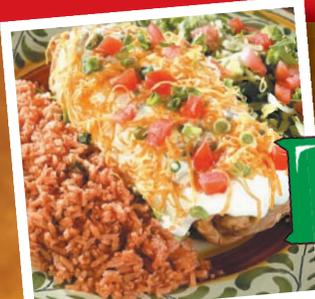
— Wrangler News photos by Mark Crudup

West Chandler's newly renovated GolfTEC celebrated its ribbon-cutting last month with free trials on the precise equipment that measures a player's movements while swinging a club. Chandler Chamber's Terri Kimble, left, joined center manager Chris Hantla and franchise owner Thomas Gibbs, to celebrate the occasion.



Ted Geiresbach, left, a longtime west Chandler resident and general manager of Brunswick Kyrene Lanes, joined Chamber officials for ribbon-cutting ceremonies with free bowling for local residents and Kyrene teachers. The event marked a long list of renovations, giving the center a new look with bowling experiences for local residents to enjoy.





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Larry Horton urged members of Kyrene Corridor Rotary Club to help develop a pilot club to broaden participation.

— Wrangler News photo by Mark Crudup

Rotary Club encouraged to recruit young professionals

By Mark Crudup

Larry Horton, volunteer coordinator for the Tempe Police Department, is trying to rev up local Rotary Clubs through a pilot satellite project called Camelback Crossroads, a new type of Rotary involving young professionals committed to serving the community.

Horton is a member of the Tempe Rio Salado Rotary Club and initially started the Camelback Crossroads venture with Michael Sherron, current president of the new pilot club.

"It's pretty exciting what the potential is," Horton said, addressing members of the Kyrene Corridor Rotary Club during their Oct. 31 meeting. "This is a satellite project for the next generation's club."

Horton said three Rotary Clubs were chosen to run the pilot program in Arizona: The Tempe Rio Salado, Winslow and Tempe Rotary.

"I met with Michael Sherron at the district conference, which was great," Horton said. "He said you've got this great opportunity, let's aim Rotary at folks with kids at home who have a job during the day that can't necessarily make it to a lunch meeting."

Horton added that Sherron came up with name Camelback Crossroads, and they worked together to recruit members from already existing clubs.

"We're not necessarily going for the younger people, but for those who can go to a meeting after work," Horton said. "It's turning out to be younger people, and that seems to be the emphasis, but we're

open to anyone who wants to come to our club meetings."

So far, Camelback Crossroads has held several meetings at Tempe's Robbie Foxes restaurant, in addition to undertaking service projects.

"This is an opportunity for service," Horton said. "Our goal for membership is to have 15 members (in Camelback Crossroads) by 2012."

Horton added that those 15 members will be tacked on to the Tempe Rio Salado Rotary Club, but it will be under the Camelback Crossroads umbrella.

Camelback Crossroads meets the first and third Thursday of each month, at 6:30 p.m. at Robbie Fox's.

Information: www.camelbackrotary.org.

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Fred Cooper

Dealing with today's customer more important than ever

Fred Cooper is a south Tempe-based human resources consultant

We've heard the mantra "The customer is always right." In today's tough economic times, when businesses are competing like never before to get that elusive dollar, the statement takes on new meaning.

Gone are the days when an unreasonable request by a customer to fix an issue clearly not warranted could be addressed by swallowing hard and "giving in."

However, today's realities require small- to midsized-businesses to consider taking a new look at how they deal with all their customers, including those that may be "not so right."

Your company needs to consider what it gains (a continued business relationship with a less-than-agreeable customer) against what it may lose (a less-than-agreeable customer may become someone else's problem).

So do you give in or not? The answer rests in a multitude of business decisions. One of them is in how the customer is dealt with in the first place.

First and foremost, excellent customer service and customer relations are key to a business surviving or thriving.

Customer service is the commitment to hiring and training staff in the culture and expectations of the company. The best product at the best price in the best quantities with volume discounts and other pricing incentives fail if your customer-service representative over the phone or your sales clerk at the counter or the delivery driver – or *any* company representative interfacing for any reason with you

— COOPER, Page 23



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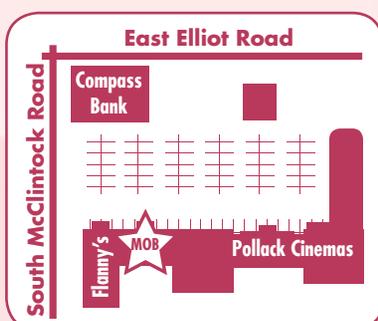
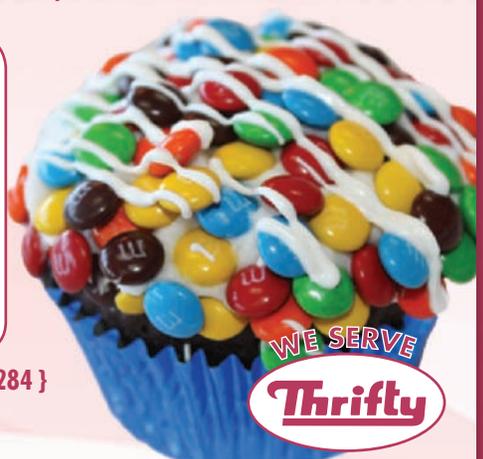
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Cooper

From Page 22

client—does not demonstrate good customer service.

One bad experience may become how that customer *now* sees your company and sets the tone for whether the customer will continue conducting business with you.

What is good customer service? Generally, it is defined as the program, function or approach that says *and demonstrates* the company is working to meet *or exceed* the needs of its customers.

What follows is good customer relations.

Customer relations is generally defined as the “establishment, maintenance, art and practice of attracting and retaining customer through successful human relations”.

Your company can do all it believes is right: effective and meaningful, but in the end the customer will determine success.

And that success is based on the overall, or often, most recent contact where they can feel the company has “delighted” them by exceeding their expectations.

If you do not already have a comprehensive customer service and customer relations program in place that is understood by your staff, continually monitored and up-dated, your business may be at risk in the day-to-day interactions your employees have with your customers.

Failure to “delight” them opens the door for your competitor(s) to step in and take the extra steps you should have been taking all along to do more than meet their needs—they may delight them enough that they take their business to your competitors.

Your human resources professional, in conjunction with your management team, should be a key player in developing, monitoring and as needed, correcting—and rewarding—your employees in your on-going customer service and customer relations efforts.

South Tempe resident Fred Cooper is a human resources consultant specializing in employment issues for small- to mid-sized businesses. Questions for future columns can be emailed to frcooper@compasshrconsulting.com or by calling 480-620-4603.

‘Rock the Block’ rerun coming Nov. 19

Rock the Block, a family-friendly pre-Thanksgiving celebration with ice skating rink, kid zone, climbing wall, dunk tank and other activities will be coming to Chandler’s downtown Saturday, Nov. 19.

The free event, sponsored by the city of Chandler, Achen-Gardner Construction Co. and Downtown Community Partnership, along with others, will feature two stages of entertainment, food and fun.

Site for the event will be Arizona

Avenue between Chandler Boulevard and Frye Road.

Last year’s inaugural event attracted more than 5,000 people and celebrated opening of the new Chandler City Hall and other civic improvements.

For west Chandler and other city residents who would like to volunteer, planners suggest visiting www.chandlerblockparty.com

Vendors can call 480-609-3978.



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City of Tempe

Page



Tempe provides a magical setting for holiday memories

It's the most wonderful time of the year in Tempe, some may say, as the city lights up and provides the setting for lasting family memories. Here are just a few of the holiday happenings:



Fantasy of Lights Opening Night Parade

Join the thousands of people who flock to Tempe on Saturday, Nov. 26, for this kickoff to the holiday season. The free parade begins at 6 p.m. at Third Street and Mill Avenue.

Don't miss Santa Claus at the parade's finale, taking special gift requests. The glittering atmosphere and festively decorated shops and restaurants of the Mill Avenue District make this a true family event.

Families, neighborhoods and groups are invited to enter the parade with floats, bands, marching units, equestrian units and other novelty marching units.

For more information, visit www.millavenue.com/events/fantasyoflights.

Tempe Festival of the Arts

The perfect holiday gift is sure to be found at this twice-a-year festival, happening Dec. 2-4, from 10 a.m. to dusk, in the Mill Avenue District.

Consistently ranked among the top art festivals in the nation, this Tempe tradition attracts nearly 250,000 visitors with its unique gifts and stellar food. Artists are hand-

picked from among thousands of applicants around the country.

More than 400 artist booths line Mill Avenue and the surrounding streets, presenting unique and hand-made artwork that offers visitors a distinctive shopping experience. Live entertainment, street performers and food round out this captivating weekend. For details, visit www.tempefestivalofhearts.com.

Fantasy of Lights Boat Parade

A truly unique Tempe tradition happens Saturday, Dec. 10, when Tempe Town Lake hosts a dazzling display of lighted, decorated boats. Get a good seat at Tempe Beach Park, Mill Avenue and Rio Salado Parkway, for Santa's 6 p.m. arrival and the parade's launch at 7 p.m.

Bring the whole family for this free event and be amazed at the holiday boat displays as they float down the lake in a glittering row! Individuals, families and groups are invited to add to Tempe's holiday tradition by entering their people-powered, wind-powered or motorized boats. To enter a boat in the parade or for more information, visit www.millavenue.com/events/fantasyoflights.

Golf Tempe holds toy drive at 2 courses

Donate a toy when you golf at Tempe's Ken McDonald or Rolling Hills golf courses Dec. 4-10 and you'll get to drive a cart for free.

Golf Tempe is collecting toys for Tempe Community Action Agency's annual holiday Toy Shoppe for children in need. Parents are able to come to this "store" to choose gifts for their children. Donated toys should be new, unwrapped and valued at \$10 or

valued at \$10 or more. Call for tee times or book at www.tempe.gov/golf.

• Rolling Hills Golf Course, 1415 N. Mill Ave., 480-350-5275

• Ken McDonald Golf Course, 800 E. Divot Drive, 480-

350-5250

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It's the free Family Fun Factory on Friday, Dec. 9, from 6:30-9 p.m. at the Tempe History Museum, 3340 S. Rural Rd. Create art projects, be a singing star, decorate cookies and have lots of fun!

Bring your camera and take photos with Santa.

For more information, call 480-350-5287.

The Nutcracker comes to Tempe History Museum

Join the Paradise Winds Ensemble on Friday, Dec. 9, at 7 p.m., for The Nutcracker.

This virtuoso ensemble will present an arrangement by Andreas Tarkmann for 10 wind instruments of the holiday classic beloved by every family.

This music from Tchaikovsky's imaginative Nutcracker ballet has delighted audiences since its debut on December 18, 1892. Enjoy the excitement of this fond concert tradition. For more, visit www.tempe.gov/museum.

Visit: www.tempe.gov/newsroom and follow us on Twitter and Facebook

Mercado provides outlet for students' creativity at area Montessori school

By Mark Crudup

At first glance, Desert Garden Montessori, at the northwest corner of Warner Road and the I-10, looks pretty much like you'd expect it to: a typical infant- to middle-school.

But look again.

You'll notice an all-organic garden as you enter the back of the campus, used for the students' daily lunch periods.

You'll also immediately detect the different teaching style for students, allowing them to be more self-directed in an environment that differs from a traditional school.

On top of that, students get a genuine entrepreneurial experience during frequent "Mercados," during which they create their own product or service to sell and trade for make-believe money that's shared among different grade levels.

With this merchant focus, it's no wonder that famous innovators, such as the creators of Google and Amazon, received their first years of education in

Montessori schools.

"The Mercado happens three times a year, and the students really get creative with it," said Lecia Michels, Montessori public relations manager.

"The kindergarteners are in their third year in primary (education), and they are the ones that get to shop."

The same process goes for the upper elementary group, which includes grades four through six.

Michels also has a daughter at the school, who was managing her panning-for-gold business in an outside tub of sand for other passing students during the last Mercado in late September.

Another group of students brought their family's dogs, and were charging \$3 of play money for the younger kids to walk their pets in an enclosed area.

"We try to not have things that are pre-made for them," Michels said. "We want them to create their own things to sell."

Others made robots out of recyclable materials, while another student sold comic books he made himself. A group of girls painted nails for their mini-business, and adjacent to them, students were getting their faces painted.

"It's really a big deal to be a shop owner when they get older," Michels said. "It's really cool for the little ones, because the preschoolers get to see the process, too."

Parents volunteered during the Mercado, helping kids make smoothies and organic trail mix to sell as snacks.

"It's a learning process for them," Michels said. "So, if they have a business and it's not successful,

they realize they've made a bad choice and need to revamp what they're doing."

About Desert Garden Montessori

"All of this learning is based on taking care of themselves through self-motivated, self-directed learning," Michels said. "So, if a child is in a moment where they just love math, they can study math for hours that day."

Of course, they have their foundations of math and English that they have to accomplish every day, and they have a check-in with their teacher to make sure they're doing it, but it's all called work, Michels added.

"It's completely different from a traditional school," she said. "Here, it's really more about creativity and having the kids be inspired."



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Briefs

Garcia's reportedly opening here

Garcia's Mexican Restaurants plans to open a new location in the former site of Spitfire Grill at the northwest corner of Warner Road and McClintock Drive in south Tempe.

The store was extensively remodeled after being vacated by Sign of the Whale, but lasted less than a year under the new ownership.

According to unofficial reports, Garcia's plans to relocate its existing store in Embassy Suites on Rural Road just south of the Superstition Freeway to the new site.

Wine Fiesta Nov. 6 at House of Tricks

House of Tricks, located east of Mill Avenue on 7th Street, will host its 20th annual Wine Fiesta from 2 to 5 p.m. Sunday, Nov. 6.

The event will feature a selection of wines sampled from each guest's own commemorative glass. Guests also can enjoy live music and hors d'oeuvres, including a selection of hand-crafted beers. Proceeds from the event will benefit Gabriel's Angels, a nonprofit organization that delivers healing pet therapy to abused, neglected and at-risk children.

Residents can register for the event at www.houseoftricks.com or by calling 480-968-1114.

Their Royal Highnesses



Jessica Seeger was crowned this year's homecoming queen at Corona del Sol High School, with Avery Moss reigning as king. The two honorary designations are a result of campus voting.

— Photos contributed by Kris Cartwright

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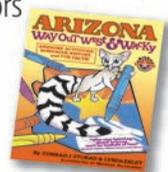
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