AnythingWeather Increases Access to Weather Information and Also Offers F5 Tornado Chasing Safari Adventures

Visitors, residents and just about anyone across the world with access to the Internet now have access to the specific weather conditions in two additional cities in the Coachella Valley. AnythingWeather continues to grow its local Coachella Valley weather network with the installation of weather stations at The Living Desert Reserve in Palm Desert and at The Lodge at Rancho Mirage. Now anyone, anywhere, will be able to retrieve accurate, real-time weather conditions and forecasts specifically for Rancho Mirage and Palm Desert. These weather stations add to AnythingWeather’s current valley weather network, which includes La Quinta at Lake La Quinta Inn, the top of the Palm Springs Aerial Tramway, and the Palm Desert Country Club, along with the airport continued on page 6

Tornado Safari’s client—Chris Margison, left: driver, Laura Co’en, and co-founder Gregg Potter stand in front of an F1 or F2 strength tornado.

Dee Brown and Debra Smith: Formerly Known as “The Franken Sisters”

by Joanna Beresford

Two dynamic desert businesswomen recently teamed up in support of a local charitable organization — the Desert AIDS Project. What makes these women especially noteworthy is not that they are creative, successful businesswomen who manage to make significant contributions to their community and remain best friends while doing so — they are also sisters! Meet Debra Smith, of The Queen’s Deli, and Dee Brown, of Creative Marketing Resources, Inc. — formerly known as the Franken Sisters.

Debra and Dee grew up in continued on page 3

Agua Caliente Band of Cahuilla Indians Donates More Than $1 Million to Local Charities and Organizations

by Joanna Beresford

Palm Springs Tribe Steps Up Its Commitment to Community by Contributing to More Than 60 Charitable, Civic, and Non-Profit Organizations Throughout the Coachella Valley

As part of its long-standing tradition of commitment and dedication to the local community, the Tribal Council of the Agua Caliente Band of Cahuilla Indians recently gathered to host the Seventh Annual Tribal Donation Ceremony. During continued on page 30

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Continued on page 3

The Ophelia Project seeks Women to Mentor Local Middle School Girls

The Ophelia Project is seeking women to be a part of a team of mentors to participate in small group activities with middle school girls in the Coachella Valley. "Our goal is to expand this valuable community service to as many area schools as possible," stated Pam Truxell of the Ophelia Project Steering Committee. "Mentoring is a rewarding experience for both mentors and students and can truly make a difference in the lives of our valley's teens." Examples of events and places the girls and their mentors have visited includes a trip to the annual Palm Desert, the La Quinta Arts Festival, programs on financial planning and a health panel focusing on women's issues. Community trips are scheduled on a regular basis throughout the school year. A service of the JFK Memorial Foundation, The Ophelia Project holds a prospective mentor lunch each Monday of every month at the continued on page 27

“Debra and Dee”

Debra and Dee enjoyed growing up in Southern California, blessed with a stable home life, good friends, and aspirations. But they also have met with great challenges. Nearly 20 years ago, Dee was in a car accident that almost killed her and left her in coma for months. When she awoke, she was temporarily blind and couldn't walk for a year. "But that experience taught me that I have a strength within me, and that realization has never left me. It also taught me to truly appreciate everything in my life," she noted.

Dee had to draw on that continued on page 5

The Interest of Women

CSUSB Professor Victoria Seitz Awarded Fulbright Scholarship

Romania...the country that reminds many of us of Count Dracula and Transylvania, and a former Soviet country, is now a democratic republic where education and the concept of global marketing are constantly evolving. Victoria Seitz, author and professor of marketing at California State University, San Bernardino for the past 11 years, has been awarded a coveted Fulbright Scholarship to do research and teach at the University of Iasi in North Eastern Romania, an area that is home to seven universities, a cultural haven that is attracting scholars from around the world.

Seitz will investigate the country's advertising and marketing industries and how they are changing. She will live in university housing in Iasi, which is the same latitude as Minneapolis, for 10 to 11 months from September, 2002 to July, 2003. "I wanted an opportunity to explore," Professor Seitz commented. "Life is worth experiencing [to its fullest]."

Winning a Fulbright is an arduous two-stage process conducted by the Fulbright Board and the government of Romania. It is named for James William Fulbright, educator and politician, who sponsored the Fulbright Act in 1946, enacting a major U.S. Program of international educational exchanges.

Wine Extravaganza Benefits Casa Colina Centers for Rehabilitation

The annual WINE EXTRAVAGANZA held at Country Estates by Ayres in Ontario on April 14, this year benefitted the Casa Colina Centers for Rehabilitation in Pomona. The event featured wines from the hills of the prestigious Twelfth Annual New World International Wine Competition

June Smith conducted her auctioneering duties with great skill and high style.

The event featured wines from the hills of the prestigious Twelfth Annual New World International Wine Competition...continued on page 3
Ford Foundation Grant

A $135,000 grant from the Ford Foundation has expanded a project called "Intellectual Diversity and the 21st Century" at the University of California, San Diego, a research center founded at the University of California, Berkeley, to encourage cooperation across disciplines.

The Ford Foundation awarded a two-year grant of $250,000 in April, 2000. This new grant expands what has already become a major presence on the campus to a third and final year, ending in June 2003. The Foundation has learned, since Sept. 11, that isolation is no longer an acceptable option in the global community. "Working with others requires extensive knowledge and study," said Romy Royer, vice chancellor for Ideals and Ideas. "I am excited and grateful that the Ford Foundation has recognized our fast-growing campus to a third year and that it is learning one percent of the cases and DNA is the strongest tool they have for convictions.

Supervisors have often had to question Bruttie’s bill. It will improve conviction rates and provide much needed closure for victims and families. San Francisco’s Senate President Pro Tem John Burton has questions, and thus he opposes the bill. We say, ‘Get over it.’ The courts, the prisons and the victims need the bill passed. Now.

Commentary

The Right (or Lack Thereof) to Assesement

by Georgine Loveland

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**Inland Empire Business Journal**

**May 2002**

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**Anything Weather Increases Access to Weather Information**

**by Georigine Loveland**

Anything Weather, a privately owned weather service, has increased its reach and accuracy five-day forecast. generated by Temesha Potter. The company's CEO, Ralph Lane, said the service is being used by television stations and other media outlets.

"We have increased our coverage to include Palm Desert, Rancho Mirage, and Deserts Hot Valley," Lane said. "The service is now available to all kinds of media outlets, including newspapers, radio stations, and television networks.

**National Housing Development Corp. Secures $160,000 Grant From Surdna Foundation**

National Housing Development Corporation, a New York-based nonprofit organization, has received a $160,000 grant from the Surdna Foundation to support its work in the Inland Empire.

The grant will be used to fund NHD's efforts to increase housing for low-income families in the region. The grant will support the organization's efforts to create affordable housing opportunities for families in need. The grant will also support the organization's efforts to improve the quality of life for families in the Inland Empire.

"This grant is a significant step forward in our efforts to improve the quality of life for families in the Inland Empire," said NHD President and CEO, Tony Maldonado. "We are grateful to the Surdna Foundation for their continued support of our work.

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**Larry Marino’s ‘Modern Town Hall’ Offers His Listeners a Chance to Voice Their Opinions**

**by Jeanette McFarland**

Larry Marino, host of the "Modern Town Hall" radio show, recently announced that he will launch a new program called "Larry Marino’s ‘Modern Town Hall’" on KRLA-AM.

The show will feature Marino’s listeners participating in the program, with topics ranging from politics to entertainment. The show will be broadcast every weekday from 7 a.m. to 9 a.m.

"I am excited to have this opportunity to connect with my listeners on a more personal level," said Marino.

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**Larry Marino of The Larry Marino Show: KRLA newscast 590 am, at 2 p.m.**

**by George Loveland**

"I like on-air challenges," he grinned. "There are challenges in every aspect of this job, but the most challenging is when the lights are blinking away. My school is not used to getting anything new, and my career, and his finally found himself "back home" on KPCC, a Pasadena College talk show, FM 88.5 "a good station."

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**Tornado Chasing Saffais**

University of La Verne Announces New Business School Dean

The University of La Verne has appointed the dean of the School of Business and Global Studies at the University of La Verne, according to Richard Mitzr, vice president of academic affairs.

The new dean will serve in the position of dean of the School of Business and Global Studies. The dean will be responsible for the overall direction of the school, including the development and implementation of academic programs.

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**National Housing Development Corp.**

$10 million grant from Congress - one of the largest direct grants ever awarded to a nonprofit housing organization - which is serving as initial equity for a national rival fund providing participating banks, and other investors with credits under the Community Reinvestment Fund. The fund, known as "Caféd," focuses on investment opportunities in California (home to one out of eight of the nation's top 100 cities for housing). The fund is also in process of developing additional investment pools in other states.

NHD has also received grants over the past several months from the New York-based Rockefeller Foundation as well as the Chicago-based Illinois Housing Trust Fund, the city of Seattle and the Framie Man and Freddie Mac Foundations.

According to Buzman, more than 800,000 households are in need of affordable housing at risk of being converted to market-rate rents due to expiring Section 8 contracts. Many of these families are very low-income, and others are elderly or disabled. Affordable housing is available only to a quarter of those who need it, with many more being lost to expiration and expiration threats even more.
Customized Incentives Brings Deals to Victorville

by Keith C. Metzler, Deputy Director of Redevelopment, City of Victorville

Victorville has implemented an "outside the box" strategy to business attraction, in order to meet its goal of creating 10,000 jobs in 10 years. As a result, the city has become home to many world-class companies such as The Goodyear Tire & Rubber Company, M&M/Mars Inc., BAE Systems, and Boeing Capital.

Attracting Goodyear

Searching for a new logistics hub to service Southern California and the western states, The Goodyear Tire & Rubber Co. researched several localities, including Victorville. Analyzing each location in terms of availability and cost-effectiveness, Victorville quickly moved to the top position. To solidify the deal, Goodyear customized an incentive package that benefited the city's companies.

The city's close proxim­ity to major roadways, and a result, the city was named in the "Kosmont Top 10 Metro's to Watch" list for 2004. Through its Business Retention, Attraction, Creation and Expansion (BRACE) program, the Marketing & Economic Development Department provides economic resource and referral information, new business incentives, and strategic programs to attract new business to the area.

We have an education program for all levels of government that begins with administration. We also work with the business community and the non-profit institutions, which we offer to both the cities and the community. In its efforts to create a viable local economic development agency (of which there are several in the Inland Valley area) the JVEDC has been a leader. One of those services is a new program at JVEDC — affordable housing. Hoff and others recognize the simple fact that fewer and fewer people can afford to buy a first home in Southern California. Skyrocketing prices, diminishing land resources for new construction and urban sprawl have combined for a nasty surprise for many cities in the Inland Empire.

"If you look at some of the older neighborhoods in our more established communities, there are places which have been vacant for a long time," Hoff notes. "Neighborhoods which once were highly attractive have become blighted as the more affluent have moved out of the Inland Valley community."

Hoff and the JVEDC decided to handle the problem by creating a new program. The program continued on page 30
Pixels II, iPod III

gordon Dickie of Albuquerque, N.M. has been named director of the Palm Springs-Cathedral City office. He was previously a broker with Classic Homes Inc. and has been in the business for over 30 years. He is the founder and owner of a real estate firm in Palm Springs.

Photo: Fantasy Springs Casino Welcomes New Employees

Fantasy Springs Casino Welcomes New Employees

Gordon Dickie

Employees with expertise in gaming control, restaurant operations, and information technology have recently been hired by Fantasy Springs Casino, an economic enterprise owned and operated by the Cahuilla Band of Mission Indians near Indio.

Gordon Dickie of Palm Desert, has been named executive director of the Cahuilla Gaming Commission. In this role, he is responsible for overseeing the surveillance, investment, and information technology departments, as well as the casino floor. Previously, he was the general manager at Stagecoach Inn & Casino in Indio, CA.

Dave Gist

Dave Gist, formerly with Station Casinos in Las Vegas, has been named general manager of the 350-room, four-diamond, luxury resort and casino.

John Cawley

John Cawley, who previously worked as general manager of the Palms Casino Resort in Las Vegas, has been named general manager of the 350-room, four-diamond, luxury resort and casino.

Frank Lewis

Frank Lewis, who previously worked as general manager of the 350-room, four-diamond, luxury resort and casino, has been named general manager of the 350-room, four-diamond, luxury resort and casino.

Eddie Tannehill

Eddie Tannehill, who previously worked as general manager of the 350-room, four-diamond, luxury resort and casino, has been named general manager of the 350-room, four-diamond, luxury resort and casino.

Complaints... Praise! Suggestions? E-Mail us @ iebf@busjournal.com

Inland Empire Business Journal
Unleash Your Team's Leadership Potential

by Loren Slack

What has the strongest impact on your company's success? The economics of your business? Current events? In reality, it's none of those things. Regardless of outside conditions, your company can be as successful as you allow your employees to be. The fact is that when you inhibit your employees' natural abilities, your company profits are at stake. However, when you encourage your employees' natural development, your revenues will soar.

A company's most successful companies didn't attain that status by accident. Rather, their visionary leaders had the ability to think outside the box. Their teams' talents so that their employees could lead the company in the right direction. Unfortunately, business owners are afraid to let their employees exhibit control. They don't trust their employees to make the right decisions, and they mistakenly believe that leading a company is too big a responsibility. However, when you enable your employees to discover their strengths and then encourage them to use their natural abilities, you have a competitive edge. You encourage leadership.

To foster a team of leaders, create systems that acknowledge your team's accomplishments. This does not mean that you have to have a big celebrity event; even the smallest gesture makes a big impression on your team's morale and support. For example, you could post sales figures or new customer leads on a monthly bulletin board, organize a company luncheon, or even offer a simple "Good Job!" When you talk with your employees, when you connect with your team and get them to think about how they feel about what they can accomplish, they'll go above and beyond your expectations to demonstrate their leadership initiative that makes a positive contribution to the organization's growth.

Land by example rather than procedure.

To instill a sense of leadership in your employees you may want to simply tell them to take on new responsibilities. You must demonstrate confidence in your employees' willingness to trust your judgment in all that you say and do. Go beyond what your employees expect of you so they can experience the kind of leadership you want them to display.

Unfortunately, many business owners and managers believe that their employees are not capable of running a given company or department. The fact is, that everyone can lead and that leadership is a part of the organization's current need or direction. As a supervisor, you can foster leadership in your employees by knowing when to step back and let a qualified individual lead the group. Realize that during this time your guidance is still necessary; however, instead of dictating the nature of your employees' activities, follow a standardized procedure, your role is to support your employees and help them uncover their true potential.

One of the best ways to support your team during this time is to encourage them to describe and demonstrate their creativity and talent, they'll have a better chance of success if you talk about it with your employees. When you team with your connect and get them to think about how they feel about what they can accomplish, they'll go above and beyond your expectations to demonstrate their leadership initiative that makes a positive contribution to the organization's growth.

National Housing Development Corporation

continued on page 33

In addition to avoiding the displacement of thousands of low-and moderate-income families and seniors, NHDC is committed to making effectively use of the funds it receives through the rigorous application of business principles and large-scale capital raising. The firm also believes its approach will save taxpayer money that would otherwise be earmarked for new Section 8 vouchers or other types of subsidies.

NHDC has also developed a careful screening process to assure that local nonprofit purchasers have the necessary capacity and skills to own and manage the properties they acquire and preserve their affordability.

While NHDC's focus is on housing threatened by expiring federal subsidies, it will acquire any other properties that can be kept affordable via acquisition and transformation for local ownership. Warren said, "Our efforts will help thousands of families secure affordable shelter and will go a long way toward protecting our nation's natural areas.

To date, NHDC has acquired a portfolio of 533 at-risk units located in the greater Los Angeles area, which are currently in the process of being stabilized and repopulated prior to transferral to its escrow sale later this year. NHDC expects to acquire up to 5,000 units during 2001, with contracts for 4,000 to be signed by the end of the year, up from 500 to 5,000 units, and plans to acquire a total of 50,000 apartments nationwide by 2004.

Part of the Bear Trap Will Travel: 'dance image'.

What did this love affair begin? Well it might be a topic of conversation. The actress is a female named Tai, 33, including about 22 years old. She's a 36-year-old movie star, the family including Tika, moved to Colton, CA, and others have been born in the United States, the Asian elephant will become extinct. We need to save them! The animals are taking up the herding of these native land, and the animals have fewer and fewer places to go. The enclosure is a very small room, or that somewhere in the next great market place, they'll have the ability to tap into their personal development, your employees do to attract more customers to contribute. For example, you can encourage employee leadership.

To foster a team of leaders, create systems that acknowledge your team's accomplishments. This does not mean that you have to have a big celebrity event; even the smallest gesture makes a big impression on your team's morale and support. For example, you could post sales figures or new customer leads on a monthly bulletin board, organize a company luncheon, or even offer a simple "Good Job!" When you talk with your employees, when you connect with your team and get them to think about how they feel about what they can accomplish, they'll go above and beyond your expectations to demonstrate their leadership initiative that makes a positive contribution to the organization's growth.

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National Housing Development Corporation

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Managing Information for Increasing One’s Productivity, Profit, and Peace of Mind

by Barbara Hemphill

Research shows the average person spends 150 hours per year looking for misplaced information. Your ability to accomplish any task or reach any desired goal is directly related to your ability to find the right thing at the right time. Ask yourself: “Does my office work?” and “Can I find what I need?” If you have other people on your staff, “Does it work for others?”

If the answer to any of these questions is “No,” here are five suggestions to seriously consider:

1. Cluster is it? (Desks and filing cabinets become inundated with paper — and computers with files — because we need to make decisions. In reality, there are only three choices. It call it the FAT System: File. Act or Toss. File means, “I don’t know if I will ever need it, but I don’t have the nerve to throw it out!” “Act” means, “The ball is in my court to do it or delegate it,” and “Toss” speaks for itself.

2. Practice the “art of waste basketry” (on an ongoing basis, and encourage others to do the same). When I first started as a consultant, I used to have nightmares that someone would call and say, “When you were here we threw out (something terrible) happened.” In 20+ years, I’ve never received such a call. Research shows that 80 percent of what we keep, we never use, but how do you decide what you really need? For each piece of information (paper or electronic) ask the following questions:

   - Does this require action?
   - Does it exist elsewhere?
   - Would it be difficult to get again?
   - Are there any tax or legal implications?
   - Is it recent enough to be useful?

If all the answers are, “No,” but you’re still not sure, ask one last question: “What’s the worst thing that will happen if I didn’t have this?” If you can live with the results — lose it.

3. Implement a fail-safe system for your information. Many of the pieces of paper that clutter up your life are deemed valuable because of a name, address or phone number. Choose a system for tracking this information, and use it consistently — and make sure to back it up! For business owners today, a computer program, such as ACT!, is essential to managing your client database. Use the notes section of the program to track information you can use to build relationships, and the alarm feature to trigger important reminders and decision dates. This could be the deciding difference between you and your competitor.

4. Turn your filing system into a “Funding System!” If your filing system is not working, ignore it and start over! It is unnecessarily depressing and time-consuming to spend time organizing information you’ll never use. Clean out your most accessible file space, and put unused files into less accessible space if you are not comfortable tossing them. Begin your new system, and as you need information from the old files, incorporate it into the new system.

   The key to the continuing success of your filing system is a File Index — a list of your file titles. You can create a File Index with a word processing or spreadsheet program, or you can use Taming the Paper Tiger software (www.thepaper­tiger.com), which allows you to cross-reference your files, print out an alphabetical index automatically, and enables anyone in your office to find information in the files in five seconds or less!

5. Manage your paper on the road as well as you do in the office. Turn your briefcase into a “mini office.” Carry file folders labeled by specific action. For example, “Act” is for papers you’ll work on while you travel. A “Call” file makes it easy to use the 15 minutes before a flight to make one or two quick calls, which can impress your clients and save you from unnecessary “chit chat.”

   “Discuss with.” (Your assistant) contains papers he or she should return to you when you return. “On-line” contains papers you need when you’re logged on in your home office. Be sure to include “File” — with a copy of your File Index. As you get papers along the way think about where you want to file, check the File Index for the keyword or number; write it in the upper right hand corner. When you return, filing will be easy. (If you have a home office, consider hiring your 10-year-old!) Where do you start? A good place in most offices is to organize a “File Clean-Out Day” with all the members of your staff. Get rid of trash bags, wear comfortable clothes, and order pizza. Based on my experience, the results will definitely be worth the investment in productivity and peace of mind — both of which lead to more profits.

Barbara Hemphill is CEO of Hemphill Productivity Institute, located in Raleigh, N.C. Author of Kiplinger’s Taming the Paper Tiger series and Simplify Your Workday, she provides speaking and consulting services to help individuals and organizations increase productivity. She can be reached at 500-427-0237 or at www.thepaper­tiger.com and www.productivityconsultants.com.

Ford Foundation Grant

continued from page 4

Sept. 11, building on a series of events and speakers called “September 11, War, Terror and Tolerance.”

- Carlos Morton, professor of theater at UCR and Kathryn Ervin of California State University, with playwright Rickery Hinds, seek funding for a hip-hop theater festival entitled “Double O Denz,” during the 2002-2003 academic year.
- Professor Morton is also seeking funding to screen the film “Salt of the Earth” and produce the opera “Esperanza” in early 2003, with performances in both San Bernardino and Riverside. Both events would be followed by panel discussions on the political and historical aspects of the 1953 film and the operatic adaptation. Morton wrote the lyrics for “Esperanza.”

- Faculty members from dance, music, history, political science, religion, and English, with members of Native American communities, seek funding for a conference called “Red Rhymes: Contemporary Methodologies in American Indian Dance" during the 2002-2003 academic year.

The relationship between the Ford Foundation and the UCR Center for Ideas and Society originated in 1998 with seed funding for a landmark conference called “Aesthetics and Difference: Cultural Diversity, Literature and the Arts.” That conference drew scholars from all over the world to UCR and resulted in “Aesthetics in a Multicultural Age,” a collection of essays just published by Oxford University Press.

Founded in 1936, the Ford Foundation is an independent, non-profit organization that provides grants and loans in three broad areas: asset building and community development; education, media, arts, and culture; and peace and social justice.

The University of California, Riverside is one of the 10 campuses of the University of California System, generally recognized as the preeminent public university system in the world. The 1,200-acre campus offers undergraduate and graduate education to more than 14,000 students in areas that benefit society in education, business, agriculture, engineering, the arts and other fields. UCR is the most ethnically diverse and fastest growing campus in the system, with enrollment projected to grow to 20,000 students by the year 2010.
What does the car you drive say about you?

You go the extra mile.
TOYOTA CAMRY
Highest owner loyalty.

You're someone people can count on.
TOYOTA SIENNA
Highest safety rating.

You're an over-achiever.
TOYOTA HIGHLANDER
Car-like ride and unparalleled utility.

You're a team player.
TOYOTA SEQUOIA V8
Fits 8 full-size adults.

Customer loyalty based on the number of owners who replaced a new vehicle with a new vehicle of the same model, based on a sampling of personal-use new-vehicle purchases and leases from 10/98. Sienna test date: 12/17/97.

Ratings are only meaningful when comparing vehicles in the same weight class.

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Chris Alexander Chris is a renowned author and professional coach, author of "Creating Extraordinary Lives: Business" and "Business: The Ultimate Team," a former executive leader of a $1.5 billion business, and a former senior executive with a top 50 company. Chris has over 35 years of experience in executive leadership, strategic planning, and organizational development. His company and programs focus on helping people create the life they desire. Visit his website at www.chrisalexander.com.

Judy Ames Judy is a multi-award-winning speaker, executive coach, and business consultant. She is known for her engaging and dynamic presentations that combine personal experience and expertise with practical solutions to help individuals and organizations achieve their goals. Visit her website at www.judyames.com.

Marla Benson Marla is a professional speaker, author, and business consultant. She has over 20 years of experience in the business world, and her presentations are known for their wit, wisdom, and practical insights. Visit her website at www.marlabenson.com.

Joyce A. Kovelman, Ph.D. Joyce is a clinical psychologist and author, and she is dedicated to helping people find their purpose and passion in life. She has written several books on personal development and career success. Visit her website at www.joycekovelman.com.

Polina Larson Polina is a career coach and speaker who helps individuals and organizations achieve their goals. She has over 15 years of experience in the field of career development and leadership coaching. Visit her website at www.polinalarson.com.

Greta D. Sondnier Greta is a career coach and speaker who helps individuals and organizations achieve their goals. She has over 15 years of experience in the field of career development and leadership coaching. Visit her website at www.gretasonnier.com.

SESSION SPEAKERS

Terry Dotson Terry is an in-demand author and professional speaker who is the CEO of Dotson Management, Inc. Terry is an expert in the area of business leadership and management, and he is known for his dynamic and engaging presentations. Visit his website at www.dotsonmanagement.com.

Nicole Giaquio Nicole is a business coach and speaker who helps individuals and organizations achieve their goals. She has over 20 years of experience in the business world, and her presentations are known for their practical insights and actionable advice. Visit her website at www.nicollegiaquio.com.

Carolyn Gross Carolyn is a professional speaker and executive coach who helps individuals and organizations achieve their goals. She has over 20 years of experience in the business world, and her presentations are known for their practical insights and actionable advice. Visit her website at www.carolyngross.com.

Joyce A. Kovelman, Ph.D. Joyce is a clinical psychologist and author, and she is dedicated to helping people find their purpose and passion in life. She has written several books on personal development and career success. Visit her website at www.joycekovelman.com.

Polina Larson Polina is a career coach and speaker who helps individuals and organizations achieve their goals. She has over 15 years of experience in the field of career development and leadership coaching. Visit her website at www.polinalarson.com.

Greta D. Sondnier Greta is a career coach and speaker who helps individuals and organizations achieve their goals. She has over 15 years of experience in the field of career development and leadership coaching. Visit her website at www.gretasonnier.com.

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Proposed Budget Cuts Will Wound the Developmentally Disabled and Place Vital Services in Crisis

Advocates for people with mental retardation and other developmentally disabled individuals participated in a series of regional rallies throughout California during the week of April 15. And Gray Davis, Governor of California, now considers a portion of the 2002/2003 fiscal year's budget.

California's well-known, 35-unit apartment complex was announced today by Kevin Asset, regional manager for the Orange County office of Marcus & Millichap Real Estate Investment Brokerage Company. The property, which was recently acquired by the developer for $30 million, is the centerpiece to an multi-residential complex located at 7440-7458 Magnolia Ave., Riverside. David knowledge of the NAI Capital Commercial, has purchased the 19,800-sq.-ft. industrial building at the Norco Business Center at 2050 Fifth Street from a private法人, the transaction is $1,177,350. The seller, NAI Network LLC, was represented by George Rajaee and Marcus & Millichap's proprietary. The real estate brokerage firm, Wilson Johnson Commercial Real Estate, reports the sale of an office complex located at 63-645 and 63-725 Monterey Avenue, California, was announced today by Jonathan Weiss, regional manager for the Orange County office of Marcus & Millichap Real Estate Investment Brokerage Company. The property was sold for $2,613,000. Scott Rivinit, Palm Desert resident and a founding partner of Wilson Johnson Commercial Real Estate, represented the buyer, Passco Real Estate Enterprises in the transaction. The seller was Lancaster Commerce Center. The sale of the Rosewood Avenue office complex was announced today by Andrew Johnson of NAI Capital Commercial, has leased a 13,489-square-foot property was sold to Oakmont Properties for $2,163,000. Scott Rivinit, Palm Desert resident and a founding partner of Wilson Johnson Commercial Real Estate, represented the buyer, Passco Real Estate Enterprises in the transaction. The developer may make a decision to get overly detail-oriented.
California Hospitals Oppose Legislation Mandating Charity Care Requirements

Hospitals urge expansion of Healthy Families, Medi-Cal to address uninsured by C. Diane Dunn, president, California Healthcare Association

The vision of the California Healthcare Association is an "equitable, high quality, medically necessary health care." This long-standing principle is also supported in both California and Washington.

Notwithstanding these guiding principles, however, CHA must strongly oppose SB 1394 (Ortiz, D-Salinas) that mandatorily require all hospitals to provide onerous new requirements relating to charity care on all California hospitals.

We agree with the sponsors of SB 1394 that there is a very heavy burden of the population when it comes to both accessing necessary care and paying for services. We also concur that the uninsured should not face personal financial crisis as a result of their health care needs. And, we agree that this is a problem that is curing itself out of solution. CHA is advocating for universal coverage that is balanced.

Proposed Budget Cuts

Kessler Alair Insurance Services welcomes new specialist

"Better yet, other initiatives, put the $60 million back in the budg- et, as the Assembly Budget Committee recommended, and we will live yet another year with no increases. We believe this is more than fair."

Kessler Alair Insurance Services welcomes new specialist

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Sidebars:

VIB Corp. Declares 3 Percent Stock Dividend

VIB Corp. (NASDAQ: VIBC) has announced that its board of directors has declared a three percent stock dividend to be paid June 14, 2002 to shareholders of record on May 24, 2002. Following the stock dividend, VIB Corp. will have approximately 13.5 million shares issued and outstanding, constituting all the shares issued in lieu of fractional shares.

This is our 23rd stock dividend since 1991," said Dennis Kern, president and chief executive officer. "During 2001, we improved operating efficiencies and grew net income by seven percent. This stock dividend is one way to share that success with our shareholders." On Jan. 18, VIB Corp. reported fourth quarter net income grew to $1.3 million, up from $1.2 million in the 2001 fourth quarter. Net income for all of 2001 increased seven percent to $9.2 million, or $0.71 per diluted share.

Total assets increased to $1.2 billion, net loans grew to $828 million and deposits were $885 million at Dec. 31, 2001. VIB Corp., www.vibcorp.com, is a bank holding company providing financial services primarily in California through its subsidiary, Valley Independent Bank, which bank is headquartered in El Centro, CA. VIB Corp. strives to achieve enhanced shareholder value through strong financial performance, increased market share, superior customer service and operating efficiencies. VIB Corp. supports its subsidiary by fostering capital adequacy, strategic management, financial controls, marketing and sound management practices. Valley Independent Bank, whose stock is owned by the FDIC, also does business as Bank of Stockdale and Kings River State Bank.
21st Century Releases "Insider's Guide" to Help Consumers Navigate Auto Rates

- Guide is Latest in Series of Consumer Education Tools from 21st Century-

The latest California Department of Insurance premium rating survey reveals that auto insurance rates for the typical individual vehicle dramatically - often by $1,000 or more - among leading companies. To help consumers quickly and easily find the combination of coverage, price and service that is best for them, 21st Century Insurance (NYSE:TW) has launched its latest consumer education and advocacy guide, the Insider's Guide to Buying California Auto Insurance.

The Insider's Guide recommends all consumers take the time to compare the coverage, price and service offered by three leading companies. Consumers must do this themselves - because no agent or broker represents more than two of the leading companies. All of the top 10 companies have raised rates in the last eight months, so shopping now is highly encouraged.

To make shopping easier, the Insider's Guide includes actual price comparisons, phone numbers and Web sites for the top 10 companies. In one simple booklet, auto insurance buyers now have the resources to obtain the combination of coverage, price and service that is right for them.

"Too many people are confused and frustrated by the insurance shopping experience and end up with the wrong company, the wrong coverage, and pay too much," said Bruce Marlow, president of 21st Century Insurance. "But auto insurance is just not that complicated."

"21st Century Insurance is providing the Insider's Guide to give people the information they need to control and make a good decision for themselves," Marlow added. 21st Century has a long history in producing meaningful educational materials for consumers, helping ensure safe and smart decisions. In addition to providing consumers with the Insurance Institute for Highway Safety to produce a handy Crash Test Ratings Guide that provides consumers with nationally recognized safety rankings for 2002 vehicle models.

The new KRLA, your legendary talk station.

The Stater Bros. 87th National Orange Show "Lasso the Memories," May 23rd - 27th

by S. Earl Statler

For this "almost local" boy I ask the question, "Where have all the oranges gone?" Time has marched on and the Inland Empire has lost most of its citrus industry - an industry it once prided itself in. How is the Inland Empire to go to the National Orange Show to exhibit our once proud oranges? This year's Orange Show still has a few oranges around...you'll find them in the Orange Pavilion building in a series of displays called the "Orange Memories." The Orange Show has been scheduled to run from Thursday, May 23rd through Monday, May 27th.

Thanks to the generous title sponsorship support of Stater Bros.

Business Etiquette for the 2000s!

Earl Statler
Protocol Officer, CMS, Inc.
25 years Protocol & Etiquette Trainer

by S. Earl Statler

My observation in the last decade has been that etiquette has gone the way of buggy whips and high-button shoes. In this fast-paced, two-income-household atmosphere, parents have had the time to learn the basics of good manners and etiquette, and so have failed to instill it on their children and grandchildren. Basic things - like not wearing a hat in the house or letting the dinner table lie! If I see another moron eating a meal at a restaurant wearing his baseball cap, I'll scream! (backwards or forwards!)

Etiquette...what do you think of when you hear that word? Emily Post? Miss Manners? Or confusion because the do's and don'ts of acceptable social behavior seem to have held us when we were young but don't fit into today's business environment?

The business world our parents knew was predominantly a Eurocentric, male environment and not enough on liability and uninsured motorist coverage, leaving them exposed to substantial financial risk. It's better to pay a continued on page 43

The Stater Bros. Best Entertainments - S. Earl Statler is the Inland Empire Business Journal entertainment critic and reporter and has been the entertainment editor of the "Inland Empire TV News" for the last five years. He has reported the Inland Empire entertainers for more than 20 years and is also an accomplished stage and TV actor as well as an internationally-known magician and ventriloquist. Check out his entertainment Website at www.StaterTV.com or www.travelbends.com.
**Largest Credit Unions in the Inland Empire**

**Ranks by Assets**

<table>
<thead>
<tr>
<th>Name of Credit Union</th>
<th>Assets $</th>
<th>Loans $</th>
<th>Members</th>
<th>Employees</th>
<th>Branches</th>
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</thead>
<tbody>
<tr>
<td>Arrowhead Federal Credit Union</td>
<td>422,771,800</td>
<td>323,378,333</td>
<td>98,800</td>
<td>312</td>
<td>13</td>
</tr>
<tr>
<td>Riverside Federal Credit Union</td>
<td>291,832,139</td>
<td>247,983,500</td>
<td>63,386</td>
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<td>8</td>
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<tr>
<td>Desert Valley Federal Credit Union</td>
<td>207,013,619</td>
<td>150,396,457</td>
<td>30,525</td>
<td>67</td>
<td>2</td>
</tr>
<tr>
<td>Imperial Valley Federal Credit Union</td>
<td>192,016,047</td>
<td>135,396,457</td>
<td>30,525</td>
<td>67</td>
<td>2</td>
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<tr>
<td>Norton Community Credit Union</td>
<td>138,626,867</td>
<td>120,390,112</td>
<td>33,077</td>
<td>42</td>
<td>3</td>
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<tr>
<td>High Desert Federal Credit Union</td>
<td>86,089,504</td>
<td>65,201,044</td>
<td>15,220</td>
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<tr>
<td>The Members’ One Federal Credit Union</td>
<td>74,148,200</td>
<td>42,412,029</td>
<td>10,906</td>
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<td>Riverside County Federal Credit Union</td>
<td>49,140,200</td>
<td>23,040,212</td>
<td>6,799</td>
<td>23</td>
<td>3</td>
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<tr>
<td>LaVerne Federal Credit Union</td>
<td>42,971,915</td>
<td>24,330,111</td>
<td>10,201</td>
<td>29</td>
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<tr>
<td>Ontario Mission Sch Employees Fed.</td>
<td>40,224,730</td>
<td>25,979,471</td>
<td>6,462</td>
<td>18</td>
<td>6</td>
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<td>Charlie Federal Credit Union</td>
<td>35,462,050</td>
<td>19,925</td>
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<td>United Federal Credit Union</td>
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<td>San Bernadino Sch Employees Credit Union</td>
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<td>17,888,176</td>
<td>4,837</td>
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<td>Imperial Federal Credit Union</td>
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<td>7,600</td>
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<tr>
<td>Inland Valley Federal Credit Union</td>
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<td>14,000,000</td>
<td>6,900</td>
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<tr>
<td>Desert Empire Employees Credit Union</td>
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<td>12,130,154</td>
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<td>San Bernadino City Employees Credit Union</td>
<td>16,826,808</td>
<td>9,186,542</td>
<td>3,012</td>
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<td>Bear Valley Employees Credit Union</td>
<td>20,000,000</td>
<td>12,547,200</td>
<td>2,626</td>
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<tr>
<td>Empire Lake Community Federal Credit Union</td>
<td>13,187,784</td>
<td>9,294,081</td>
<td>2,108</td>
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<tr>
<td>South Bay Federal Credit Union</td>
<td>10,526,104</td>
<td>7,964,504</td>
<td>3,078</td>
<td>7</td>
<td>1</td>
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<tr>
<td>Metropolitan Federal Credit Union</td>
<td>7,000,000</td>
<td>4,750,000</td>
<td>2,990</td>
<td>4</td>
<td>1</td>
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<td>Fontana Federal Credit Union</td>
<td>5,260,000</td>
<td>3,890,000</td>
<td>2,295</td>
<td>6</td>
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<td>Barstow Area Fed. Credit Union</td>
<td>3,520,342</td>
<td>2,860,280</td>
<td>1,230</td>
<td>2</td>
<td>0</td>
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</table>

**Key Executives**

<table>
<thead>
<tr>
<th>Title</th>
<th>First Name</th>
<th>Last Name</th>
<th>Phone/Ext.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Larry R. Sharp</td>
<td>President</td>
<td>(760) 920-3280</td>
<td>115</td>
</tr>
<tr>
<td>Robert C. Carter</td>
<td>President</td>
<td>(760) 691-5900</td>
<td>219</td>
</tr>
<tr>
<td>Debra G. Montgomery</td>
<td>President</td>
<td>(760) 931-7011</td>
<td>392</td>
</tr>
<tr>
<td>Thomas J. Reyes</td>
<td>President</td>
<td>(760) 382-9952</td>
<td>342</td>
</tr>
<tr>
<td>Mary C. Keith</td>
<td>President</td>
<td>(760) 384-6134</td>
<td>104</td>
</tr>
<tr>
<td>Linda Fay</td>
<td>President</td>
<td>(760) 921-1818</td>
<td>313</td>
</tr>
<tr>
<td>George K. Sleep</td>
<td>President</td>
<td>(760) 385-3001</td>
<td>135</td>
</tr>
<tr>
<td>Charles J. Popovich</td>
<td>President</td>
<td>(760) 385-3001</td>
<td>350</td>
</tr>
<tr>
<td>Marjorie M. Hume</td>
<td>President</td>
<td>(760) 385-3001</td>
<td>135</td>
</tr>
<tr>
<td>Greg Jackle</td>
<td>President</td>
<td>(760) 931-7011</td>
<td>392</td>
</tr>
<tr>
<td>Max Robertson</td>
<td>President</td>
<td>(760) 931-7011</td>
<td>392</td>
</tr>
<tr>
<td>Ben Dill</td>
<td>President</td>
<td>(760) 931-7011</td>
<td>392</td>
</tr>
<tr>
<td>Cynthia Haas</td>
<td>Manager</td>
<td>(760) 384-6134</td>
<td>354</td>
</tr>
<tr>
<td>Carla Valencia</td>
<td>Vice President</td>
<td>(760) 384-6134</td>
<td>354</td>
</tr>
<tr>
<td>Jimmy Brown</td>
<td>Manager</td>
<td>(760) 384-6134</td>
<td>354</td>
</tr>
<tr>
<td>Michael S. Raffa</td>
<td>President</td>
<td>(800) 292-8232</td>
<td>392</td>
</tr>
</tbody>
</table>

**Note:** All listings are as of May 2002. (6) is not reported to respond to the updated data. Figures reported from 1999. The information in the above list was extracted from the company's list. For the best of our knowledge, the information supplied is accurate to the best of our knowledge. The above list is not exhaustive. For more information, please contact the respective credit union or visit their website.

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**Centennial First Financial Services Announces Record First Quarter Earnings**

Centennial First Financial Services (OTC BB CFFX) parent company of Redlands Centennial Bank in Redlands, and Palomar Community Bank in Escondido, has announced first quarter operating results. The company reported earnings for the quarter ending March 31, 2002, of $426,000, compared to earnings of $182,000 for the first quarter 2001, representing a 134 percent, or $244,000 increase. Basic earnings per share were 37 cents for the current quarter compared to 25 cents for the same period last year. Return on average assets and return on average equity for 2002 were 84 percent and 11.03 percent, annualized, respectively, compared to 74 percent and 10.58 percent annualized, respectively, for the same period in 2001. Total assets reached a record high of $210 million as of March 31, 2002. Total loans increased $69.5 million, or 111 percent, to $132 million from March 1, 2001 to March 2002. Deposits, at $810.3 million, represent an increase of $48.4 million, or 8 percent per cent for the same period. The growth in assets, loans and deposits was principally due to the Aug. 17, 2001 acquisition of Palomar Community Bank. The increase in earnings surpassed management’s expectations, and is due to strong loan demand in the market sector served, as well as the bank’s ability to capitalize on certain non-interest income sources developed during 2001.

Timothy P. Walbridge, president and chief executive officer, stated, continued on page 4.

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**The Ophelia Project**

continued from page 3

noon at Marie Callender’s Restaurant in Rancho Mirage. Mentor training is offered to volunteer mentors. No prior experience is necessary.

The Ophelia Project is dedicated to helping girls set goals for their futures by exploring the many options available to them and learning how education is a key to achieving a bright future. A mentor’s role is to listen and lead by example and by helping girls develop positive self images. Mentors serve as sounding boards, role models, guides and above all act as objective friends who open new avenues of thinking to young women.

To learn more about how you can be a mentor, plan to attend the monthly luncheon. For more information about The Ophelia Project, call (760) 776-1600 ext. 115 or visit www.jklfoundation.org.
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Put the whole world in your hands

Recreation
Central to all Southern California attractions—sail in the morning, ski in the afternoon.

Quality of Life
One of the safest cities in California, excellent schools, 150 miles of trails. Did we mention the golf?

Available Sites
Space availability 12.9% in sites ranging from 5,000 to 100,000+ s.f. at an average of 32¢/s.f.

Employees
63% of workers have some college with 21% having bachelor's or graduate degrees. This skilled workforce is available at wage rates 7-9% below Los Angeles and

Housing
Median home prices are affordable at $229,860

Transportation
Served by 3 freeways 570, 33, and 210. Twenty minutes from regional BNSF intermodal facility.

Want to know more?
Call us toll free at (877) 5-RANCHO or cruise our award-winning Web site, www.insiderancho.com or get free real estate information through our Fax-On-Demand number (800) 511-7964.
Agua Caliente Donates More Than $1 Million

The strategy competition, the team's international collaboration, is completed nearly 50 years walked their master's degrees in and also

and provided new elements to rehabilitating and outright construction. In the first case, existing housing stock is purchased in areas need­

rehab movement to our communities and also that it is extremely important to give back to our neigh­

works throughout our community," Diana Caliente Town Council Chairman Richard M. Milavonich. "We feel that this year,

New Construction Builds Future Dreams

In San Diego, a $500,000 donation, was recently announced by Jackie Lee Houston, owner of KPSP Desert Television. 

Diana Martinez, president of the board of directors of the Building Industry Association, Desert Chapter, is the new strategy manager for the Kenton Community Housing Foundation. 

Diana Martinez was recently named to the desert chapter of the Building Industry Association. 

She has been in the commercial construction field for more than 20 years and has considerable experi­

ings consistently planted the station's local news programs in the number one position in the Coachella Valley. 

In January 2000, Evans went to San Diego (DMA #25) as head of station planning and development. In September 2000, Evans was named general manager for Communication Services in her home state of Nevada. In 2001, Evans was general manager and moved to Blue Raga, LA, where he oversaw a facility with four network television stations, WTTG, KFMB, KBUE and KMUR. In 2004, Evans was named general manager and added station owner Jackie Lee Houston. In 2005, Evans was named general manager and added station owner Jackie Lee Houston. KPSP/CBS-TV is located at 1900 T. Balsam Street, Suite B, Palm Springs. 

William L. Evans was named Vice President/General Manager of Coachella Valley CBS Network Affiliate KPSP 

visiting the tribe's casino in Coachella Valley. "We are extremely proud of the donation, and we look forward to working with the tribe and Agua Caliente to make our community a safer and more vital place to live," Evans stated. 

William L. Evans was named Vice President/General Manager of Coachella Valley CBS Network Affiliate KPSP in San Diego on Friday, September 16, 2005. 

He is located at 2000 Palm Desert Strip, Suite 100, Palm Desert, CA 92260. Phone: 760-564-0322. Email: DianaM@KPSP.com. 

True Leadership Potential continued from page 12. Of the 12 (you might be the best) of this you can demonstrate how individual involvement can advance the company's mission, the career you're on, or any other work in which you take on leadership responsibilities. 

Embrace the Talent Each Leader Has to Offer 

Many business owners and managers have a duty to discover the talents each employee brings to the table. We need to understand our own diversity and employ their inherent abilities in the most productive and effective way. 

Michael Slocum is a wife, mother, and author of "A Greater Love, Being an Extraordinary Mom." Loren lives in rural eastern Colorado and speaks at seminars nationwide. She can be reached through email at cslocum@aol.com. Phone: 503-860-0428.
How to Prevent the Most Common Legal Challenges that Can Plague Your Business

by Patricia S. Eyles

In every industry, professionals in every business are subject to workplace harassment. Creating a harassment-free workplace is necessary to protect the rights of all employees and to maintain a productive work environment.

To prevent harassment, it is important to understand the different types of harassment that can occur in the workplace. This article will focus on two common types of harassment: sexual harassment and discrimination.

Sexual Harassment

Sexual harassment occurs when someone makes unwelcome sexual advances, requests sexual favors, or engages in other verbal or physical conduct of a sexual nature. It can include comments, jokes, or gestures that are intended to be sexually suggestive or offensive.

Discrimination

Discrimination occurs when an employer or supervisor makes employment decisions based on an employee's race, color, religion, sex, or national origin. This can include hiring, firing, promoting, or assigning employees to positions that the employer believes are inappropriate for the employee's race, color, religion, sex, or national origin.

To prevent harassment, it is important to establish clear policies and procedures that prohibit harassment and to provide training for employees on how to recognize and report harassment.

For more information, see your letter of interest, or contact Frank Coy, Director of Business Development.

800-764-9355 ext. 609
Stater Bros. 87th Nation Orange Show
continued from page 25
will facilitate the philanthropic efforts that our partnership with Stater Bros. allows.

The theme, "Lasso the Memories," was designed to capture the essence of the 87th National Orange Show, which has highlighted memories of shows gone by while also creating memories for children of all ages. The entire show has undergone a transformation, including a new layout, new exhibits and attractions and additional changes to existing exhibits and attractions.

New attractions include the Kid's Clown Corral, featuring face painting and free craft and activity tents.

Comes Froide Dog Show, Swifty Swine Racing & Swiming Reptile Show, Extreme Lagoon, schools involve program, art exhibits, Baby Barn, Milking Demonstrations, Model Tractor Show, E.C.S. Carnaval — ride the ever popular Rocket's K-9 Friday, and much more. With petting rides, pony rides and petting zoo, and more.

Retuming attractions include the ever popular Rocket's K-9 exhibit.

The 87th National Orange Show is scheduled May 25-27. Gate hours are 10 a.m. to 10 p.m. on Thursday, and Friday and 11 a.m. to 10 p.m. on Saturday, Sunday, and Monday. Admission is FREE. Pay one-price ride all day carnivals with rides $6.00 on Thursday, Friday and Monday, and $8 on Saturday and Sunday. For general information, call (909) 888-6780.

The Orange Show Speedway, "Where Action is the Attraction," will hold automobile racing during the annual celebration of the orange on Sat., May 26th, gates open at 5 p.m. and racing begins at 7 p.m. High speed, high Octane, NASCAR sanctioned racing and an action-packed, edge of the seat Destruction Derby. (Additional charge for speedway)

Wilma Chan Tapped to Lead New California Assembly Majority
California Assembly Majority Whip Wilma Chan has been named chair of the new Assembly Select Committee on Asian Trade.

"With the need to give the opportunity to expand trade and investment between California and Asia, it was vital that we elect a chair who could ensure that the committee plays a role in facilitating the trade and investment between the two countries," said Speaker Pantaleon_delta. "I am pleased with the decision by Speaker Pantaleon_delta and I am confident that the new chair will lead the committee in an effective and efficient manner.

"Nine Asian countries are among the top 20 markets for California visual that she or he does not hold — or describing actions the person did not take — may also result in a legal challenge."

"Inaction is a form of active decision, and an inaction by a public official or employee can be treated as a substantive act, similar to an affirmative act," he added.

"It is important to note that the inaction must be deliberate and intentional, rather than a failure to act or to take reasonable steps to prevent the occurrence of a prohibited practice," he continued.

"For example, if a public official or employee deliberately fails to issue a permit when required to do so, or deliberately delays the issuance of a permit, this could be considered an inaction that constitutes a substantive act," he explained.

"Inaction can also be found if a public official or employee deliberately fails to address a known violation of law, or fails to prevent a known violation from occurring," he noted.

"The burden of proof is on the plaintiff to show that the inaction was deliberate and intentional, and that it was the result of a lack of action that was reasonably foreseeable," he concluded.

S. Fay, an experienced litigator, speaker and author on proactive legal management of the workplace.

She is president of Litigation Management & Training Services, Inc. in Long Beach, call 1-800-4LIT-TRAIN, or e-mail info@lovlaw.com. The "Legal Handbook for Trainers, Speakers and Consultants: The Employer's Guide to Managing Company and Clients Out of Court," provides more detail for business presenters.

Preventing Common Legal Misconceptions
continued from page 25
purpose, and not making the subject of the photo the brute of a joke unless you have express permission, and even then you cannot guarantee that a substantive act will not be found.

Public Disclosure of Private Facts
People have a right to privacy and that their private affairs will remain private even if a person interferes with an individual's right to be free from unwarranted publicity, he or she may be liable for invasion of privacy.

Unfortunately, invasion of privacy claims are a growing trend in laws involving presentation content.

While liability is generally limited to advertisements or promotions of privacy violations, another substantive presentation, unauthorized use of a person's likeness or name, or communication in their e-mail messages. The court's decision was based on a specific writing that notified employees of their rights and obligations.

"The employees were not aware of the legal implications of their actions, and the employer failed to take reasonable steps to prevent the occurrence of a prohibited practice."

Invasion of Privacy
The employer prevailed by proving that its employees had no reasonable expectation of privacy. This is a significant judgment for the employer, as it allows the employer to sue for invasion of privacy. The court's decision is based on the specific writing that notified employees of their rights and obligations.

The employees were not aware of the legal implications of their actions, and the employer failed to take reasonable steps to prevent the occurrence of a prohibited practice. (continued from page 25)

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Olive Garden's Culinary Leaders Travel to Italy
Local Resident Participates in Culinary Training Program
by Richard T. Hebert

Is the customer always right? Probably not, but customers certainly are the lifeblood that keep companies in business. Without a loyal customer base and effective customer retention and satisfaction strategies, a corporation is virtually doomed to fail. “If your customer satisfaction is decreasing, you’re in a death spiral,” comments Douglas Alford, senior vice president of customer advocate for Cicso Systems. “Customer satisfaction equals customer loyalty.”

In today’s fast-paced business environment, the first step is to adopt a CRM program to track customer trends and answer important questions about customer activity and fulfillment levels. However, without a designated leader and proper implementation, a CRM system can’t be fully utilized. Recognizing the need for comprehensive CRM systems to organize, oversee and ultimately expand such programs, the success rate can be increased.

To combat this problem, many companies are starting to explore the option of hiring a chief customer officer (CCO). The CCO integrates all aspects of CRM and customer information and retention programs into one smooth operation to ultimately provide the customer with the best possible experience and render them important in the pull of competition. Internally, the CCO is responsible for ensuring the customer’s marketing communications, sales messages to share his passion for Italian cuisine with others. “Our Italian chefs through Olive Garden’s innovative approach to engaging customers. Each chef is a local culinary manager at the Olive Garden at 12330 Aragona Road in Victoria, British Columbia. Cardona was part of a team of Olive Garden’s culinary managers from around the country that trained to enhance their knowledge of traditional cooking at Olive Garden’s Culinary Institute in Tuscany. They also visited the Olive Garden Ristorante di Pizzano restaurant, located in a restored 11th century village overlooking Tuscany and near Florence, Italy. The restaurant serves as the inspiration for many of the flavorful dishes featured on Olive Garden’s menu, such as Pork Filletino and Terrinelli di Fizzano, Bistecca alla Fiorentina, and Olive Garden Ristorante di Pizzano and the Culinary Institute of Tuscany were established in cooperation with the Zingari, an Italian food company that owns and operates the Roccia delle Macie winery, one of Italy’s leading producers of Tuscan wines. “The number-one side-dish master Italian chefs was an amazing experience,” Cardona said of the five-day training. “It was an opportunity to experience cooking techniques, like the importance of ‘al dente’ pasta and how the freshness of ingredients make the best, most flavorful sauces. I can’t wait to get back to the restaurant and share what I have learned with my team and my guests.” At the Culinary Institute of Tuscany, Cardona and the other culinary managers also learned about regional wines and Italian culture, all from local master chefs. From Ontario Completes Air Cargo Market Study for ONT and Launches Strategic Marketing of Air Cargo

The city of Ontario’s Air Cargo Market Study for Ontario Nearest Neighbor (ONN) and the Ontario Airport Authority (OAA) with Leigh Fisher Associates has been completed. The comprehensive report was prepared for OAA and ONT, a part of the Los Angeles World Airports (LAWA) system and the city of Ontario, with financial assistance from Canada, to implement an informed and strategic cargo marketing program for Ontario.

“Los Angeles International Airport’s capacity is the most significant factor shaping ONT’s cargo development potential,” said Ontario Mayor Gary Oviatt. “One of the conclusive findings of the report is that freight operations are expected to receive ONT as the principal Southern California alternative to LAX. Ontario cargo market is uniquely positioned as the frontier.”

The study included an analysis of the integrated carriers, freight forwarders and trucking companies — as well as an analysis of the all-cargo airlines and combination passenger/cargo operators — for the OAA.

First place winner was Francis Gaertner, pastry chef at The Lodge at Rancho Las Palmas Resort & Spa, for his imaginative, intricate, irresistible dessert.

The dinners here (or lunch you prefer) come in several combinations including the debut list. There are the Mikado, the Imperial, the Ninji, the Genji and the Heike. Each diners come with a shrimp appetizer, soup, salad, vegetable, streamed or fried rice and ice cream. The soup is a Japanese onion and whisked white miso soup that is very much like a wakame soup and absolutely delicious.

Ordering at the teppan table is easier than at the sushi bar because your choices are a little more western — chicken, shrimp, steak, etc. You can get appetizers, children’s dinners and even an entire vegetarian with tofu in place of the shrimp. This style of eating can provide a very unique dining or let you meet new people. Of course, I know too many people in Rancho Cucamonga to be just a casual restaurant customer of me have not met before.

Incidentally, you do not have to choose between the sushi and the tep­­pan. You can take your seat at the tep­­pan table and order sushi plates to nibble on while you wait for the show to start.

If you make the effort to use the chop sticks or you may use the west­­ern style knife and fork. Either eating here promises to be a very differ­­ent experience.

Ralph’s Teppan Steak House & Sushi Bar is located in the Mall at the Corner in the Ambassador mall or at Rancho Cucamonga near the Quakes Epicenter Stadium, just west of Interstate 15 Phone: (909) 381-1055.

WINE REVIEW
Double Your Pleasure at Wabi Sabi
by Joe Lyons

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convincing that business is becoming re-thinking customer philosophies and structure operations to accommodate new customer care methodologies.

In the current business environment, the first step is to adopt a CRM program to track customer trends and answer important questions about customer activity and fulfillment levels. However, without a designated leader and proper implementation, a CRM system can’t be fully utilized. Recognizing the need for comprehensive CRM systems to organize, oversee and ultimately expand such programs, the success rate can be increased.

To combat this problem, many companies are starting to explore the option of hiring a chief customer officer (CCO). The CCO integrates all aspects of CRM and customer information and retention programs into one smooth operation to ultimately provide the customer with the best possible experience and render them important in the pull of competition. Internally, the CCO is responsible for ensuring the customer’s marketing communications, sales messages
Unfortunately, the majority of companies inadvertently promote such emotions, which in turn can lead to a sense of powerlessness, discipline, and conflict resolution tactics they employ. Berating employees for not meeting deadlines or sales goals, threatening job loss in response to a behavioral problem, and ignoring work well done are among the ways managers and business owners cause their employees to feel undervalued and humiliated.

Rather than instill negative emotions in the workplace, leadership initiatives need to set a new model for conflict resolution. What happens if you encounter an aggressive employee who routinely threatens co-workers, steals supplies, or even shows signs of physical violence, first talk with the person privately in an attempt to uncover the root of the violent behavior. Perhaps the person is having marital problems at home and is taking those emotions out on co-workers. Or maybe the person does not have the proper skills and training to perform his job or her work duties and is using aggressive behavior to mask the embarrassment. The key is to show compassion and understanding so people will be willing to open up and release their pent-up feelings.

Create an environment for honest communication

Each company has a unique corporate culture. And just like societal cultures, corporate cultures instill certain values and goals into those who are part of them. Those corporate cultures that promote honest communication between employees and/or employees and/or that reward people for "going with the flow" and not making waves tend to be more open and inviting, and are more likely to succeed. As a result, employees feel as though they must always keep their mouths shut to avoid revealing the true opinions. This is when workplace violence dominates.

Employees feel a need and believe that they can openly communicate dissatisfaction, frustration, and problems to their supervisors and co-workers. They need to know that supervisors will respectfully listen to their concerns and will give each person's suggestions serious consideration. This does not mean that employees must act on every suggestion employees make, but it does require management to acknowledge each person's concerns and their own ways, which only triggers more violence.

In any workplace violence act, the company is not the victim. The people harmed or the relationship destroyed is the true victim. As such, we need to recognize that something different from the norm, can measure that difference against the yardstick of prior values and principles, and then can consciously make a decision whether to follow or resist. Only when employees feel that they have choices and are being treated fairly and with dignity will they be less prone to violent outbursts in order to make their point.

Focus on the people in the company, not on the company itself.

Many company leaders are so concerned with the bottom line that they forget it's the people who make the bottom line possible. As a result, whenever a violent act occurs at work, the company's sole focus is on how the event will impact profits and/or productivity. When employees experience this sort of response to violence, they feel further victimized and want to take justice into their own hands, which only triggers more violence.

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CASTELLIS' ANDREINOS

by Bill Anthony

Michael and John Castelli have created the ultimate Italian dining experience. If you are looking for an Italian restaurant that features the best, freshest and biggest portions this side of Italy...you will find it right here. It may be a little out of the way if you do not live near Palm Desert, but it is worth an overnight stay just for the experience (and a great excuse for a weekend trip to the desert)! Castelli's has been there for 18 years and that alone may tell it all. As locals, visitors, sports legends, and entertainers have all discovered, this lively restaurant is definitely the desert's own. Originally known as the Andreino House of Fettuccine. Guess what? "yep," fettuccine is still the signature dish of the house.

Let me share with you a deep, flavorful (little known) secret...I love to eat. I know how to eat. My meal was most certainly quite delicious, as was my meal at Castelli's. This was one of the best dining experiences I have ever had. And...the New York Strip, as good as it can be. I am a high-end steak house...you know the one I am talking about. I can not tell you anything about the desserts because we all exploded just about dessert time.

Great extensive wine list and sensibly priced. Attentive and well informed wait staff. Open for dinner only. Reservations necessary and will be prepared to wait. 73-098 Highway 111, Palm Desert (760) 773-3365.

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PORTER'S PRIME STEAK HOUSE

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RESERVATIONS

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Mission Inn to Debut New Mexican Restaurant May 3

(Las Campanas Restaurant & Cantina is Offering Innovative South of the Border Fare.)

It's got a nice ring to it. Las Campanas ("The Bells"), a new Mexican restaurant, will make its debut in the lushly-landscaped patio of the historic Mission Inn in Riverside on Friday, May 3. The 120-seat outdoor eatery and cantina will offer a menu of innovative "south of the border" fare prepared by the hotel's award-winning executive chef Victor Juarez.

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21st Century Releases “Insider’s Guide”

continued from page 24
$1,000 deductible than a $100,000 liability judgment because of inadequate coverage.
• Consumers must check the “fine print” of their auto policy contracts. Coverage
   varies dramatically between companies, due to special features or coverage limits
   (specifically Original Equipment Manufacturer crash parts, etc.), which
   improve accident liability limits, etc.,
   • Fees added to the premium can significantly increase the total cost of a policy (membership fees, broker
   fees, installation plan fees, finance charges, etc.).

California Law Gives Consumers Important Rights

• Consumers cannot be denied coverage because of where they live.
   • Consumers who live in the county of Los Angeles or San Francisco, are Good Drivers and
   have a low income, may be eligible for special “Low Cost Auto Insurance” programs.
   • If you are a Good Driver, every company and agent in the state must provide a quote and accept you as a
   customer.

Founded in 1958, 21st Century Insurance is a pioneer in the direct-to-consumer marketing of personal automobile insurance, serving customers in California, Arizona, Nevada, Oregon and Washington.

The company provides full service 24 hours a day, 365 days a year at 800-231-3440 and company Web site, www.21c.com. 21st Century insures more than 1.1 million vehicles in California, holds an A+ (superior) financial rating from A.M. Best, the world’s oldest independent rating and information service, and an A+ rating from Standard and Poor’s.

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Management in Print


There ought to be an added prologue to the book's title page that reads: "While Risking Your Entire Reputation and Most of Your Credit Warranties, None of Your Own Cash!"

Yes, there are successful entrepreneurs who have become wealthy. Bill Gates (founder of Microsoft) and the late Sam Walton (founder of Walmart) are only two modern examples. There are many more and all of them have several traits in common: they are highly focused, "type A" personalities who overcome incredible roadblocks with creative thinking. For example, during the 19th century, one of them established the modern corporation by changing corporate law in one state. He did it by virtually bribing an entire state's legislature.

These are precisely the points that Dan Amzallag fails to emphasize in "The American Dream." In all fairness, perhaps he should have. There are more than enough obstacles and perils to go around so that even the high-tech wall has punctured nearly two years ago.

In addition, Amzallag's advice and approach to working with "other people's money," is as true today as it ever was. In fact, the techniques work as well today as they did in 1930.

Although much of the advice, early in the book is in the category of being outmoded, the authors are able to finesse this because of the way the book is organized. The chapters are arranged in a logically sequenced question-and-answer format. Each chapter also offers space for the reader to make notes and create a summary of key points.

Much of the author's credit, his book that goes somewhere. What they do is to provide a solid foundation for those who have never started a business, but that's greater than what they'd get by buying the book that explains the book. This isn't a prominent part of the book and much harder than the bibliography of other books available at your local library about starting a business.

There are other books about becoming an entrepreneur but "The American Dream" is as good as any and better than most because it offers an easily digestible buffet of ideas.

- Henry Holtman

Best-selling Business Books

Here are the current top 10 best-selling books for business. The list is compiled based on information received from retail bookstores throughout the U.S.A.

1. "Jack: Straight From the Gut," by Jack Welch and John A. Byrne (Warner Bros., $29.95) (1)* A kinder Jack Welch reveals why he was so driven as GE's CEO.

2. "Who Moved My Cheese?" by Spencer Johnson (Putnam, $19.95) (**) A way to deal with change at work and away from it.

3. "Rich Dad Poor Dad: What the Rich Teach Their Kids About Money That the Poor and Middle Class Do Not!" by Robert T. Kiyosaki and Sharon L. Lechter (Warner Books, $15.95) (**) It is knowledge about using money to become rich.


6. "Good to Great," by Jim Collins (HarperCollins, $27.50) (7) Climbing the steps from being good to being great.

7. "First, Break All the Rules," by Marcus Buckingham and Curt Coffman (Simon & Schuster, $25.00) (8)** Great managers break the conventional management rules.


*1) Indicates a book's previous position on the list.
** Indicates a book's first appearance on the list.
*** Indicates a book previously on the list on the best-selling list.
Protect Your Company’s Most Valuable Asset

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America; therefore, only about five percent of companies have CCOS, with more and more starting to create the position. The META Group forecasts that by the year 2005, 25 percent of Global 2000 enterprises, particularly those heavily involved in customer management, will have established a CCOS position.

Currently, most CCOS are found in start-up companies and companies that already have a CRM strategy in place. According to the Data/Decisions 2000 survey, however, only 25 percent of corporations have adopted a CRM strategy. They also found that "although only a small percentage of companies have appointed CCOS, companies are more likely to appoint such a position as they grow and will likely increase their hiring efforts as they grow more large-like as human-like to experience difficulties..." To ensure that the chief customer officer is a passing fad, the company must recognize the value of such a position. The META Group particularly those heavily involved in customer management, will have established a CCOS position to the corporation's needs and ensure that they will benefit as much as possible from exist­

Violence Prevention Techniques

continued from page 42

If employees witness you berat­
ing others or acting aggressively, they may become witnesses to or victims of verbal abuse. Likewise, if they always see the management team talking openly and then act aggressively, they may feel that their behaviors are justified. To avoid this situation, companies must recognize the dynamics of any form of workplace violence and establish procedures that will reduce non-confrontational forms of conflict resolution.

Shift Your Company’s Focus

When your company’s focus changes, even the strongest companies will suffer. Give your organization the best chance for eliminating those factors that could drain profits and destroy employee motivation. The approach begins with understanding your company’s atmosphere from one that breeds violence to one that eliminates it. By training your employees to work together to seek peaceful solutions to their challenges, you can minimize the stress that can lead to burnout and take full potential at work.

Ignoring workplace violence is not the solution to confronting the problem and taking steps to resolve it. Violence takes courage and strength. Be a courageous leader so you can ensure your company has the strength to prevail. Vicki Sanderlof-O’Connor is a former

Business Etiquette for the 2000s

continued from page 25

And some executives have railed against the idea of having a personal secretary. But the truth is, "Mr. or Ms. Great Authority, I’d like to introduce Mr. or Ms. Less Authority." While you do have more personal power than anyone in your organization, the title "Mr. or Ms. Great Authority" can be confusing. One thing we can say for sure is that the title "Mr. or Ms. Less Authority" is less confusing than any other in your organization, even if the client holds a lesser title than you.

The accepted proper greeting to accompany introductions is the standard handshake, regardless of the person being intro­duced. Men and women must be treated equally in the workplace. You can’t shake hands with a female, kiss the other person. Women should learn to greet even their good friends with a handshake. You can’t use both hands to shake hands, but you can use one hand to shake hands with a female, and another to hold hands with a male.

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Coming Soon

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Coming in the June Issue

EDITORIAL FOCUS

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FINANCIAL INSTITUTIONS (1ST QTR, '02)

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EMPLOYMENT AGENCIES

HOME HEALTH CARE

SUPPLEMENTS

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HEALTH

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HIGH TECHNOLOGY

GOLF RESORTS

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THE LISTS FOR JUNE

HOSPITALS

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SAVINGS AND LOANS

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INLAND EMPIRE business journal

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CENTENNIAL FIRST FINANCIAL SERVICES ANNOUNCES RECORD FIRST QUARTER

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BUSINESS INFORMATION RESOURCES

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WEB SITES

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Aristar Communications, Inc. www.aristar.net

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Agricultural Export Program (AFP), Calif. Dept. of Food and Agriculture www.alexnet.org

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Best of Things to do see aristarler.com

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Business Bank of California www.businessbank.com

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California State Government Home Page www.ca.gov

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Center for International Trade Development www.resources4u.com/citd

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City Business Guide CITVU Rancho Cucamonga www.citvu.com

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Columbia Chino Valley Medical Center www.cvc.com

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First Federal Savings of San Gabriel Valley www.firstfed.com

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PFF Bank & Trust www.pffbank.com

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L & E. Small Business Dev. Ctr. www.isbech.org

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Marriage & Family Therapists Small Business Development Center. www.sbdc.org

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E-MAIL ADDRESSES

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California Center for Health Improvement www.chimal@iel.com

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BULLETIN BOARD SERVICES

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Information is subject to change without notice and some operations may charge fees. The bulletin board system is a "drop-in" service. An access number is required. Services subject to change without notice. For the latest bulletin board information, please call the Inland Empire Business Journal at (909) 494-9765.

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Name of board

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Phone number

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General interest

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Product support

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Modern speed

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Space reservation deadline

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May 20

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For information call: (909) 494-9765 ext. 26

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BUSINESS INFORMATION RESOURCES

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WEB SITES

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Aristar Communications, Inc. www.aristar.net

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Agricultural Export Program (AFP), Calif. Dept. of Food and Agriculture www.alexnet.org

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Best of Things to do see aristarler.com

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Business Bank of California www.businessbank.com

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California State Government Home Page www.ca.gov

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Center for International Trade Development www.resources4u.com/citd

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City Business Guide CITVU Rancho Cucamonga www.citvu.com

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Columbia Chino Valley Medical Center www.cvc.com

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First Federal Savings of San Gabriel Valley www.firstfed.com

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PFF Bank & Trust www.pffbank.com

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L & E. Small Business Dev. Ctr. www.isbech.org

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Marriage & Family Therapists Small Business Development Center. www.sbdc.org

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U.S. President www.whitehouse.gov

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E-MAIL ADDRESSES

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Bill Leonard sonate. leonard@sen.ca.gov

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California Center for Health Improvement www.chimal@iel.com

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Inland Empire International Business Association www.businessaanademocrat.com

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8. For tickets, contact the box office at (909) 880-5979. Vocal Jazz enthusiasts will definitely want to attend the 2002-03 academic year closing staff meeting where award-winning professors for their years of service will be honored. Everyone is invited to attend. Mt. SAC, 1100 N. Grand Ave., Walnut, 3-4:30 p.m., Clarke Theater. For additional information, contact the Student Learning Office at (909) 594-5611 ext. 5414.

15. A County Fair Wines of the World Competition—a largest in the nation. Array of wine judges come from near and far for the competition. The list reads like a 'Who's Who' of the national and culinary world. Some of the finest wine and food experts assembled in one location to taste wines and decide which will walk away with the top awards at the 63rd annual L.A. County Fair. The wines will be judged by qualified buyers. It will be held May 15-17 at the Millard Sheets Gallery at Fairplex, 1101 N. Wickes Road, Pomona. For more information, contact Wendy Talarico at (909) 865-4263 or Rene Hernandez at (909) 865-4261.

16. The Mt. SAC masterworks chorale presents "Festival of the Americas," featuring a colorful musical tribute to the rich cultural traditions of North and South America. Clark Theater, 1100 N. Grand Ave., Walnut, 7:59 p.m. For more information call (909) 594-5611.

18. Discover Homesteader Hospitality Day, presented by the San Bernardino Convention & Visitors Bureau in conjunction with the city of San Bernardino, will be held at the Arrowhead Credit Union Park, from 2 to 7 p.m. The event is free and includes giveaways, activities, prizes, and a YAS Ballroom clinic facilitated by Darrell Thomas, former L.A. Dodger.

May 4 - June 1
Women's Natural Health Seminar offered by Holt Holistic Health. Cindy Holt, RN, BSN, CMT. Classes will include: wellness theory, stress management, nutritious wellness, exercise and movement therapy, women's special needs, and self-care tips. Classes will take place at 7365 Carmelita St., Rancho Cucamonga. Call (909) 481-9717 for information.

June 3
Arts Council for San Bernardino County's 15th annual Members Exhibition will debut in a brand new gallery space at Arts on 6th in downtown San Bernardino. Non-members wishing to exhibit may become a member at this time for the artists' price of $35 minimum. Member artists may submit two pieces of their original work, in any medium, created over the last two years. (Work previously exhibited in an ACS exhibit will not be accepted.) Cash prizes will be awarded to the top three winners: $300, $200, and $100. Drop off their work at Arts on 6th, 468 W. 5th St., between D and E, in San Bernardino on Friday, May 24, only. Entry fees are $15 for first piece and $5 for the second. The exhibition is tentatively slated to run through July 31. Call the Arts Council at (909) 383-4126 for more information.
The Glen Canyon Dam — Combining Beauty and Power

Photography and Story by Camille Bounds
Travel Editor

A Great Story

It is March 1963, the place — in the depths of Glen Canyon in Arizona. An epic is being filmed. George Stevens is directing "The Greatest Story Ever Told." Charlton Heston, who did not have a part in the Baptism, is finishing filming for the day. He has a wet suit under his costume, (he had been doing scenes at the Crossing of The Fathers where four states meet) and has been standing in cold, waist-high water all day (only the red robe, the good news).... Heston is rushing to catch the "plushed-up" man who has his Israeli, DC 3 for Burbank, California, out of the little airport in Page. Arizona, before daylight turns into a swampy black night. With no lights on the runway, take off would then be impossible. Max Von Sydow, who plays Jesus gets his call sheet for the next day. They will filming scenes of Jerusalem and the lake bed of Glen Canyon Dam and Lake Powell. Everything will be planned exactly, but has also provided a magnificent area of 252 square miles. The Glen Canyon Dam, the Glen Canyon Bridge (the second highest steel arch bridge in the United States) and Lake Powell, are a tribute to the creativity of man.

An Unbelievable Desert

The beauty of this place is overwhelming. Just the sight of Rainbow Bridge, the largest natural stone bridge in the world, will leave you long way from these prefab homes that were set up for the crew and crew of the "Greatest Story Ever Told." Comfortable accommodations, some views of the lake and all the usual amenities that go with a memorable stay are available.

Fine dining, entertainment and a upscale gift shop are also included. Houseboats (some very elaborate), small boats, (with motors and covers), rafting trips and regular boat tours are there for your pleasure.

A Breathtaking Experience

The Sunset Dinner Cruise is a true winner and should be mandatory for any visitor. The colors of the changing sky with lightning streaks arranged against the canyon walls, gives the feel of time as grand, silent and beautiful as the canyon itself. As that last bit of fire from the sun covers itself with the night, a special unique moment is created that can leave you breathless. To add to the perfection of the evening, the food and service on the cruise is excellent. For reservations and information call 800-528-6154.

Getting There

Frontier Airlines started scheduling flights to Page, Ariz, from California on April 7, 2002. From Los Angeles, call United or Frontier Airlines for connecting flights to Page.

If You Need A Car

In the Arizona and Utah areas your best bet is Avis Rent-A-Car. They offer great service, competitively priced rates, and new, clean, well-maintained cars. You can pick up a car at Page Municipal Airport, which is the closest point to the Glen Canyon Dam.

Camille Bounds is the travel editor for the Inland Empire Business Journal, Los Angeles Business Press and San Diego Business Press.
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