

**EAGLE AWARD**  
**FOR**  
**EXCELLENT CUSTOMER SERVICE**

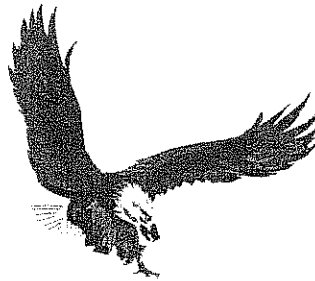
*Awarded to*

**Tom Erie**

*Presented by*

**Minot Area Chamber of Commerce**

March 11, 2014



There's an old saying in management...“don't send your ducks to eagle school.” There are a lot of ducks in the world, and very few eagles. Trying to get a duck to become an eagle is one of the toughest jobs in life. Ducks think in duck like ways, and when you try to train them to become an eagle, they just don't get the message. They have “impossibility thinking” - a notion that we've always done things this way, and when you talk to ducks you get “quack...quack...quack” duck talk. They can only do **ONE THING AT A TIME**. Eagles, on the other hand, can handle a variety of tasks and/or problems, and go out of their way to be helpful. Eagles make customers feel special, and keep them coming back. No problem is too great - they love the challenge!

The Chamber of Commerce feels the eagles of the world should be applauded - congratulations on being an eagle and your excellent customer service!

*Randy Hauck*

Randy Hauck, Chair of Board

*L. John MacMartin*

L. John MacMartin, President