

BUSINESS MONTHLY



Chamber of Commerce

JUNE 2010



CHAMBER ANNUAL DINNER/AUCTION

**THEME:
ISLAND GETAWAY**

Fun and excitement await you as the Chamber transports you to the tropical islands at its 2010 Dinner Auction. Great auction items, fantastic themed buffet with premium bar and beach party activities are all in store for those that attend.

Friday, June 25, 2010

Spazio Westport

6:30 – 10:00 p.m.

\$35 a person / \$240 a table of 8

Sponsorships include:

Big Kahuna \$1,000

Cabana \$750

Surf's Up \$400

See the enclosed registration flyer for more details.

Please help us to make this a special event by donating an item and purchasing tickets to attend the event. A donation form is enclosed.

CALENDAR DATES

JUNE

- 4th Parties in the Park
Hosted by the City of Olivette
Stacy Park
5:00-10:00 p.m.
- 11th Coffee Connection
U.S. Cellular
10901 Olive Blvd. – Creve Coeur
8:00-9:00 a.m.
(registration form enclosed)
- 25th Island Getaway Auction
Spazio Westport
6:30 – 10:00 p.m.
(registration form enclosed)

**The City of Olivette presents
Parties in the Park
Friday, June 4, 2010**

**Get ready for another Parties In The Park
with great activities, great music, and
great fun. Come and enjoy some good
food, music, and rides!**

**Stacy Park
9750 Old Bonhomme
5:00-10:00 pm**

**Free inflatable games beginning at 5:00
p.m.
Concert from 7:00 to 10:00 p.m.**

**For more information call Olivette Parks
& Recreation at 314-991-1249.**



Chamber Of Commerce

Thanks for your
support!

2010 PARTNERSHIP
PROGRAM SPONSOR



PRESIDENT'S MESSAGE

By Tina Powell



May brought many new opportunities for community involvement and Chamber fun! Your Chamber participated in the annual Creve Coeur Days parade, which was a great success. Thankfully the weather held out for all of the parade attendees and spectators! We are very grateful to Weber Chevrolet for providing a car for our use that day!

It was certainly my honor and privilege to bestow awards to Bob Smitt and Michael Freshman our Creve Coeur Firefighters of the Year, and to Katie Cannon our Creve Coeur Police Officer of the year at the Spring Fling. A huge heartfelt thank you to these individuals for serving our community and keeping us safe!

To those of you that came out to our annual Spring Golf Tournament, thank you! It was another rainy day, but we were able to get in an afternoon of golfing fun! We'll be having another tournament in the fall, so if you love to golf, we'd love for you to be part of our fall tournament! Be watching for details in the coming months!

I look forward to seeing everyone at our annual dinner auction coming up on June 25th! This year's theme is "Island Getaway" and Carrie Carrigan, Auction Chair, guarantees a fun-filled evening.

Please join us!



ST. JOHN'S MERCY Blood Donor Services



Seth
Leukemia Survivor
20 Transfusions

The need for blood donations never ceases.
Your blood donation makes a difference and saves lives.

How many blood products does a typical patient need?

- Heart patient: 2-8 units of red blood cells and 1-3 units of platelets
- Car accident trauma patient: 4-12 units of red blood cells and 0-1 unit of platelets
- Cancer patient on chemotherapy: 6-12 units of red blood cells and 8-10 units of platelets
- Neonatal Intensive Care Unit baby: 5-10 transfusions of red blood cells and 2-4 transfusions of platelets (The babies receive much smaller volumes of blood or platelets.)
- Bum patient: 10-50 units of red blood cells and 2-6 units of platelets

Where can I donate?

You may donate at St. John's Mercy Medical Center in St. Louis or at St. John's Mercy Hospital in Washington, Mo. To schedule a donation appointment in St. Louis, call 314-251-4483 or toll-free at 866-37DONOR (866-373-6667). To donate in Washington, call 636-239-8751 or toll free at 866-37DONOR.

St. John's Mercy also offers a convenient mobile service. Blood drives can be set up at your office, school or church. St. John's Mercy provides everything needed for the drive; call 866-37DONOR for more information.





**2010 Chamber Board of Directors
Officers**

President

Tina Powell, Vantage Credit Union

President Elect

David Stuart, Gateway Limited Partners

Vice President Creve Coeur Government

Gene Rovak, Gene L. Rovak, P.E.

Vice President Olivette Government

Dave Book, Murphy Company

Vice President Education

Dr. Jaime Dodd, Hope Montessori Academies

Vice President Internal Operations - vacant

Vice President Economic Development

Dr. David Thomas, Logos School

Vice President Legislation

Mindy Lewis, Smurfit-Stone Container Corp.

Vice President Member Services

Kathy Franklin, Select Personnel

Vice President Transportation

Stan Mengwasser, Mengwasser Martin Lall & Clark, P.C.

Treasurer

Tim Reuther, Reuther Automotive Group

Immediate Past President

Steve Kling, Jenkins & Kling, P.C.

Legal Counsel – William Wyne, Wyne & Merritt PC

Directors

Jennifer Arvin, Barnes-Jewish West County Hospital

Michelle Banducci, Banducci Enterprises/McDonald's

Carrie Carrigan, Champion Bank

Teresa Crossland, Monsanto

Shelly Dunsmoor, Drury Hotels

Carol Hanson, Great Southern Bank

Dr. Paul Hyland, Committed to Health Chiropractic Center

Kristen Johnson, Commerce Bank

Don Kalicak, St. John's Mercy Health Care

Kelli Kimack, Southwest Bank.

Jodi Meracle, Egiserve Insurance

Phyllis Messerla, AMG Corporate Offices

Kris Ryan, AT&T

Larry Tessler, Tessler Promotions.

Joe Winkler, Bristol Seafood Grill

Jeanna Woods, Delmar Gardens of Creve Coeur

Staff

Nancy Gray (Executive Vice President)

Barb Gerstenkorn (Finance Director)

Creve Coeur - Olivette Chamber of Commerce

677 N. New Ballas Road, Suite 214

Creve Coeur MO 63141

314-569-3536

314-569-3073 (fax)

www.ccochamber.com

THE CHAMBER'S BEST SCHOOLS INITIATIVE

Presents

PARKWAY NORTH HIGH SCHOOL



The Education Committee toured Parkway North High School on May 13th, only a day before classes finished for the school year. Commencement ceremonies for the Senior Class were held earlier in the week, so the new Parkway North graduates were no longer present. Classes, however, were still in session for all the other students, who appeared to be remarkably focused, given that school was all but over for the year.

Inspirational quotes are displayed prominently in the halls of Parkway North High School. One poster featured a quote by Aristotle, "Excellence is an art won by training and habituation. We do not act rightly because we have virtue or excellence, but we rather have those because we acted rightly. We are what we repeatedly do. Excellence, then, is not an act, but a habit." These are strong words of encouragement for teenagers to contemplate as they travel the halls, grow, develop, change and advance through some of the most formative years of their lives.

Parkway North High School was built in 1971. It is difficult to imagine now, but the immense two-story building was constructed without walls. Over the years walls have been added to create what are referred to as "pods" or learning centers for content areas such as Tech Ed, Business, Fine Arts, Foreign Language and FACS (an acronym for Family and Consumer Science). We discovered that Tech Ed at Parkway is so much more than the conventional wood working classes many of us recall from our youth. Now, Tech Ed is an exciting and expansive field of study that includes classes such as Auto Cad, Robotics, and Computer Science.

Over 1,500 students attend Parkway North High School. School Principal, Dr. Jenny Marquart leads the charge for four Assistant Principals (each one assigned to each grade level, which they follow throughout the students' four-year journey), five School Counselors, the roughly 150 Teachers and their Assistants. The student-to-teacher ratio at Parkway North is approximately 20:1. Our tour was led by Assistant Principal Dr. Karen Calcaterra, who oversees the progress of the Class of 2012 throughout their four year journey through Parkway North.

Parkway North began the process to become an A+ designated school this past year. The A+ Program, a school improvement initiative established under the Outstanding Schools Act of 1993, seeks to ensure that all Missouri high school graduates are well prepared to pursue advanced education and employment. The goals of the program are to reduce drop out rates, raise academic expectations, and provide career pathways for students through school-business partnerships. Qualifying students must meet certain criteria, including a minimum GPA, attendance, good citizenship, and tutoring hours. Current sophomores will be the first graduating class eligible to receive the A+ incentive: free tuition to state community colleges and state technical schools. Other four-year university scholarships are also available to A+ students. For more information on the A+ Program, please visit the A+ tab on the Parkway North website or call LuAnn Fallahi, A+ Coordinator, at 314-415-7695 during regular school hours.

If you would like to learn more about Parkway North High School, call the school office at 314- 415-7600 for information or to arrange a tour.

2009 CREVE COEUR FIREFIGHTER & POLICE OFFICER OF THE YEAR AWARDS

Each year our Chamber presents awards to Creve Coeur's most distinguished civil servants. This year the awards were presented on May 19th at the City of Creve Coeur's Spring Fling celebration.



Photo courtesy of McCarty Photography

Creve Coeur Paramedic/Firefighters Bob Smitt and Michael Freshman were awarded with 2009 Firefighter of the Year Awards.

Bob Smitt and Michael Freshman responded to an emergency call for a 73 year old female patient who was in cardio-pulmonary arrest. The unit arrived on the scene to find the patient's daughter performing CPR. It was verified by the crew members that the patient was not breathing and had no pulse. CPR was continued by Fire District personnel as a monitor/defibrillator was attached and she was successfully defibrillated and transported to a hospital. The witnessed arrest, rapid response and medical treatment performed by Paramedic/Firefighters Bob Smitt and Michael Freshman, were the key factors in the saving of a life.



Photo courtesy of McCarty Photography

Tina Powell (pictured above right), Chamber President, presented the 2009 Police Officer of the Year Award to Creve Coeur Police Officer Katie Cannon. Officer Cannon was honored for her high performance level that resulted in 66 arrests including 17 DWIs, three unlawful use of weapons, and two drug arrests. She has demonstrated the ability to "look beyond the stop" and in one instance she located a water leak during a midnight City Hall building check and made a late night notification that resulted in saving an estimated \$60,000 worth of equipment from water damage.

Most impressively, Officer Cannon has demonstrated the ability to deal with people, especially those in a crisis situations. As a trained crisis intervention officer, she was involved in four cases where her expertise in dealing with people in a mental crisis resulted in successful commitments. She was instrumental in locating five runaways and elopements. Officer Cannon was called upon to intervene in two attempted suicides. In one case, she talked to a ranting suicidal individual for 30 minutes over the phone and successfully persuaded him to return to St. John's for treatment.

Official Chamber Photographer

McCarty Photography, Inc.

8901 St. Charles Rock Road

St. Louis, MO 63114

(314) 428-5090

11200 Olive Blvd.

Creve Coeur, MO 63141

(314) 432-1221

Publicity • Portraits • Weddings

Facebook – join us!

We are now on Facebook – check out our page and say you "like" the Creve Coeur-Olivette Chamber of Commerce. Upcoming events will be posted on our page. Keep checking back for newly added photos and on what's happening with the Chamber.

MEMBER NEWS



THANKS TO THE FOLLOWING
BUSINESSES FOR RENEWING THEIR
MEMBERSHIPS IN MAY:

Allied Waste
American Family Insurance - Steve Cook
Bristol Seafood Grill
Charter Place Apartments
City of Creve Coeur
FedEx Office - Creve Coeur
Gateway Limited Partners
Heather Ridge Apartments
Hope Montessori Academies
It's A Grind Coffee
Jefferson Bank & Trust
Lenny's Sub Shop
Lindenwood University
Monsanto Company
Pulaski Bank
Schaefer Autobody Centers
Special School District
St. John's Mercy Health Care
St. Louis Elks #9
St. Louis Post Dispatch
Stir Crazy
Vantage Credit Union

WELCOME NEW MEMBERS!

CareMinders Home Care

Carole L. Garner
10880 Baur Blvd.
St. Louis, MO 63132
Phone: (314) 801-1340 – Fax: (314) 692-8646
E-mail: cgarner@careminders.com
Website: www.careminders.com
Business: Home Care



Child Care Aware of Missouri

L. Carol Scott, PhD
1000 Executive Pkwy. Dr., Ste. 103
St. Louis, MO 63141
Phone: (314) 535-1458 – Fax: (314) 754-0330
E-mail: carol@mocccrn.org
Website: www.mocccrn.org
Business: Not For Profit

DaySpring School of the Arts

Nancy Schaaf
2608 Metro Blvd.
Maryland Heights, MO 63043
Phone: (314) 291-8878
E-mail: nancy@dayspringarts-ed.org
Website: www.dayspringarts.com
Business: Educational Institution

Large enough to serve you,
small enough to care!



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314-434-0038



www.oconnor-ins.com

info@oconnor-ins.com

HOPE MONTESSORI ACADEMY RECEIVES PLAQUE



Susie Shelton-Dodge (School Director), pictured at left, receives a plaque from Dr. Jaime Dodd for Hope Montessori Academy's participation in the Chamber's Best School Initiative at the May membership luncheon.

Picture courtesy of McCarty Photography

SPRING 2010 FUN 9 HOLE GOLF TOURNAMENT

Despite the morning's heavy downpour of rain the Chamber's tournament was able to be held on May 14th. The event was held at the Creve Coeur Golf Course, and everyone had a great time thanks to all of the sponsors, players, volunteers, donations, as well as the Chamber golf committee. The first place winning team was from Pulaski Bank and second place went to the foursome from Paychex. All the players received nice goody bags thanks to all the generous contributions. The fall tournament will be held on September 28th at the Landings at Spirit Golf Club. Mark your calendars now!

AND THE WINNERS WERE:

First Place Winners: (see photo right)

Second Place Winners: Paychex foursome with Dave Peterson, Mike Lueders, Jim Lawler, & Mark Saksa

Putting Contest Winner: Greg Sanbourn

Closest to the Pin Winner: Tony Skurat

Longest Drive Winner: Greg Sanbourn

Straightest Drive Winner: Mark Mihal

Skins Game Winners: Pulaski Bank foursome with Lampkin, Skurat, Heath, & Bliefernich



Jeanna Woods (Delmar Gardens) meets Sporty.



Pictured above from left to right: Richard Heath, Jordan Lampkin, Steve Bliefernich, & Tony Skurat

Thanks to the
2010 Spring
Golf
Committee!

Co-Chairs:
David Peterson
(Paychex)

&
Sara Lundgren
(TEKsystems)

Nicci Thornton
(McAlister's Deli)

Ted Ruzicka
(Ruzicka Group
Services)

**CONGRATULATIONS TO THE
FIRST PLACE TEAM FROM
PULASKI BANK!**

THANKS TO OUR MAJOR SPONSORS:

Gold Sponsor
Monsanto Company

Silver Sponsor
Wyne & Merritt, P.C.

Bronze Sponsor
Charter Business

Dinner Sponsor
Hope Montessori Academies

Beverage Cart Sponsor
Delmar Gardens of Creve Coeur

Winning Team Sponsor
St. John's Mercy Medical Center

SportClips
HAIRCUTS
IT'S GOOD TO BE A GUY

Ask about our
ALL STAR CLUB
Always \$2 off haircuts
Always 10% of products

Call ahead service!!

Sport Clips
12426 Olive Blvd
(Between TGI Fridays & Imos)

MORE SPRING GOLF

Thanks to our Hole Sponsors

Autumn View Gardens
Charter Business
Delmar Gardens of Creve Coeur
Krieghauser Mortuary West
Logos School
McAlister's Deli
Monsanto Company
O'Connor Insurance
Pulaski Bank
Sport Clips
Wyne & Merritt, P.C.

Thank you to all our gift and goody bag donors:

Allied Waste
Barnes-Jewish West County Hospital
Champion Bank
Charter Business
City of Creve Coeur
Club House Inn & Suites
Committed to Health Chiropractic
Delmar Gardens of Creve Coeur
Egiserve Insurance
Growler's Pub
Dave Peterson
Massage Works
McAlister's Deli
Sport Clips
Stir Crazy
Tessler Promotions
Walgreens



From the Sport Clips team - left to right - Dick Mueller, Jeff Pawlik, Alex Pawlik and Barb Marshall



Our volunteers that helped at the tournament included ---

Carole Coats (Autumn View Gardens)
Jessica Hayes (Delmar Gardens of Creve Coeur)
Jacalyn Keene (First National Bank)
Tina Powell (Vantage Credit Union)
Nicci Thornton (McAlister's Deli)
Alysia Tarsi (Allied Waste)
Jeanna Woods (Delmar Gardens of Creve Coeur)

TIPS from the CHAMBER LEADS GROUP . . .

- "When considering what different promotional products to include in their marketing activities, clients have asked, "How many PENS do my clients need?" ... I tell them, "at least ONE more with YOUR name on it!"
Larry Tessler, Tessler Promotions, (314) 995-9977
- "Advertising, PR, Promotion are important for your business, but 'Word of Mouth' is the most meaningful. Stay visible, meet 'n greet, network through ribbon cuttings, luncheons, happy hours and chamber events."
Steve Blives, Blives Consulting, steve@blives.com
- "Quote your Workers Compensation renewal, good chance you are paying too much!" **Russell Weber, O'Connor Insurance (314) 434-0038**
- If you have been trained in CPR and your are not comfortable doing bare mouth to mouth breathing, call CPR-N-MORE @ 761-7400 or e-mail jai@cpr-n-more.com, for our new Rescue Key Barrier Masks. Only \$5. **Jai-Jai Goldstein, CPR-N-MORE, jai@cpr-n-more.com**
- "It has sometimes been said that the DC after the Doctor of Chiropractic's name also stands for "Doctor of Cause". Chiropractors correct the cause and don't just treat the symptoms"
Dr. Paul Hyland, Committed to Health Chiropractic Center, drphyland@charter.net

For more information regarding the Chamber Leads Group,
call Larry Tessler (314) 995-9977.

Chris Harris-State Farm Ribbon Cutting



Pictured front row from left to right: Nancy Gray, Steve Schaefer, Pamela Hollins, Kristen Furguson, Kathryn Ford, Tina Powell, Mayor Harold Dielmann, Chris Harris, Dr. Jaime Dodd, Kathy Franklin, Maeola Blanchard, Donna Mantle, Micheal Wade, and Orlando Williams

Back Row from left to right: Regina Askew, Chris Harris Jr., John Morton, Dave Book, Larry Tessler, Rusty Shelley, Schmara Walker, Julie Harris, Jacalyn Keen, and Gina Wynn

Chris Harris-State Farm Insurance Agent celebrated the relocation of the agency on Tuesday, May 4. The office moved from Florissant to 10420 Old Olive St. Rd. Ste. 100 in Creve Coeur in May of 2009.

Chris Harris cut the ribbon, and everyone enjoyed hearing more about what the agency offers to its clients. Staff of the Chris Harris agency include Shmara Walker (office manager), Chris Harris Jr., Taisa McElroy (office representatives), and Matt Husband (agency specialist).

State Farm's mission is to help people manage the risks of everyday life, recover from the unexpected, and realize their dreams. Its mission is achieved through its products and services offered, as well as through its involvement in and commitment to the community.

Chris Harris offers a wide variety of coverage, not just auto insurance, but also mutual funds, CDs, bonds, banking products, life & health insurance, as well as homeowner's coverage. At home or on the go, State Farm and Chris Harris has you covered, contact Chris at 314-567-6644.

Visiting Nurse Association Ribbon Cutting



Pictured from left to right: Mark Perkins - Creve Coeur City Administrator, Nancy Gray - Chamber Director, Beverly White - President and CEO of VNA, Creve Coeur Mayor Harold Dielmann, Keith Steinhoff - VNA Chairman of the Board, Glenda Behrle - VNA Board Secretary, and Mike Connelly-VNA Board Member.

In a strategic move designed to improve operations and service to the Greater St. Louis Community, VNA chose Creve Coeur for the relocation of its new headquarters and immunization clinic. On the eve of its 100th anniversary in January 2011, VNA was searching for a more state-of-the-art facility to accommodate its changing needs and position itself for another century of quality health care service to meet the special needs of the community. That search lead VNA to 11440 Olive Boulevard in Creve Coeur.

Creve Coeur Mayor Harold Dielmann stated, "The Visiting Nurse Association is a wonderful addition to the Creve Coeur business community. I am pleased that an organization that provides such a tremendous community service is once again calling Creve Coeur home."

"We are happy to be in a more visible location for the benefit of the community, our patients, physicians and business clients," said Beverly White, CEO. "All of VNA's services — hospice, immunizations, health management and wellness — are now conveniently located in one office space, which will improve our overall efficiency of service."

Visiting Nurse Association is a nonprofit, community based organization dedicated to serving the health care needs of the community, as well as a charter member of the United Way of Greater St. Louis.

Today, VNA provides a variety of health care services throughout the greater St. Louis area and beyond. VNA's exceptionally trained and experienced staff provides hospice education and care, disease prevention, health management, and wellness. VNA has a long history of innovative approaches to improving healthcare accessibility. VNA was the originator of home health in the St. Louis area, the first to offer flu shots in retail establishments and public venues, and the first to go into corporations to provide the service onsite. VNA is one of the largest providers of corporate flu shots in the area.

To learn more about VNA and its services, visit its website at www.vnastl.com or call at 314-918-7171.



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CHAMBER ANNUAL AUCTION THEME: ISLAND GETAWAY



Chamber Of Commerce



Friday, June 25, 2010
Spazio Westport
12031 Lackland Road
6:30-10:00 p.m.
\$35 a person / \$240 a table of 8
Open bar and buffet dinner

Reservations due June 18, 2010.

Contact name _____

Company _____

Full Address _____

Telephone _____ e-mail _____ Fax _____

Please reserve _____ tickets for the Auction (\$35 per person).....\$ _____

Please reserve _____ table(s) of 8 for my company (must be one full payment of \$240 per table).....\$ _____

Please reserve a Big Kahuna Sponsorship for my company.....\$1,000
 Table of 8; preferred table placement; company name on table, on program cover, in July newsletter and on chamber website; company banner placed at event; two bottles of champagne at table; two minute commercial during event and special dessert presented at table

Please reserve a Cabana Sponsorship for my company\$750
 Table of 8; preferred table placement; company name on table, on program cover, in July newsletter and on chamber website; two bottles of champagne at table; and one minute commercial during event

Please reserve a Surf's Up Sponsorship for my company\$400
 Table of 8; preferred table placement; company name on table, on program cover, in July newsletter and on chamber website

Total \$ _____

- I will call the Chamber office with my credit card # (MC/Visa/Discover accepted)
- I will mail a check.
- I need to be invoiced.
- I want to give an auction item for the event. Item _____ Value \$ _____

The Creve Coeur-Olivette Chamber of Commerce will submit a letter acknowledging all donations.
 Donations are tax deductible as a normal business expense.

Please return this form by e-mail to ngray@cco-chamber.com (please do not e-mail the form with any credit card information); or by fax to 314-569-3073 or by mail to CCO Chamber of Commerce, 677 N. New Ballas Road, Suite 214, St. Louis MO 63141.

For questions please contact the CCO Chamber office at 314-569-3536.



Chamber Of Commerce

CREVE COEUR - OLIVETTE CHAMBER OF COMMERCE
677 N. NEW BALLAS ROAD
SUITE 214
CREVE COEUR MO 63141
314-569-3536
314-569-3073 fax
www.ccochamber.com

2010 AUCTION

We need items for our annual auction. The auction will be held Friday, June 25, 2010. All gifts will be acknowledged in the auction program and July newsletter.

NAME _____

COMPANY _____

ADDRESS _____

CITY _____ **STATE** _____ **ZIP** _____

PHONE _____

I am giving the following item(s) to the Creve Coeur-Olivette Chamber of Commerce:

Merchandise _____ **Certificate** _____ **Check** _____

VALUE OF ITEM(S) \$ _____

ITEM DESCRIPTION _____

AUTHORIZED SIGNATURE _____

- I will bring my item(s) to the chamber office.
- I would like my item(s) picked up.
- I want to volunteer the day of the event.

Please return this form to the chamber by June 16th

Please consult with your tax advisor regarding the deductibility of items made to the Creve Coeur-Olivette Chamber of Commerce.



CCO Coffee Connection

This free event gives you a chance to connect with others in an informal networking setting!

Bring lots of business cards and be prepared to share your business story!

Friday, June 11, 2010

8:00-9:00 a.m.

Light Breakfast Items & Networking

U.S. Cellular - Westchase

10901 Olive Blvd.
Creve Coeur
Phone: 314-991-1259

NO CHARGE but kindly RSVP for food count

Phone: 314.569.3536 Fax: 314.569.3073
677 N. New Ballas Rd., Suite 214
Creve Coeur, MO 63141
www.ccochamber.com

Please RSVP by noon on June 9, 2010

REGISTER ONLINE: www.ccochamber.com or FAX: 314-569-3073

OR E-MAIL: ngray@cco chamber.com

Name of attendees _____

Business _____

Daytime phone _____