

# WOMEN IN BUSINESS

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Special section of the East Valley Tribune • p15-p26

When Sherry Kiyler was a rookie beat cop in the 1970s, she was issued a skirt and a purse — the latter to hold her two-inch revolver and hand-

cuffs (as if there were any other logical reason...).

While Kiyler hung up her badge earlier this summer as the highest-ranking officer (chief of police) in one of the southwest's most dynamic cit-

ies (Chandler), she still serves as the perfect microcosm of how things have changed — and of the opportunities trailblazers like herself have provided for woman today.

Be it in law enforcement or

local leadership, politics or the seemingly-still-male-dominated world of sports broadcasting, the days of women sitting as bystanders to leadership and innovation are, without a doubt, nearing their end.

We present this special section, complete with feature stories from our newsroom and sponsored content via our loyal advertisers, as a celebration of women in business of all types, serving all industries.



Sally Harrison rose from director of programs to vice president of business development to president and CEO of the Mesa Chamber of Commerce in just five years. [Ivan Martinez/IvanMartinezPhotography.com]



Mary Ann Milleris in her 14th year as the president and CEO of the Tempe Chamber of Commerce, joining Gilbert's Kathy Tilque (17 years) as two of the region's longest-tenured chamber leaders. [Photo by Jay Mark/provided by TCOC]



Terri Kimble has been president and CEO of the Chandler Chamber of Commerce since 2011. [Photo courtesyCCOC]

## CHAMBER LEADERS:

From Chandler to Gilbert, Mesa to Tempe [and nearby Ahwatukee Foothills, too], a quintet of bustling Chambers of Commerce have each been marked of late by a new kind of woman's touch; **p16**

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## EAST VALLEY LEADERS

## FIVE OF A KIND

From Chandler to Gilbert, Mesa to Tempe [and nearby Ahwatukee Foothills, too], a quintet of bustling East Valley Chambers of Commerce have each been marked of late by a new kind of woman's touch

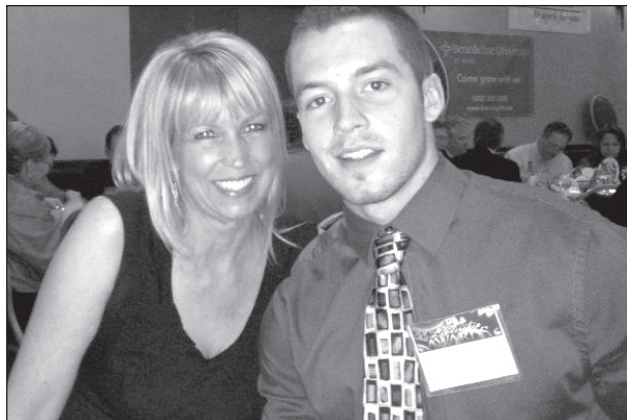
By Eric Mungenast  
TRIBUNE

Compared to her counterparts Mesa Chamber of Commerce president and CEO Sally Harrison is willing to admit she's the new kid on the block.

Well, she's kind of new-ish, to be fair — she landed the full-time leadership role in February after spending the months prior serving in an interim position — and is learning the nuances of the role.

One thing she has going for her as she learns more and more about the position and what it entails is the ability to depend on her neighboring chamber presidents.

What makes the East Valley's crop of business leaders particularly notable for Chandler; Gilbert, Tempe and Mesa — not to mention nearby Ahwatukee Foothills — is that, in a business tradition-



Sally Harrison, president and CEO of the Mesa Chamber of Commerce, was proud to bring her son, Blake, a Marine Corps recruit who completes basic training this week in San Diego, as her date to the chamber's 2013 awards banquet earlier this year. [Photo courtesy Sally Harrison]

ally skewed toward the masculine, all are headed by female leaders.

"We work closely, we really do. We have a great synergy," said Chandler CEO Terri Kimble.

Gilbert Chamber president Kathy Tilque said the relationship among the women —

including Harrison, Kimble, herself and Tempe CEO Mary Ann Miller — has a spirit of mentorship to it, due in part to the "girl-to-girl" friendship that continues to develop as the four become accustomed to one another. The person who receives much of the mentoring is Harrison,



Kathy Tilque, president and CEO of the Gilbert Chamber of Commerce, is pictured with Sen. John McCain and Arizona Business Bank's Jon Olson, past chairman of the Gilbert Chamber Board at a chamber event. [Photo provided by Gilbert Chamber of Commerce]

who admits she's picked up a lot from spending time with her counterparts, particularly Tilque and Miller. "For me, I learn from the others," Harrison said. "I feel like the newbie in the room."

It makes sense given the tenure the two have — Miller has been in charge of the Tempe chamber since 1999, while Tilque has served in her position since 1996. Kimble leans closer to Harrison, having served as the Chandler CEO for two years after serving the same length in the same position in the Ahwatukee Foothills Chamber of Commerce (now headed by another woman, Anne Gill).

But the relationship isn't a one-sided mentorship; rather, Tilque said the four chamber leaders all provide different areas of expertise within the chamber world — from public policy to growing membership — they pull from.

"Together, I think we can help each other grow," Tilque said.

Kimble added the four will pool together to get lobbyists to advocate for the common interests — as she put it, "when one chamber is strong, that helps build business everywhere in Arizona."

Adding to the camaraderie the group shares is just the nature of the job, as Tilque said there aren't a lot of professions that are comparable to being the head of a cham-



Anne Gill, president and CEO of the Ahwatukee Foothills Chamber of Commerce on Monday, June 17, 2013. [file]

ber:

"Being a chamber CEO is not like any other career," she said. "Any time you can get together and share the experience, because there's no career like it, that's helpful."

Having women in leadership positions in chambers across the country has become more common than in years past, but the chamber world has, historically, been the province of men.

Miller saw that first hand when she first started with her chamber, when she said women were expected to take on "more male attributes" in order to succeed. In other words, she said they were supposed to adopt cut-throat personas and avoid letting their emotions or feelings block the march toward the bottom line.

Harrison's experience was almost the exact opposite of that, as she said the vibes for

meetings had men doing all the talking and women following the motto "seen and not heard."

"When I started, I felt like it was almost a good ol' boys network ... the board had a lot more men, and everyone were friends, and that's good," she said. "But I don't think it's that good ol' boys club ... it has a more professional feeling because it's not that good ol' boys club."

The problem hasn't fully gone away — Harrison said she'll still attend meetings where she's the sole woman in the room — but she said things have gotten better in recent years. Miller added some of the stereotypes that have existed about women in business over the years have started to fade, but they are prevalent — although not across the board — in certain industries like construction.

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### Casa Medical Offers Special Service to Provide Diabetic Patients with Shoes

In the past 12 years, Debra Bobbe, owner of Casa Medical, Inc., has inspected the feet of hundreds of diabetic patients, helping them be fitted for the orthotics and special shoes they need to protect their feet.

Her medical supply company and the unique service it provides grew out of a need Ms. Bobbe saw in her own family.

"The reason I got into this business was because diabetes is hereditary and runs in my family," Ms. Bobbe said. "As one of the top killers in the country, diabetes is a problem that needs to be addressed."

She said, in addition to affecting the eyes, kidneys and cardiovascular system, "Feet can be a real problem for diabetic patients. The diabetic foot is a danger zone. They can have a small callus that turns into an ulcer, which can lead to amputation."

Ms. Bobbe remembers her grandmother suffering terribly. "Her feet were so bad, so swollen that she couldn't put a pair of shoes on. All she could ever wear was slippers," Ms. Bobbe said, adding that her grandmother's sister also was diabetic and had her leg amputated. Ms. Bobbe's father and her 48-year-old sister also have diabetes.

All-too aware of the problem, Ms. Bobbe saw a way to help when she learned about a program instituted by Medicare called

the Therapeutic Shoe Bill. The program allows diabetic patients to, each year, get a new pair of diabetic shoes and three pair of the diabetic inserts they require. This is where Casa Medical comes in.

Casa Medical regularly hosts seminars in local retirement communities, where Ms. Bobbe discusses diabetic foot care and assists seniors to sign up for the therapeutic shoe program. As a board certified pedorthist, Ms. Bobbe has special training in dealing with the diabetic foot. She applies her many years of experience to properly evaluate what shoe is needed.



Debra Bobbe and husband, Cole.

"I do all the medical assessment and the fitting of shoes myself," she said, adding, that her husband, Cole, a retired Marine lieutenant colonel, occasionally assists. "He is my rock and is a tremendous support to me and my business."

Ms. Bobbe said her work is "very rewarding" as patients are "forever appreciative" of the service she provides. For more information about how to receive diabetic shoes or how to find an upcoming seminar near you, call the Casa Medical office at 480-941-9493.



## EAST VALLEY VOICE

## Success comes to women who work hard, take risks, and build a strong team

I have never been one to consider my gender to be a factor when it comes to my career. I am a firm believer that my actions and work ethic bear a far greater impact on my success. I'm not saying that being a woman in business doesn't change the game a bit — especially when it comes to how my actions are perceived — but it certainly has no place in my daily thought process or leadership efforts.

As the president and CEO of the Gilbert Chamber of Commerce for the past 17

years, I've grown right alongside the Chamber and our community. I've worked with some incredible individuals, both male and female, and have learned many valuable lessons along the way. If there is one significant variable I have observed between the two sexes, it is the double-standard in communication. When a male leader is bold, frank and opinionated, he is often deemed to be a visionary or strong leader. Conversely, a woman can be considered pushy, aggressive or rude. Have I com-



**Kathy Tilque**

pen- sated for this standard over the years? Of course — but I have also never been fearful of this perception. I can tell you that times are changing and these days I see less and less of a gender discrepancy. Maybe it's the influence of a younger workforce or perhaps it can be attributed to the changing economic and technological times. What I see is a sense of collaboration — leaders coming together to learn best practices and help each other overcome challenges. I see executives of all ages with a willingness and desire to keep up with trends and try new things. I see male leaders seeking a balanced life just as much as their female counterparts. There is a growing expectation that working fathers will be just as involved and hands-on as their partners — especially as moms take on careers. I see employers becoming more understanding of the need for a flexible work environment and supportive of the idea that family should come first.

**EDITOR'S NOTE:**

Kathy Tilque is the president and CEO of the Gilbert Chamber of Commerce. As part of this 'Women in Business' special section, Tilque is sharing with Tribune readers her insights on the dynamics of female leadership in today's workplace.

Throughout my career, I have been fortunate to have had both male and female mentors. Each of these individuals invested their time in me and my potential. Likewise, my Board of Directors has always been supportive of my professional growth and development and, because of their confidence in my ability, I have been able to take risks and try new ventures. I choose to surround myself with dynamic leaders and professionals and I'm the

first to acknowledge the importance of building and empowering a great team. It's often said that the world belongs to those who show up and I believe that is true. However, those who do show up and truly make a difference are the ones who are willing to take the risks and weather the storm of controversy for the greater good — no matter what gender. I'm proud of what our chamber has accomplished and I salute my chamber peers for the good work they have done for their communities as well.

• Kathy Tilque has been the president and CEO of the Gilbert Chamber of Commerce since 1996.

• Kathy Tilque has been the president and CEO of the Gilbert Chamber of Commerce since 1996.

## EAST VALLEY VOICE

## Managing change and overcoming obstacles while climbing the care

A good friend once told me that the only constant is change. There is no truer statement.

I believe change is certainly a good thing. But in my own career at the Mesa Chamber of Commerce, moving from the director of programs, to the vice president of business development, to the president and CEO in the span of about five years has been a little bit of a chal-

lenge.

But what is the proper way to professionally manage change?



**Sally Harrison**

**Managing change, expectations**

Fortunately, I've learned to ask a lot of questions and not be afraid of making a mistake here and there. Using past experiences as launching pads

for new ones and learning to delegate — admittedly not my strong suit — have

**EDITOR'S NOTE:**

Sally Harrison is the president and CEO of the Mesa Chamber of Commerce. As part of this 'Women in Business' special section, Harrison is sharing with Tribune readers her insights on career evolution, management style, delegation and learning from past experiences.

been challenges, but I am learning to do both more often and to ask others to step up and do more too. I've learned to shift my perspective to face challenges head on and overcome hurdles, and to become more disciplined in the process.

I've never really felt overwhelmed by my job, but I certainly have felt the chal-

lenge of meeting expectations of others. It's never become too much, however, because of how high I've set my goals for myself.

**Never stop learning**

In January of this year I enrolled in a four-year program called Institute of Organization Management. I have met some great peo-

ple through the program, and some incredible instructors. Everyone participating is either with a chamber or an association, so many are facing the same issues, challenges and opportunities that I am in my role.

**Maintaining perspective**

I think back often to that statement my friend said. Change is constant. But knowing that, I've learned to become more flexible and to view mistakes as opportu-

nities for both learning and personal growth. I learned to put things in perspective and decide what is truly important and what can wait till next week or event next month. And, I'm open to constructive feedback. I appreciate the support I get from our members, our board, our staff, and the community in general. Obviously, I can't do this job alone.

• Sally Harrison was named president and CEO of the Mesa Chamber of Commerce in 2012.

## EAST VALLEY VOICE

## Like all else, feminism has evolved — it should be applauded

I am a feminist.

Perhaps it stems from my tomboy roots. While I run and throw "like a girl" with all the negative connotation that stereotype brings, I won every wrestling match with Timmy down the street. Even at a young age, I only wore a dress to church, and my mom immediately changed me into pants when we got home.

I graduated from high school before Title IX was implemented and the only sport for girls was softball.

As an account manager after college, a trucking rep who had messed up a shipment said, "just calm down, honey"

**EDITOR'S NOTE:**

Mary Ann Miller is the president and CEO of the Tempe Chamber of Commerce. As part of this 'Women in Business' special section, Miller is sharing with Tribune readers her insights on what it means to be a "modern" feminist.



**Mary Ann Miller**

He later called my boss to see if I actually had the authority to throw him off the dock.

In the early 90s I learned not to take a notebook into a meeting so that the men in the room wouldn't ask me to take minutes.

And not so long ago I actually had someone ask me how it would look if the Tempe Chamber had three women consecutively serve as board chairs.

Being a feminist isn't about the semantics of organiza-

tion names or being offended at job titles. It's not about raising up women to the detriment of men. Being a feminist is being cognizant of where we've been and where we've yet to reach. It's about equal opportunity, which empowers individuals and creates a multitude of options.

It means that a woman can be a nurse or a teacher or a secretary. She can be an engineer; run a company or run for office. She can start a business or start a family. Work 60 hours a week or stay at home with the kids. She can make as

much money as the man she replaced. She can be assertive and aggressive and not worry about being liked. She can do it all with her individual sense of style, both is how she deals with people and in how she present herself. And it has opened these doors for men as well.

It bothers me when young women vehemently deny being a feminist, but I realize it's because we've come so far that many have not had to face obvious inequality. I pay tribute to the women who have led the way for me, and hope that I can blaze a trail for a few of the folks coming next.

• Mary Ann Miller has been president and CEO of the Tempe Chamber of commerce since 1999.



## Audiology Corner

by David McBride, M.S., FAAA

**OPEN YOUR EARS TO NEW DESIGN!**

If you suffer from hearing loss and have resisted the idea of getting a hearing instrument over concerns about comfort, you no longer have an excuse. Since "open-fit" hearing instruments were introduced, they have revolutionized the industry. No longer does wearing a hearing instrument require plugging the ear canal with a regular earmold. Instead, amplified sound is comfortably delivered through a thin, plastic tube to a point directly in front of the ear opening. The business end of an open-fit hearing instrument is a slender, low-profile component that is worn behind the ear. These instruments produce no occlusive effect that makes listening to one's own voice seem unnatural. Open-fit hearing instruments are popular precisely because they seem so natural.

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## EAST VALLEY VOICE

## Whatever your definition of success, getting there is 100 percent in your control

In today's constantly evolving workplace, personal career management must be a priority for anyone who wants to achieve success in their career — including women.

For women, career success might mean growing as a professional, achieving work life balance, building subject matter expertise, or getting promoted and moving up within their organization.

Whatever your definition of success, attaining it

is 100 percent in your control. It's time to stop sitting back and waiting for great things to happen in your career and to start making them happen for yourself. Here are several steps you can take today to begin taking control of your career:



Lindsay Witcher

### Volunteer

Jump at the tasks no one else wants to do. There is no better way to get noticed and become invaluable within your organization than taking on that which no one

else will. Not only will this highlight you as a team player it will quickly elevate you in your manager's eyes. The most successful professionals know that one of the best ways to get ahead in their own career is to make the job of their manager easier.

### Innovate

If you want to move forward and get noticed you have to do more than keep up the status quo. Look at the challenges your company or department are facing and develop solutions. Come up with new ways to do the same old things — become

known as someone with good ideas that isn't afraid to implement them.

### Get a Mentor

Having a mentor is one of the best steps you can take to further your career. Find someone who holds a position you would eventually like to earn or someone whom you respect a great deal for what they have accomplished in their career and ask them to be your mentor. Meet with them regularly and take their feedback and advice to heart. This, more than any other activity can help you

grow and develop into the professional you want to be.

### Network

Most people only think about networking when they are looking for a new job but it is something everyone should do throughout their career. Effective networking is about more than just connecting with people on LinkedIn; it's about building relationships and helping others. Set a goal for yourself to cultivate your network on a monthly basis. Schedule reminders to check in with key members of your network regularly,

never each lunch alone and actively try to build new relationships within your company and outside of it. The time you invest in these activities will undoubtedly pay off in the future.

Use these tips to start taking control of your career today! Career success is in your hands and the more time and energy you are willing to invest in these types of activities the sooner you will make your career goals a reality.

• Lindsay Witcher, M.S., is a Career Counselor and Practice Development Manager at RiseSmart.

## LEADERSHIP

## Are women better leaders than men?

STATE POINT NEWS

With more women rising to top positions in business and government, the topic of women and their capacity for leadership has been all the buzz in the media lately.

From Facebook COO, Sheryl Sandberg's message to women to "lean in," to Yahoo's new CEO, Marissa Mayer's seemingly family-unfriendly human resources policies, societal expectations of women

in power are shifting.

In fact, some of today's top female business and political leaders have found success in shedding the "nice" factor from their work persona.

"I don't subscribe to the

notion that women manage or should manage in a gentler, more nurturing fashion than men," says Gianna Angelopoulos, Greece's Ambassador at Large, who recently authored a political memoir, "My Greek Drama: Life, Love, and One Woman's Olympic Effort to Bring Glory to Her Country."

Angelopoulos, who is well known for winning the bid for the 2004 Summer Olympics for Athens, Greece and has been named one of the 50 most powerful women by Forbes magazine, is a contemporary example of a woman breaking the mold, as certain aspects of her leadership style may raise eyebrows where gender politics are concerned.

For example, with the 2004 Olympics less than a year away, as President of the Organizing Committee for the Athens Games she publicly made the decision to devote less time to her three children and more to her job. And she ruffled feathers when she banned miniskirts in the workplace and openly admitted she could be strong and business-like, yet shrewd enough to flatter powerful men to get what she wanted.

The debate about whether women or men make better leaders has raged for years. Back in the early-to-mid 2000s, several studies and polls concluded men held the upper hand. Today, attitudes have shifted and newer studies have declared women the victors.

According to a 2013 survey of more than 600 board di-



Gianna Angelopoulos, lauded for her efforts to bring the 2004 Summer Olympics to Athens, Greece, was named one of Forbes magazine's 50 most powerful women. [StatePoint News]

rectors, published in the International Journal of Business Governance and Ethics, women are better at decision-making, translating into better performance for their companies.

Despite a clear shift in the way women conduct business, they still face uphill battles in corporate America. Women are paid 23 percent less than men on average, according to the American Association of University Women, and in 2012, women only held 14.3 percent of the Fortune 500 Executive Officer positions, according to the Catalyst Census.

While the jury is still out on why imbalances of power remain, decades after the women's liberation move-

ment, some are firm when they say it has nothing to do with fundamental differences between genders.

"Women are as talented as men and, quite often, stronger," contends Angelopoulos. "I believe women can be most effective by using all their gifts: strength, intelligence, beauty, charm and female intuition."

More information about Angelopoulos and her new memoir can be found at [www.mygreekdrama.com](http://www.mygreekdrama.com).

From Margaret Thatcher to Hilary Clinton, some of the most successful modern female leaders have defied gender role expectations. And today's ambitious women continue to take cues from those who paved the way.



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# TED'S SHOOTING RANGE

## Indoor Shooting Range Offers Family-Friendly Fun and a Chance to Perfect Shooting Skills

While a few may balk at first, the response to the woman-owned and managed gun shop and shooting range has been overwhelmingly positive since it first opened three years ago.

For seasoned gun fans to visitors in the area, family groups to first-time shooters, Ted's Shooting Range in Queen Creek offers indoor target-shooting in a family-oriented atmosphere where shooters can perfect skills, meet new friends and learn from others.

While owned by a five-member partnership, including the range's namesake, Ted Williams, daily operations at Ted's Shooting Range are overseen and coordinated by two women — owner Liz Robinson and owner/manager, Amanda Krugen.

"Ted's is one of the few ranges that is actually run and part-owned by women," Robinson said. She said her own love for shooting started years ago. "My father liked shooting and got me involved in it when I was young."

Yet, she adds, "I'm not what you would call your typical gun person." Instead, in her own shooting and in what she and the other employees try to convey to their patrons, Robinson said, "Shooting is just a lot of fun. It's a great sport that offers a lot of enjoyment."

Krugen agreed, and added, "Shooting is kind of awesome. It's just a fun, awesome sport."

"It's a great sport for anyone, and people do get hooked on it," Robinson said.

She explained that, from the outset, their focus was on building a range with a different feel and atmosphere. She said industry-wide there is a new attitude about guns in general and more families and more women are getting interested in shooting.

Ted's conveys these changes. From the neighborhood location in Queen Creek to the fun-focused atmosphere, to their classes in safety and their personalized, caring approach — the range caters to promoting a wholesome approach to guns and shooting.

"We take time with people, helping them understand

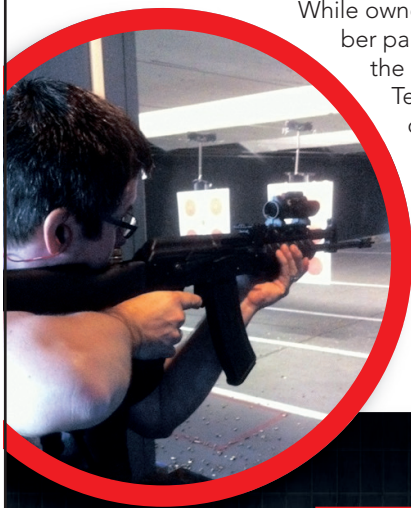
how to be safe and how to really enjoy shooting," Krugen said.

"It's not your typical range, not your 'father's shooting range,' so to say," Robinson noted.

Shooters pay by the hour to use the range. Mondays and Wednesdays are Ladies' Days, and women are treated to free range time on those days. Discounts are given to military and former military personnel. Ted's also offers membership packages and opportunities to rent the range for an evening as well as a retail store and several classes, including concealed carry classes.

Located at 18395 S 186th Drive, Suite 106, in Queen Creek, Ted's Shooting Range is open Monday through Saturday, 9 a.m. to 8 p.m., Sundays, 11 a.m. to 5 p.m.




For information and pricing, visit [TedsShootingRange.com](http://TedsShootingRange.com) or call (480) 840-9202.



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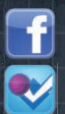
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**ABC Hearing: Dawn Sanchez**



**Dawn Sanchez**  
Hearing Aid Specialist

Dawn Sanchez started as a nursing student who needed a job. While working the front desk at Sandia Hearing Aids in Albuquerque, New Mexico, she found her niche.

"We were helping people with something that I wasn't able to do as a nurse. As a nurse all I could do was help the sick. Now with hearing, I found that I could help people improve their lives outside of the hospital, which I found to be intriguing," said Sanchez.

In 2003, while living in Albuquerque, New Mexico, and working for Sandia Hearing Aids, Sanchez was given the opportunity to manage the expanding practice in Arizona. Two years later, Dawn

and her husband, Sean, bought the practice and Sandia Hearing Aids became ABC Hearing Aids, LLC.

"It didn't make any sense to move. It was here, it worked, and people know where it is. It's a fixture around here," said Sanchez.

ABC Hearing is a small, family-owned hearing aid dispensing practice located in Mesa, between Stapley and Gilbert Roads. The office repairs all makes and models on-site and offers hearing instrument cleaning and inspections. The people at ABC Hearing focus on individualized and personalized care.



"The product does cost money, but it is not about money. It's about better quality of life through hearing. It's about us taking the time to find out what somebody's lifestyle is all about and making it better so that they can communicate with their loved ones," said Sanchez.

Dawn and her husband hope to expand their practice to several different locations throughout the valley in the next year.

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**Piefection Offers the Perfect Dessert and Dinner Pies**

It's been nearly a year since Cheryl Standage followed her passion for baking delectable desserts, left behind a successful banking and management career and opened Piefection Pie Shop, a scratch bakery and one-of-a-kind pie shop in East Mesa.

Since then, it's been nothing short of "Piefection" as party planners and pie lovers across the Valley are discovering the fun and flavor of including pies in their large celebrations, holiday gatherings or for an easy after-dinner dessert.

Indeed, Piefection is not only living up to its "perfect" name, but is proving out Martha Stewart's prediction that "Pie is the new cupcake."

"People of all ages are enjoying and re-discovering the traditional comfort-food dessert," Standage said.

Customers are particularly pleased with the top quality and taste. Much of that stems from Standage's commitment to producing the best product possible.

"I constantly observed my mother and my grandmother

cooking and baking, and I developed a relentless passion to follow their example, and to always do it with quality ingredients to create the most fabulous food possible."

Piefection now features whole pies to go, in 50 different varieties, with everything made in-house daily.

"We use no preservatives or additives and only the finest ingredients around—freshly ground nutmeg, real butter, real whipping cream," Standage said.

Among the favorites are coconut cream, chocolate cream, banana cream, lemon meringue, country apple, Georgia peach, Michigan cherry and triple berry.

"We also have a plethora of upscale signature pies, including some you cannot get anywhere else, because we developed the idea here, like our Almond Joy (quickly becoming our top seller) and Arizona Orange (Arizona's version of key lime made with local sour oranges). We also have white chocolate raspberry, fresh strawberry, lemon blueberry sour cream, southern pecan, French silk and peanut butter dream," said Standage.

In addition, Piefection makes homemade rolls and chicken, turkey, green chili pork, Italian beef and pizza pot pies to either "take and bake" or "baked off" and ready to eat.

In everything they do, Piefection adds an ingredient of ongoing fun and celebration, giving people all kinds of reasons to enjoy their delectable choices.

August 7 through 14 will be Piefection's Back to School celebration, with slices of select varieties available for \$3. August 21 is National Senior Citizens' Day, when anyone over 60 can purchase select pies for \$10.

Also, in August, Piefection will introduce, as their Pie of the Month, a new recipe called "Grandma Pete's Pear Pineapple Pie."



**Cheryl Standage, owner of Piefection Pie Shop in East Mesa.**

"It's a two-crust pie with pears and crushed pineapple. It was my Grandmother Peterson's recipe—so it's pretty meaningful to my family—but no one has been able to duplicate it until now. Our family and everyone who has sampled it is going crazy over this pie."

Located at **6731 E. Brown Road** (southwest corner of Power and Brown) in **Mesa**, Piefection is open Monday through Saturday, 10 a.m. to 6 p.m. Learn more at [piefectionaz.com](http://piefectionaz.com) and visit their Facebook page at [facebook.com/piefectionPieShop](http://facebook.com/piefectionPieShop), or call **480-218-7437**.

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With 15 instructors and four class studios, Classic Image offers classes in ballet, tap, hip hop, jazz—"basically all styles of dance, except ballroom," Moss said. "We have classes for ages three up to adult," including recreational classes for those who want to learn to dance

and have fun and more intensive classes for those who want more extensive professional training.

Moss said, the fact that she has been in business for 21 years is evidence that Classic Image Dance Studio is doing a lot of things right.

"That, along with the fact that our kids come out with high marks on our testing and in competition," Moss said.

This summer, 65 of their dancers participated in Los Angeles in LA Dance Magic, where they had an excellent showing; and another Classic Image-trained dancer, Mariah Spears, made it through to the top 16 on "So You Think You Can Dance."

A relatively late starter, Moss began dancing when she was 11, but she learned early on that she loved teaching and taught her first classes at 14.

"I am a much better teacher than I ever was a performer," Moss said. Moss and the others at Classic Image continue to progress as instructors. Moss is certified in the Cecchetti method of ballet and is the only one in Arizona certified to teach other teachers.

"I love seeing the kids progress. I love trying to see how to reach each student and fine tune their talents and find what makes them click as dancers."

To learn more about Classic Image Dance Studio, visit [www.classicimagedance.com](http://www.classicimagedance.com) or call (480) 839-4159.

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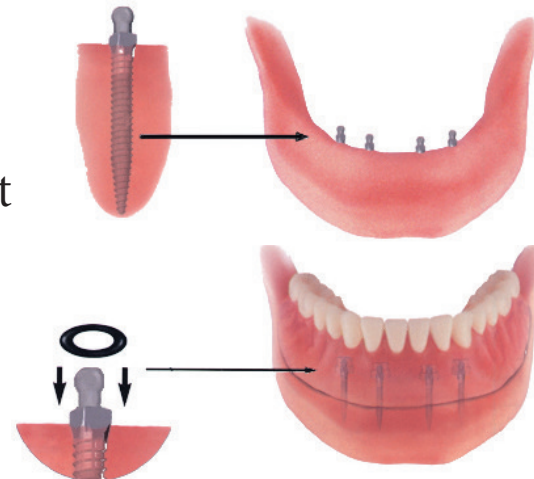
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# FYNES AUDIOLOGY

**Fynes Audiology, LLC:**  
**Cassandra Fynes, Au.D, CCC-A**

Dr. Cassandra Fynes grew up with hearing problems. In her childhood, she had tubes put in her ears that resulted in a minor hearing loss. The doctors that treated her explained little about why this happened.

This experience inspired her later in life while she attended Arizona State to enroll in speech and hearing science classes. She found those studies so interesting that she was diverted from her early choice of accounting.

The East Valley native later embarked on her career with a local audiology practice. This allowed her to build relationships and a reputation that led to opening her own practice, Fynes Audiology, LLC, in 2003. The office is located in Mesa on Dobson Road.

In June of 2010, Dr. Fynes partnered with Roger Knighton. Utilizing their extensive education and clinical experience and the modern audio logical technologies available in their office, Dr. Fynes and Mr. Knighton can

obtain accurate information about the scope of a patient's hearing loss. The two work together with a focus on improving the quality of life for their clients. Dr. Fynes also has a working relationship with five ear, nose and throat physicians to help diagnose hearing problems and provide treatment.

It is estimated that nearly 30 million Americans have some kind of hearing problem. For many people hearing loss goes unnoticed, as it occurs so gradually that they do not recognize the problem; they only notice that they have a harder time paying attention to conversations, hearing the television, or picking a friend's voice out in a crowded room.

For those patients who require hearing assistance, Fynes Audiology offers a wide range of hearing aids, as well as assistive listening devices, earplugs and ear buds. If a patient needs a hearing aid, the staff at Fynes Audiology will make sure that he or she receives a top quality brand that fits, and at a good price.

Fynes Audiology offers more than just hearing aids. It helps people who are having trouble hearing regain the confidence and security that comes with being able to



hear comfortably.

For the past decade, Fynes Audiology has seen significant growth of its client base. But more than the growth of the business, Dr. Fynes takes great pride in the customer service that Fynes Audiology provides. When asked about the future, she said she doesn't mind that the practice continues to grow as long as it keeps its focus on patient care.

Follow Fynes Audiology, LLC on Facebook and Twitter. Visit [www.fynesaudiology.com](http://www.fynesaudiology.com) for more information.



## LAW ENFORCEMENT

# Reflections on a trail-blazing career

**Leading up to her retirement in June after 40 years on the force, Chandler Police Chief Sherry Kiyler looks back on changes in law enforcement, and kicking open the door as a 'police woman'**

By Michelle Reese  
TRIBUNE

Chandler Police Chief Sherry Kiyler's "from the front" leadership the past nine years inspired a police force and helped build collaboration among East Valley safety departments, according to those who have worked with her.

As Kiyler prepared to retire in June after 40 years in law enforcement, she said her hope is she's left a contribution to the community.

"I didn't come here to make it a better place. I came here to hopefully make a contribution. When I came here there were things that had to get done. A lot had to do with the significant growth that had occurred and was still occurring," she said.

The time is right, she said, as she marked her 40-year milestone in January, crime rates are down, the budget is done for the city and the new fiscal year is about to begin. Plus, since her husband retired a few years ago and they're both in good health, they want to spend more time with their "amazing" children and grandchildren.

"You don't know what life is going to be. It's time to go and explore those things that we haven't been able to because we've been working,

and working a lot of hours," she said.

Kiyler started in the 1970s as a "police woman" with the Phoenix Police Department. Then, the doors were just opening for women. She was issued a skirt with her uniform, along with a purse to carry her 2-inch revolver and handcuffs.

If she wanted pants, she had to get them on her own.

But Kiyler's determination brought her promotions and advancement, even leading the department's homicide unit.

Much has changed since then in terms of gender equity, she said.

"Forty years ago nobody expected to see women all the places we were. For years, even after we were involved in patrol activities, you would not have seen a woman SWAT team officer or patrol officer. That has all changed," she said. "We have truly become integrated. You simply have to be qualified to do the job. You have to work hard.

There's lots of competition for everything, but all jobs are now open to everyone."

The other change has been in "tools and technology" to get the job done, she said.

"When I started as a sworn officer in 1973, we didn't have portable radios, computers in

#### EDITOR'S NOTE:

A version of this story was first published in the June 26 edition of the Tribune.



After 40 years of experience as a police officer, Chief Sherry Kiyler recently retired from the Chandler Police Department. [Ana Ramirez/Special to Tribune]

the car, bulletproof vests. Our information was only as good as what was told from one officer to another as they were going off shift," she said. "Our training was good. The tools of our trade were there. But they were nothing like what they are today. The changes were phenomenal. We used to hang our radio mic outside of our car and hope we could get back for help."

"What has not changed is the job we do. The burglary is still a burglary. A crime is still a crime. Police response is still police response."

Assistant police chief David Neuman, who will take over as interim police chief on June 30, said Kiyler's impact goes beyond Chandler.

"When she came, she really reached out to the other

agencies and got us involved," he said. "Part of our strategic plan, working partnerships and relationships, has allowed us to do more things. It's worked very well for us."

Kiyler pointed to the East Valley Gang and Criminal Information Fusion Center, which opened in 2007, as a place where police agencies can share information with each other, as well as with state and federal groups.

"When I started in this business, we were expected to do it all, have all the answers and do it in our own communities. We learned that we don't always know what's best. We have to partner with our community about what are the crime issues and the social issues we need to address. We've learned we all need

the resources, but we don't all need the same resources," she said.

In terms of a rewarding career, Kiyler said nothing tops police work.

"Every day we get to get up and do something that makes a difference. One way or another, the people who work in this profession are going

to make an impact every day," she said. "People never call us when they're having a good day. They're calling us because it's possibly the worst day of their lives. Maybe they've been burglarized or had their life threatened or children lost. The responsibility we have is from the moment that phone rings until it's over. ... That responsibility is huge, particularly for people on the street wearing the uniform. They are constantly being judged and represent an organization and profession."

But the "rewards are huge," she said. "We get to save lives. We get to catch bad people."

When Kiyler talks to young people about a future in the field, she's quick to inform them that their actions today can impact opportunities available tomorrow.

"You can do things as a teenager or in your early 20s that will disqualify you from not only this profession, but many others. I think sometimes our young people don't consider consequences. What you do today, truly, truly impacts what you do tomorrow," she said.

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## Chamber

» From page 16

On the other hand, Tilque said the fact that she's a woman is immaterial to her duties as a chamber head, while Kimble said it really isn't that big of an issue for her either.

"I don't see it as a male/female issue, I see it as a business-leader issue," Kimble said.

Regardless of the individual circumstances, the roles Harrison, Kimble, Miller, Tilque and Gill play in their respective organizations are indicative of a larger trend in which women are taking more leadership positions in chambers

across the country.

Miller compared the rise in female chamber leaders to the notion that nonprofit organizations have historically been run by women. And in the chamber realm, women have long held leadership roles in the smaller, non-metropolitan areas, with Tilque adding those smaller chambers often pay less than comparable jobs. That's actually one of the main reasons she became president of the Gilbert Chamber — the town's economic boom started shortly after she took over, and she said she would have been far less likely to ascend to the position had it been anywhere

near the size it is now.

A final major proponent of the move toward female-led chambers is a reflection of society itself, as the view of women's role in business has changed in the last few decades. Miller said she thinks Arizona has been ahead of the curve a bit when it comes to embracing the trend, which she said is rooted in the state's relative newness and inability to develop overly-dominant networks of men.

Attaining a leadership position in business isn't as daunting as it used to be for women, although Miller said one of the main movements that presented many of the opportuni-

ties seen today is neglected or outright shunned by some in the modern generation.

"I'm a feminist from way back, and I'm of an age — I'm 55 years old — when I hear younger women talk about 'well, I'm not a feminist, it's troubling (in how they say it),' Miller said. "... To me being a feminist means a woman can do what she wants, what she thinks is best for her situation."

"If she wants to run a company, great, if she wants to stay at home with her kids, that's great."

• Brett Fera contributed to this report.

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## SPORTS

# Broadcasters Jackson, Brunson forge their own paths to Arizona's sports-loving households

## Duo part of Fox Sports Arizona's regional Diamondbacks' baseball coverage

By Eric Mungenast  
TRIBUNE

It's a little simplistic at this point to call sports — the landscape filled with men playing or covering children's games valued at millions upon millions of dollars, often at the exclusion of women — a boys club, but history has proven that label apt. Go back 46 years to the 1967 Boston Marathon, when Katharine Switzer's race was nearly interrupted when race official Jock Semple tried to pull her off the course (her boyfriend literally body checked him out of the way).

Fall forward another 23 years to the New England Patriots' locker room, where Boston Herald reporter Lisa Olson tried to do her job through ridiculous levels of sexual harassment from players as the team's owner condoned their actions. Move another 13 years forward to a Monday Night Football game in which ESPN's Suzy Kolber endured the drunken advances of a lecherous Joe Namath, the former Super Bowl winner, in the middle of a national broadcast.

Now shift to 2013 and Sunday afternoons and nights in Arizona or Atlanta or Boston, which belong to the Fox Sports Arizona pregame and postgame broadcasting team of Jody Jackson and Cindy Brunson. They aren't necessarily groundbreakers, but their role on Sunday nights — and the paths they've taken to get there — represent a

step in the direction of sports broadcasting parity.

Jackson and Brunson earned their way into Diamondbacks' fans homes through similar means — hard work, talent, conviction — but came together just before the season began in March through different routes. Start with the former, who has worked at Fox Sports Arizona for the last 13 years covering the D-Backs, Coyotes and Cardinals. Before moving to Tempe, Jackson was a sports reporter in Buffalo, N.Y., and worked in a similar capacity in Florida covering teams like the Miami Dolphins and her alma mater, the University of Miami.

This is her dream job, the type of position she wanted as a child while watching "The U" rise in prominence under head coach Jimmy Johnson in the late '80s, and one that has worked out famously for Jackson.

"It's better than I could have ever imagined," she said.

As is the case with many professional women, Jackson's spent much of her career juggling the needs of her family and career to pursue the oft-mystical concept of "having it all." And, for her, the pursuit has proven successful; she has two children — 7-year-old Connor and 5-year-old Caitlyn — a husband who makes for a superb tag-team partner, enough free time to squeeze in a jog on a rare muggy Arizona morn-



Tempe resident Jody Jackson has been with Fox Sports Arizona covering the Valley's college and pro sports scene for 13 years. [Photo courtesy Fox Sports Arizona]

ing and the aforementioned dream job.

It's not easy making everything work — the in-season road trips impede on opportunities to see her kids compete in certain athletic activities — but she has found her way to balance her roles as broadcaster and mom.

"It actually works out pretty well; sometimes I make more of it than it really is," she said.

Flip now to broadcast partner Brunson, whose arrival at Fox Sports Arizona comes after 13 years at ESPN as an anchor for the network's flagship program, "SportsCenter," and on ESPNNews.

Both positions are of a higher pedigree than her current Sunday gig, but they didn't lend themselves to a life of quality time with her husband Steve Berthiaume — an ESPN alumnus himself and the team's play-by-play announcer. Their schedules differed greatly prior to their Arizona arrival, with Brunson taking the morning shift on "SportsCenter" and Berthiaume working evenings on "Baseball Tonight."

That's why she says she feels like she "hit the jackpot" — a variation of a phrase she uses quite often — to describe her current life station. Although she left ESPN in late 2012 with no guarantee of future broadcasting employment and with an arguably higher profile than Berthiaume, she has spent more time with him over the last six months than she had in the six years prior.

"We had wonderful professional lives, but our personal lives were hit or miss," she said. "... The Diamondbacks were so mindful of what I was giving up, and Steve's salary mirrored what we were both making in Bristol."

Benefits of her new role extend to far more free time to spend with family, friends and sorority sisters; time to fundraise for her alma mater, Washington State University;



Cindy Brunson spent years in Bristol, Ct., honing her craft as a sports broadcaster with ESPN. But Arizona already feels like home to Brunson, who moved to the desert this year with husband and fellow broadcaster Steve Berthiaume, the Arizona Diamondbacks' new play-by-play voice. [Photo courtesy Fox Sports Arizona]

and enough leftover time to read a book. Her most recent read was the former Tennessee women's coach Pat Summitt's autobiography "Reach for the Summit" co-written by Sally Jenkins. Plus, Arizona is, as she put it, hand-over-fist better than ESPN's home base in Bristol, Conn., in terms of quality of life and entertainment options.

Moving out of Bristol also removed her from a proverbial boys club of sports broadcasting, as she said the network's upper personnel — think on-air talent, executives and producers — was 95-percent male during her years in Bristol. As Brunson put it, there weren't exactly a lot of people she could go bra shopping with in Connecticut.

"I never had to wait in line to use the bathroom at ESPN," she added. "That's all I've known in the last 13 years."

It's a markedly different experience than the one Jackson — who, like Brunson, did not adopt her husband's name for broadcast — has undergone in her coverage career. Beyond the times when an interview subject is friendlier than usual, the experience working with male athletes on a frequent basis has actually been something of a non-issue.

Then again, she is cognizant of the experiences sustained by predecessors like Olson and her role-model Kolber, as well as reporters in South Africa she said are still treated poorly by athletes and officials. Their struggles, she said, helped provide women like her a higher level of respect in the industry.

"Other women have paved the way to where athletes are more comfortable with women and men covering sports," she said.

Because of their roles in sports media, Jackson and Brunson get advice requests from aspiring female sports journalists looking to advance to where they are now, and their recommendations follow a similar vein. Confidence, Jackson said, is key and something that needs to grow in step with a sports broadcaster's skills. Another trait she said has gotten her to this point in her career is an ability to put the blinders on and ignore outside distractions, as being a little myopic can remove some of the self-consciousness that plagues many broadcasters.

An important piece of the equation for Brunson is knowledge, and it's easy to tell she takes that part of it quite seriously. All it takes is about 120 seconds of a phone call for her to begin talking about recent baseball events, like Braves' pitcher Tim Hudson's broken ankle or what the Diamondbacks should do before the July 31 trade deadline. Of the latter, Brunson said the team shouldn't sacrifice young players like Tyler Skaggs or Randall Delgado to find a short-term fix to their pitching woes (she also advocated the team keep both as rotation pieces in lieu of moving them to the bullpen).

A depth of knowledge has become more prudent for broadcasters with the contributions the Internet has had on sports — it can take less than a minute to, say, find Paul Goldschmidt's WAR of 4.7 on Baseball Reference — and aspiring female sports journalists need to have more than aesthetics in their favor.

"They think just because they're attractive or photogenic or a former beauty queen, they can succeed," Brunson said.

• Contact writer: (480) 898-5647 or emungenast@evtrib.com

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## POLITICS

# The family business

Chandler's Nora Ellen (city council), J.D. Mesnard (state legislature) form mom-son political duo

By Michelle Reese  
TRIBUNE

Joining the world of politics was not something Chandler Representative Javan "J.D." Mesnard planned for years in advance.

Neither was it an idea floated by his mom, Chandler City Councilwoman Nora Ellen.

But the two surprised each other; and now they make up quite possibly the only mom-son/city-state political duo in Arizona.

Mesnard took the plunge first, serving on Arizona's House of Representatives since 2011. Ellen was elected in November to the Chandler City Council, a spot she earned without a run-off election.

Of course, Mesnard helped Ellen during the campaign, preparing her for what could come in the form of any personal attacks (which they dealt with), as well as giving advice on getting votes. He knew she already had at least one.

Because of where each lives, "I get to vote for her; but she does not get to vote for me. She's in the small part of Chandler that is not from my district," Mesnard said during a conference call from Colorado last week, where the two were together on vacation.

Mesnard said he has a "thick skin" when it comes to some of the uglier side of politics. But when it comes to mom, "my skin is thin," he said.

During that campaign, there were some comments made against Ellen by another



J.D. Mesnard shares a moment with his mom, Nora Ellen, at her installation onto the Chandler City Council. Mesnard represents Chandler in the Arizona House of Representatives. [Photo courtesy Nora Ellen]

candidate, the two said. "She handled it well. I think it's easier for yourself than if it's somebody you love. You care about a family member: I just made sure she was aware her whole life would be on display, that she would be under the microscope, the public eye," Mesnard said. "The re-

ality is neither one of us has a lot of dirt. But at the same time, what I've learned in politics is you don't have to have any skeletons in the closet. They'll just throw them in there."

Ellen said she was encouraged to run by others in Chandler because of her volunteer

work on committees. Mesnard, too, put the idea before her, he said.

"I had pointed out to her earlier in the year (2012) that she should consider running for office because of her involvement on the neighborhood committee and the retail committee. There's only

so much you can do on a voluntary capacity and if you're going to take it to the next level, you have to run," he said.

Since being elected, Ellen said she's looked toward her son's example in how he works and handles situations.

"I learned you really have to

have a servant heart and listen to your constituents and go deeper into what's going on with issues. That's what I appreciate with him. He really sees the overall picture of an issue," she said.

Sometimes state and city governments clash, an issue the two saw a but this past Legislative session in regards to taxes, Mesnard said. Politics are not always left at the door when they get together for family gatherings, they said. But because they're both working to better Arizona, they accept what the other is doing.

"I'm glad she did (run). I think she's a great asset to this city. So far we haven't had a city-state, mother-son showdown, but I know if that arises, we'll be able to keep it civil," he said.

"We do talk about Arizona and we do process about what we can do to help our state. I like to talk to J.D. because he really understands complex issues, which is the best way for a policy maker to be. I ask him a lot of questions actually and I appreciate the way he thinks. He really looks out for Arizona and isn't just, 'I have to be this way because that's my party.' I think he helps a lot of people see an issue for all it is because he understands how everything fits together," she said.

Now what son can't respond to that?

"Ah, thanks mom," Mesnard replies.

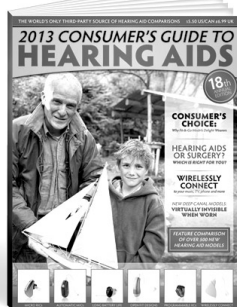
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- Dr. Rick Shand, D.C.





# Terri's Consign & Design FURNISHINGS®

With five stores in the Phoenix area and a recently launched online "eBay-type" site, Terri's Consign and Design offers an excellent experience for both buyers and sellers of "upcycled" furnishings, appliances, art and anything else for the home.

Mastermind behind the nationally recognized consignment industry giant is founder, Terri Bowersock. She would be first to admit that her success has been hard fought, a rollercoaster ride of ups and downs. Yet, with her own brand of resilience and her dedication to helping others, Terri has risen above tragedy and stood up to the setbacks, both in her business and personal life. In the process, she not only has offered a useful service and provided jobs for hundreds, but has become an icon, a major player and pioneer in the consignment industry.

Terri really didn't set out to take the consignment world by storm. In fact, due to the struggles she had in school and because she didn't have any real trade skills, "This was really all I could do," she laughs.

In a way, she simply followed her natural instincts when, in 1979, she started the company that quickly grew to a nationally recognized enterprise and the first franchised consignment store.

"I was always 'green-minded,'" Terri said. Even as a young girl, she would tear napkins in half to ration them and was conscientious about turning off unused lights to save electricity. She also loved going garage sale-ing with her mother.

Still, Terri said, as a young person, she couldn't see that "green" attitude—or any of her other traits, for that matter—as something she could turn into a money-making venture. She had struggled with dyslexia all through high school and, while she completed two years at Mesa Community College, when she went on to Arizona State University, she could no longer cut it. "I only made it two weeks at ASU," Terri said.

Fortunately, Terri had a source of motivation. "I really wanted to be able to go to my high school class reunion as a success," she said.

After leaving ASU, Terri took a break to visit her father in Kansas. According to the company website, www.shopterris.com, "It was on this trip she met her father's friend who owned a small consignment charity shop, and Terri's eyes were opened to what perhaps was her destiny all along."

Her plan was to consign "upcycled" goods, or, in other words, top of the line furniture, collectibles and other household items. With little more than a simple business plan and a \$2000 loan from her grandmother, opened Terri's Place with her mother in 1979. From humble beginnings, they built a consignment empire, which grew to six stores in Arizona, then to 17 nationally franchised stores and a \$36 million business.



Terri Bowersock captured nationwide attention and was featured in numerous appearances and in articles, including on the Oprah Winfrey Show and in The Wall Street Journal; and she authored, a do-it-yourself entrepreneur guide called "Success Can Be Yours."

A dip on the rollercoaster came when an injury left Terri incapacitated for some time. Then, her life came to a screeching halt when Terri's mother was kidnapped in 2005. The website explains, "Terri put everything on hold and spent 365 days with volunteers combing the desert and landfills

from Phoenix to Tucson. Against all odds, and sadly, the body of Terri's mother—the partner who helped her start it all—was found the following year."

On the heels of that tragedy, when Terri had recovered enough to return to work, she found an employee had stolen from the organization. Then, with her business already in shambles, the recession hit in 2009. Although she poured all of her personal savings in an effort to pay back the consignors, she was ultimately forced to close her doors.

Again, her resilience and dedication to others triumphed. She said a voice inside her told her, "At 19, you built a huge 'green' business and now the world needs it more than ever." She made a conscience choice to go on.

"When I started Terri's Consign and Design, I couldn't even fill out a job application. I had learned to never give up," she said. "We all fell down at that time, and we had to reach out and hold each others' hands." She dug deep, went back to her roots and relied on

what she called, "the things that helped me be who I am today." Besides, she added, "We needed jobs in Arizona."

With that return, and with Terri's 30 years of retail knowledge and her innovative spirit, Terri's Consign and Design is, again, making pioneering news in the consignment world.

They now employ 40 in their five, 20,000 square-foot, "superstores"—in Mesa, Chandler, Tempe, Scottsdale and Arrowhead. Terri gives her mother credit for the beautifully decorated, "high-end" feel to the stores, and Terri's own invention—a consignment "blue book"—ensures both buyers and sellers receive fair market value.

"We offer everything from accessories, appliances, patio and office furniture, china and silver, collectibles and high-end art," Terri said. "We have helped a lot of people with estate sales or who have had to downsize due to the economy."

In another ingenious move, Terri recently masterminded and launched ShopTerris.com—a true global, online consignment marketplace.

"This is the biggest secret and most exciting thing we have done so far," Terri said. She explained that the site allows people privacy from buyers in their home and businesses to avoid the downsides of Craig's List or eBay and, instead, to have the protection of Terri's Blue Book pricing as well as the convenience of local delivery with Terri's trucks.



"People can go on the site, hit a button to see the items up close and read details about the pieces," she said, "and when an item is purchased on the site, the buyer and seller split the delivery 50/50."

Even as her business again skyrockets, Terri continues to reach out to others. "As a woman entrepreneur, I really do come from my heart. I want to be kind to my employees, kind to customers and build a good life."

Most of all, Terri hopes to inspire others to live their passion and to "Rejoice in the true Spirit of life." After all, she said. "If I can do it, you can do it."

[www.shopterris.com](http://www.shopterris.com)

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