

A Day In The Life Of A Salesman

Everyone knows what a salesman is supposed to do. But few outside of sales or marketing realize the amount of detail involved in opening a customer's door and keeping it open for the Company's products. We asked Ken Owen to give us a rundown on his job. Ken is sales representative for switching products in Alberta. He has been in the business for 23 years, having worked in installation, equipment engineering and circuit standards before transferring into sales.

Ken's day starts at 8:00 a.m. answering telephone calls from customers and the Company, and returning messages left the previous afternoon. The outside calls are mostly from Alberta Government Telephones and Edmonton Tel, two of his major accounts, and they usually involve service. A large part of Ken's job is not only in selling products, but in keeping customers satisfied with the products they have purchased.

"In this case, our job reflects the ability of the factory to meet customer needs," Ken said. "As a result of our strict quality control procedures, Microtel has a reputation for producing the best in the business. And our customers like it when we can top product quality with prompt service from our

people. It is the ability to provide fast and efficient service that helps keep a customer using our products," he added.

To maintain this level of service, cooperation between manufacturing and sales is essential. Delivery is an important factor here, and Ken believes that there has been a marked improvement in the Company's ability to meet delivery schedules over the past several years.

Switching averages about 30 customer complaints a year at Ken's office, and when this occurs the complaints get top priority, particularly where they involve product or service. "This invariably means that we have to contact the plant for help on a priority basis," Ken said, "and we don't bug the plant because we want to, but because the customer expects us to get help fast. There are always several competitors waiting for the business if we fail!"

When the early morning calls have been completed, Ken then starts on the paper work, to keep ahead of the backlog before he commences his customer visits in the afternoon. These calls must be carefully organized, to ensure that the sales rep gets the most out of the time involved. At a company

Other low net scores that beat Carm Hughes' 74 were registered by Betty Frantz and Peter Hawrysh, Gerry Benoit, Gerry McIntosh and Bob Shellard. Low net players with an even 74 were Ernie Fader, Satwant Singh, Bill Carbery, Wayne Dowdall, John Heins and Bill Godwin.

The low net team championship was won by Gerry McIntosh, Ed Dunn, Dick Ackerman and Bob Shellard of plant engineering, from a field of 18 teams. Low gross winners were Bob Whyte, Bob Viau, Garry McManus and Herman Michel of No. 2 system test.

Longest Drives on the 18th were by Ernie Fader and Betty Frantz. Closest to the hole on the 3rd was Frank Johnson.

such as AGT, this work can be time consuming in view of the large number of people and departments concerned with the use of Microtel products. This ranges anywhere from checking on existing contracts to working with planning engineers on changes to plans and forecasts, which in themselves can mean future orders for new or replacement products.

At least once a month, Ken attends joint control meetings with a major customer such as AGT. "Often I'm faced with 20 or 30 specialists at these meetings and they really put you through the mill," Ken said, adding that "you never know what they are going to throw at you. You must be ready for the unexpected at all times."

Above all, the sales rep must know instinctively what he should or should not say on any subject under discussion, says Pat Gleason, general sales manager. "This carries with it the need to be able to 'read' each person, depending upon the individual's job function and operating level within the customer's organization." Which pretty well sums up a day in the life of a Microtel sales representative.



Ken Owen, centre, working in Brockville with marketing on the GTD-5 EAX tender contract for AGT. Dave Maclean, left, and Colin McDougall are with CPD Switching

Edmonton runner sets new Half-Marathon record Aug 1985

Aug 85

SPRUCE GROVE — When Edmonton runner Kim Maser checked in prior to the start of Sunday's Examiner Half-Marathon, he stated he was going to set a new record.

And that he did.

Maser jumped out to an early lead and although never out of sight of the next two finishers, he held the pace to set a course record for the 13.4 mile course completing it in 68 minutes and 48 seconds.

Second-place finisher Scott McDonald also broke

the old record finishing in 69:07 and third-place finisher Robert McWatt did the same finishing the run in 70:28.

"This was probably the best race I've seen and been involved in," Maser said afterwards. "The organization was great and I just hope they keep up the good work."

The race was monitored by the Parkland Pavement Pounders group, who were roundly applauded by all the competitors for their efforts.

Barrie Day, of the Pounders said the field was slower than those of past years, "except for Kim and the other two high finishers."

The race was officially completed when the last runner crossed the finish line with a time of two hours, three minutes and 29 seconds.

The total amount of registered racers this year was only 190, down 100 from last year, but Day said there was a reason for that.

"The Strathcona Triathlon was also on today, and that took a number of runners away from us. They (triathlon organizers) have promised us they won't hold their event on the same day as ours again."

The weather conditions which became rather uncomfortable for the spectators, were a boon for the runners Day said.

"Actually, the weather was excellent. The quality runners showed real well. They may have been a little cool waiting to get going, but once they began, it was ideal."

Day credited Maser with an excellent run saying, "to knock that much time off the existing record (about two minutes) in a race which has been going for five years is quite a feat."

One thing Day was disappointed in was the host club, the Pavement Pounders, only had one runner in the event, that being Karl Faes.

"We always have put in a token number of runners and we have some very good masters and ladies' runners," Day stated. "I don't know why we didn't have many in this year."



Even the older gene



These novice runners are looking forward to participating in the Edmonton Marathon

... they're all shapes and sizes and their have a joint goal: health through running Aug. 1984

The Iron Boy

VANCOUVER INTERNATIONAL Marathon



THE EVER-PARCHED NOX DANGER OVERCOME WITH DISAPPOINTMENT ON DISCOVERING THE AID STATIONS SERVED ONLY WATER.

Runners put pain behind them

By NICK LEES
Journal Staff Writer

VANCOUVER — More than 100 Edmontonians were here on the weekend and helped themselves to prizes and pain in the city's 17th annual marathon.

Provincial government planner Ken Bell, 26, was the first Canadian home in 2:30 and won a trip to the Lake Kawaguichi marathon in Japan.

"I was hoping to run the course about eight minutes faster," said Bell, who placed fifth overall. "But my legs fell off."

The race was won by Australian school teacher Adrian Wellington, 35, in 2:24:24.

Edmonton dental assistant Sandy Deby, 23, placed seventh in the women's open category with a 3:04:48.

Japanese mother of three Kikue Teshima,

34, won the women's event in 2:55:34.

Another Edmonton winner was Dr. R. Co Sadgrove, 52, who placed third in the 50-59 age category with a 3:02:24.

Dave Fulton, 32, found the traditional plates of pasta at the pre-race carbo loading event weren't enough to help him to his 3:3 target. But he had the satisfaction of raising more than \$2,500 for Steve Fonoy's Journey for Lives with his 3:58 time.

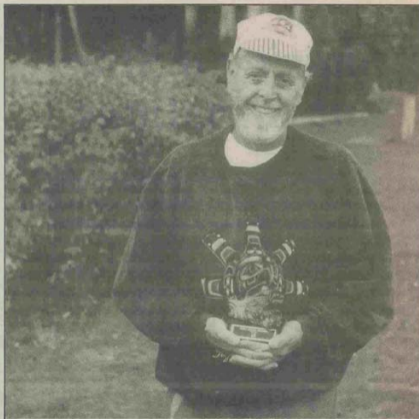


Dec 84

Salesman Ken Owen, 55, from Edmonton office was the fastest in the Veteran Class at the Stanley Park run and the fastest in this class company-wide. (See Page 6)



Division winners in Burnaby's 10K Road Run are, left to right: Joyce White, Ken Cretell, Mike Kendrick, Pat Hodgson, Mark Beynon (sporting his multi-coloured wig), Ken Owen



Ken Owen of Parksville came third in the Royal Victoria Marathon for men ages 65-69. Other locals faring well were Harry Adshead (4th, men 60-64), John Lowe-Wilde (2nd, men 65-69) and Liese Lowe-Wilde (2nd, women 65-69).

RACE RESULTS

Three hundred and twenty athletes, including 80 youth, participated in the inaugural Quality Foods Qualicum Beach Triathlon Sunday. Results are as follows:

Individual results:

Age 18-24: Male: Gord Binsted (54:20), Jak New (56:15), P.L. Meindertsma (56:59). **Female:** Alison Roper (1:03:37), Gillian Larkin (1:06:16), Paola Evans (1:10:04).

Age 25-29: Male: Rob Dyke (50:23) *First male overall*, David Hagarty (52:02), Jason Sandquist (52:16). **Female:** Penny Plamondow (1:01:47), Diana Kingma (1:02:07), Debbie Matheson (1:06:49).

Age 30-34: Male: Jay Shockey (55:23), Andre Therien (59:26), Owen Matheson (1:01:38). **Female:** Jacqueline Lewis (57:29) *First female overall*, Patricia Good (1:02:12), Julie Wallace (1:04:15).

Age 35-39: Male: Mark Overton (54:19), Bruce Cook (54:51), Matthew Wooding (55:49). **Female:** Marian Hawkes (1:05:44), Shelley Wooding (1:06:50), Patti Rogers (1:08:59).

Age 40-44: Male: Chris Breakey (1:00:52), Stuart Harrison (1:05:04), Hugh Fletcher (1:05:29). **Female:** Line Couture (1:17:25), JoAnn Cook (1:22:23).

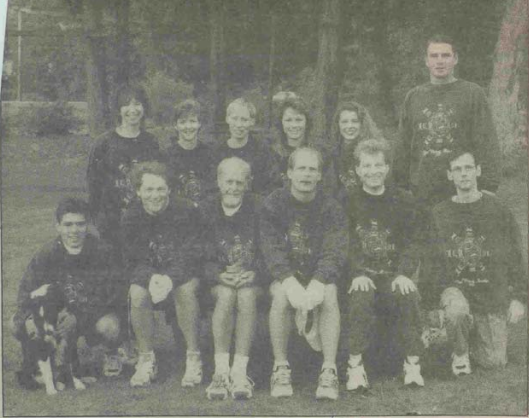
Age 45-49: Male: Robert Lundine (1:01:16), Robert Smith (1:03:30), Tom Blackburn (1:06:03). **Female:** Anne Charlton (1:17:50), Valerie Hykawy (1:28:17), Rita Levitz (1:30:55).

Age 50-54: Male: Gary McKinnon (1:03:36), Allan McDonald (1:21:57).

Age 55-59: Male: Roger Evans (1:18:25).

Age 60-69: Male: Ken Owen (1:14:34).





Oct 8/95

Runners finish near top

Sixteen local runners made their way to Victoria on the weekend, for the 16th annual Royal Victoria Marathon.

The 26-mile, 285-yard event attracted a large crowd of about 2,300 this year due in part to official sanctioning as a qualifying event for the famous Boston Marathon. Organizers could also credit a recommendation by *Runner's World Magazine* that rated it one of the 10 best in North America.

Parksville physiotherapist Jane Waite placed an amazing sixth in the competitive women's 0-29 age group with a time of 3:21.36. Laurie Ritchie, also a physiotherapist in Parksville, ran a solid

3:29.04 to finish 17th of 136 women in the 30-34 group.

Despite battling a cold, Lise Low-Wilde of Qualicum Beach placed second in the 65 to 69 age group in a time of 5:01.17.

John Low-Wilde of Qualicum finished second in the 65 to 69 group in a time of 4:04.53, while Ken Owen of Parksville was third in a time of 4:21.56.

Harry Adshead, who's also retired and living in Qualicum Beach, placed fourth in the men's 60-64 group in 3:38.49.

David and Heather Beatty, of Blue Door Audio Video in Parksville, completed their fourth marathons in times of 3:39.04 for David in the 40-44 group and

3:42.31 for Heather in the women's 34-39 group.

Other times included a 3:23.10 finish for Jim Sosa in the 30 to 34 men's division.

Three local runners ran the distance for the first time. Teacher Kathy Henderson of Qualicum Beach completed the course in a time of 3:44.54. Dana Obodzinski of New Wave Action Wear in Parksville ran it in 3:49.54. Rita Levitz of Bowser, also a teacher, finished in a time of 4:56.35.

Runners qualifying for the Boston Marathon are Waite, Ritchie, Adshead and Heather Beatty. Owen is in a draw to qualify in his age group.

Owen on the fast track to recovery

By JAMES CLARKE

Sports reporter

Ken Owen was born to run.

And ski and swim and bike and ...

The 69-year-old French Creek resident raised a lot of eyebrows and garnered plenty of applause Jan. 24 when he made an early return from rehab in the Mill Bay 10k alongside his stablemates at the Orca Running Club Association.

His gutsy third place finish, though, meant he would be out of commission for the Oceanside Running Club's latest outing at the Cedar 15K.

Not one to spend down-time due to injury glued to the recliner, the easy going Owen has embarked on an ambitious rehab program and hopes to be back up and running long distance in the next few months.

Owen, who says he was never much for athletics in school, later embraced skiing and swimming. He was introduced to marathon running through a four-month course at the YMCA while living in Edmonton in 1984.

In September of that year, Owen ran his first marathon.

"I completed (the Edmonton Marathon) and I felt pretty good," he recalled from his home recently. "So after that I decided to try some more."

Since then, Owen has averaged at least three marathons a year and has competed in Vancouver, Victoria, Richmond, Saskatoon, Fort McMurray, Kamloops and Calgary.

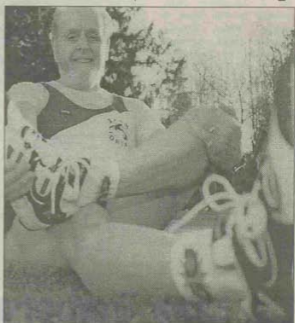
His running regime sees him wear out a minimum of two pairs of sneakers a year. In the pool, Owen meddled at both the 1996 and '97 senior games in swimming.

His shining moment in the water came in the 18th Annual Victoria Masters Swim Club Invitational last February at Saanich's Commonwealth Pool where he set a new provincial long course record in the 800M Freestyle event.

Since taking up swimming competitively two years ago, he has competed in four Island triathlons.

Owen, who retired as a salesman for B.C. Tel subsidiary Microtel in 1989, got a taste of Island life while installing telephone offices here in the mid-1950's. So enamored with the area, he and his wife Annette held true to their vow to return and moved to Parksville in 1993.

Fast forward to New Years day, 1998, and Owen suffered his most serious knee injury to date while taking part in a group run around Big Qualicum River.



KEN OWEN is no stranger to stretching. JAMES CLARKE PHOTO

"We were about 4km into the run when it just popped on me," he recalls of the injury.

So with his road-work reduced to a minimum, Owen has thrown himself into the pool and onto the bike.

"The injury's changed my routine," he admits, adding that these days he swims two nights a week with the Ravensong Masters Swim Club, swims three mornings a week as part of rehab, runs 25-30 minutes, three times a week, and spends a half hour three times a week on a stationary bike.

"I don't diet," he says, "but my wife keeps me honest. She's pretty health conscience when it comes to food. As for the rigors of running, "I try and stay away from pain killers, I just suffer it out."

He competes, he says, primarily because he likes the training and the company he keeps.

"I've never worried too much about my placings," the father of three and 10-time grandfather says of his athletic lifestyle, but admits "I do seem to be getting more competitive the older I get."

Orcas put in strong Cedar showing

Eleven members of ORCA "swam" their way to the finish line at the rain-soaked Cedar 15k Feb. 6.

"It was not a day for personal best times, but rather one of those races we hear builds character," Oceanside Running Club spokesman Norm Ryder panned following the race.

Perhaps not all that surprisingly, one club that thrived under the wet-coast conditions was team ORCA, who combined for 11 top-20 finishes.

Their efforts, which moved the club up a notch in the all-important team standings to seventh, are particularly encouraging said Ryder, because it puts them in the mix right up there with the bigger, older clubs.

Leading the charge for the Orcas were two members on the mend. Shane Stokes and Lisa Stenson clocked in at 1:01.04 and 1:11.41 respectively, good enough for fourth place in the Men's and Women's 25-29 division.

Second over for Orca was Johann Wagenaar who finished ninth out of 21 in the M40-45 division with a time of 1:05.44.

In the highly competitive M45-49 division, three Orcas

cracked the top 20, with Jim Smiley (1:06.20), Ryder (1:08.08) and Don Emerson (1:11.01) finishing 12th, 16th and 19th respectively.

Doug Pickard's time of 1:07.10 was good enough for 18th out of a field of 24 in the M30-35 division.

Sharon Dawson was the first Orca female across in a time of 1:11.21 in the W35-39 category. Dawson's time earned her an eighth place finish, just ahead of Stenson.

The Orca's Kathy Henderson completed the course in 1:12.19 for a ninth place finish in the W35-39, and Lori Allin crossed the line at 1:14.20 for a sixth place finish in the W45-49 division.

Line Couture was 16th out of 26 with a time of 1:19.53 in the W40-45.

Of the 400-plus competitors who signed up to run the soggy Cedar, only 301 completed the course, with the rest either dropping out or passing on the competition.

Next on tap for the Thrifty's Island Race series is the Hatley Castle Dash 8k on Feb. 21. A new course, Ryder says the Hatley Castle's hill stretch is rumored to be "another character builder."

French Creek resident wins triathlon category ... at 72

By Sandra Steilo

The Morning Sun

A French Creek triathlete has placed first in his age group — the 70-plus category — at the Victoria International Triathlon, on June 16.

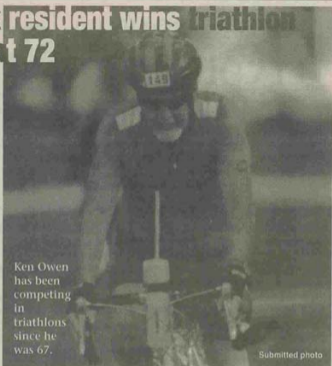
The Victoria Triathlon featured an Olympic distance 1.5 km swim, 40 km bike, and 10 km run. The winning time was three hours, 20 minutes, and 57 seconds — a full 11 minutes faster than the runner up.

"I am happy with my time at the Victoria triathlon," said winner, Ken Owen. "It was challenging, but I think I did well."

Seventy-two-year-old Owen started doing triathlons in 1996, at the age of 67. He'd been running since 1984, and thought he'd try his hand at triathlons.

He started with the annual Qualicum Beach triathlon and since then, has participated in 17 different triathlons all over the Island. Owen said he gets a little stiff and likes to spend the day after, relaxing, and working the stiffness out of his muscles.

He's in training year round, though he admitted he



Ken Owen has been competing in triathlons since he was 67.

Submitted photo

starts to "slack off" a bit in the winter. For Owen slacking off means running three times a week, biking once and swimming up to three times a week. During the summer he ups the frequency and likes to get in some open water swimming as well. He said he tries to eat healthy, but doesn't follow any specific diet.

Next up for him is the Qualicum Beach triathlon, which Owen said he might not place as well in.

"They don't have a 70-plus category, just 55 plus, so I'm competing against people up to 15 years younger than me," he said.

However, winning isn't the most important thing on his mind, he added.

After the Qualicum Beach triathlon, Owen heads back to Victoria in August, for the Sri Chimnoy triathlon.

As for the future, Owen said he plans to compete as long as he can.

■ Eighth annual Qualicum Beach Triathlon a fabulously fun family affair

By JAMES CLARKE
PQ NEWS SPORTS

June 2003

As predicted, the eighth annual Qualicum Beach Triathlon turned out to be one of the best ever, with plenty of fresh new faces and lots of new records.

"Fabulous," a tired but content race director Michele Jack offered when asked how the day went. "It went so smoothly — the committee worked so well together — and the weather was perfect ... everybody had a great day."

With a field of some 450 athletes and at least that many cheering them on, the event had the streets and waves of Qualicum Beach hopping Sunday.

Neil Holm (he of the personal best 14 minute five-kilometre run) was the overall winner on Sunday, tearing up the 400m swim, 18km bike and 5km run in 58:03.

Jill Lawson from North Vancouver was the first female in at 58:40.

Parksville's amazing Harry McLaughlin, 61, finished second overall and earned fastest local male honors with a personal best time of 58:32. Peter Poland, 42, was second at 59:25, and Dough Marshall, 41, was third (he won his division) at 1:01:14.

Qualicum's Laurie Kalf, 40, was the first local woman over in 1:08:32; Lou Barnum, 43, was second at 1:09:02 and Lynne Reddy, 60, third at 1:09:26.

Ken Owen from Parksville was the oldest competitor on the day, and won the Men's 70+ category in 1:30:25.

Oceanside dominated the team events, including a sweep in the Master Women as the top three teams shattered the old record

QB'S SIMON BURN and the rest of the field head out at the start of Sunday's Qualicum Beach Ocean Mile Swim.

JAMES CLARKE PHOTOS

Qualicum Beach swim best ever

■ Last place swimmer the first in hearts of little girl's family after helping hand

By JAMES CLARKE

Q NEWS SPORTS

The weather and water were perfect, Victoria's Marlena Stubbings led the field (again) at 22.24, local speed swimmer Breanne Poland, 16, was second at 24.12, and the 46th running of the Qualicum Beach Ocean Mile Swim just may have been the best ever when you factor in a feel good twist.

Fifty-three participants completed the popular open water swim and Qualicum Beach's longest running event under ideal conditions Sunday, but the biggest applause of all was saved for the final two.

"We don't know her from kettle, but she stayed behind right from the start to help my granddaughter," an emotional Ernie Wouters from QB said from shore as his granddaughter Darya Wouters from Dundee, Scotland, and Qualicum's Rosemary Perry approached the final marker. "She talked to

her continuously — encouraged her the whole way. What an awesome lady ... she came in last but she should be hailed as number one," said gramps.

Here on her families bi-annual visit with her grandparents, Darya, who at 9 also earned a trophy as the youngest entrant, couldn't swim a stroke two years ago but returned home inspired after watching the QBOMS. Sunday marked her first ocean swim, and the youngster also got help from the pilot of the support skiff that stayed beside her so she could stop for a drink of water or hang on to the side for a brief rest.

"We just started together and she asked me if I would swim with her," Perry said with a smile when it was over. "She told me all about herself — we had a great conversation all the way.

"Our family loves this event," she added, pointing out she had three sisters, a brother and a niece in the swim.

See SWIM page A22



RHYS ABEL, 3, cheers on mom Tania Sunday at Qualicum Beach.

As for Darya, the little Scot was understandably proud as punch.

"Thank you Rosemary," she beamed through shivers.

"I'll see you in two years."

Darren Yarmack, 18, from QB was third and the first male out of the water at 24.22. Parksville's Ken Owen, 75, earned oldest swimmer honors, completing the swim with-

out the aid of a wet suit.

This year's field included participants from France, England, Germany, Boston and Quebec.

"I thought it was one of the best years weather wise, safety wise, water temperature ... we've had good years in the past, but this was definitely one of the best ever," said QBOMS chair Doug Taylor.