



Customer Responsibility is our number one priority, look at how some of our stores and staff are making a BIG impact! Way to go!

Darla S. Saskatoon ★★★★★

My husband and I went to the professionals as Flaman Fitness to seek out some key equipment. Their expertise led us in the right direction to a full functioning home gym that ended up exceeding our expectations. Everything from strength training, to cardio, to weights and key accessories- we got it! We took advantage of the home delivery and set up was done in no time at all...sometimes the convenience is totally worth it. Overall, the staff at Flaman Fitness have 100% earned our business and have our recommendation.

Shanley S. Melville ★★★★★

The service at Yorkton Flaman's is outstanding! Shari went above and beyond with her customer service! Shari was friendly and honest. Knowing nothing when I walked in, she was so considerate and helped me understand how the equipment works and the benefits of each one. I walked out knowing I made the right decision by going to Flaman's today ...I bought a treadclimber today! Thank you Shari for everything!

Mike P. Nisku ★★★★★

I've always received prompt and courteous service from both the Ag Side and Rentals. From last minutes rentals to rust orders on Ag equipment, they always exceed my expectations and have been very professional. I highly recommend Flaman.

Alexander C. ★★★★★

What can I say -Flaman Fitness is awesome! I bought my first treadmill desk from the store manager Michael. Michael was attentive to all my questions and concerns, and not only was the price the best I could find anywhere in the lower mainland, but the delivery and installation was quick and easy. Low impact setup on the rest of my office where I had it installed. Flaman had the treadmill set up at my desk fast and quietly avoiding distracting my colleagues. Now I'm burning cal's while I type - best feeling ever! Flaman Fitness has delivered on every level and I won't be shipping anywhere else for my fitness needs, ever. Thanks Flaman!

Making Things Better

Flaman has now started our Customer Journey initiative. We are going to make a conscious effort to do better for our customers.

How do we get better? Just think about how powerful your future can be if you were able to make incremental improvements on a consistent basis. Better always works. Better is always an improvement. It increases value. It defeats complacency. It moves us forward.

Everyone appreciates better: better relationships, better health, better everything. Ever heard anyone say, Please, don't make it better?

Customers want better. They appreciate it when they get more in the way of services and benefits, especially when they don't have to pay more to enjoy them.

Sometimes we get better quickly in a big way but not usually. More often than not, better is small and steady. Lots of little things done better over time create a big improvement.

Want to be 200% better? Go ahead and try, but you're fighting tough odds. Why not be 5% better each week for the next 20 weeks? That's much more realistic; much more achievable.

Who decides what is better? You can. Ask yourself: How do I want to improve? What do I want to become? Then ask this question. What would make me better? I'm sure you have ideas but also ask those around you; your coworkers, colleagues, supervisor, family and friends.

Finally, in this simple one word exercise for dramatic improvement, ask this question. What will I do better today? Pick one thing that you can improve on first. Some ideas could be get up one hour earlier each day during the week so you are not rush and that you are ready for the day. Or you could start with an easier one - if anyone asks how you are doing you say great with a smile.If you can improve 5% each week in 20 weeks you have improved 100%.

In order to give the best Customer Journey we have to all get better and it all **STARTS WITH YOU.**

Thanks to every employee in Flaman for making our company better every day.

Rocky Amson

Do you have a great idea for the next newsletter?

Any ideas, questions or stories can be emailed to pam.schaan@flaman.com



You can check out the pages by visiting:

www.facebook.com/flamanfitness or
www.facebook.com/flamangroupofcompanies.

Upcoming Events!

Upcoming Events from
April - June

Farm Progress

Evraz Place, Regina, Sk
June 15 - June 17, 2016

Fitness is a Long Term Goal

So you didn't maintain your schedule....

Chandell Tytlandsvik is the girl in the Bowflex TreadClimber TV ads from Estevan, she is also on their website and all print materials. She lost 105 pounds in less than a year and then has kept it off and further refined herself since. Chandell also blogs for Flaman Fitness.

Chandell is the poster-child for success in fitness.

Well, guess what, even she misses some workouts. Heck, in March she missed a bunch/most of them since as she wrote in her recent blog, life happens for everyone. Chandell's life formed a perfect storm and derailed her fitness plan, program, schedule, or whatever you want to call it. This interruption is not a first for Chandell.

Now, what makes Chandell successful and has evolved her into the fitness poster child, is that challenges us with when you have a couple weeks or like me a full month where you weren't as consistent as you like to be, what do you do..... You make a plan, and you START! Don't doubt yourself and just do it.

The longer you wait to restart, the longer it will take to get back to where you were. Even if you are only sporadic and not as regimented as you want, you can maintain yourself or maybe not slide as far back. This is a long term goal, not a short-term measure. A lot of people begin the New Year with a fitness goal – a plan to change their life. This is the time of year where things change –it's spring –so our routines are interrupted. Remember that even the fitness poster child has this happen to her, but what makes her successful is what she does next – she starts again.

Article Written by Eric Anderson

Brandon Ag Days

Flaman took part in the Manitoba Ag Days show again this year. Another successful show! Manitoba Ag days is held in Brandon and is an exposition of agricultural production expertise, technology, and equipment that attracts exhibitors and visitors from across Canada and North Central United States.



Anti-Bullying: Pink Shirt Day

Flaman Fitness in Langley decided to help out a great cause with this Ad, promoting Pink Shirt day! Bullying is a major problem in our schools, workplaces, homes, and over the Internet. The Pink Shirt Day organization encourages everyone to practice kindness, and wear Pink Shirts on designated days to symbolize that you do not tolerate bullying.

Here is a snippet of the Globe & Mail article that inspired Pink Shirt Day:

"David Shepherd, Travis Price and their teenage friends organized a high-school protest to wear pink in sympathy with a Grade 9 boy who was being bullied [for wearing a pink shirt]...[They] took a stand against bullying when they protested against the harassment of a new Grade 9 student by distributing pink T-shirts to all the boys in their school.

I learned that two people can come up with an idea, run with it, and it can do wonders,' says Mr. Price, 17, who organized the pink protest. 'Finally, someone stood up for a weaker kid.' So Mr. Shepherd and some other headed off to a discount store and bought 50 pink tank tops. They sent out message to schoolmates that night, and the next morning they hauled the shirts to school in a plastic bag. As they stood in the foyer handing out the shirts, the bullied boy walked in. 'His face spoke volumes.' It looked like a huge weight was lifted off his shoulders,' Mr. Price recalled. The bullies were never heard from again."

Have you made an effort to practice kindness and acceptance towards both yourself and others? Fitness in Langley did! Great Job Everyone!



Employee Spotlight: Brittany Greaves

Tell us about you do at Flaman? How long have you worked at Flaman?

My roll at Flaman is the Administrative Assistant for our store and for our Rental Dealers. I have been working at the Prince Albert store since May of 2015.

What did you do before you joined the Flaman team?

Before working at Flaman I was a Business Manager for a Used Car Dealer Ship.

What is your favorite part about your job?

Aside from being able to talk to all of our awesome customers and all of the Flaman staff I really enjoy all the projects that I'm asked to take on and I absolutely love working with the Rental Dealers.

When you're not at work what do you like to do?

My time away from work is spent being a mom and a wife. I have a great husband and two sweet little girls. One of the things I enjoy outside of being a mom and a wife is traveling as well as booking and planning travel plans for friends and family.

What did you do over the Christmas Holidays?

Hot Sunny Days! Trips with my husband and kids! Spending time out on the lake with family and friends!



Brittany & Family

Flaman Sponsorship

Flaman Saskatoon sponsored the Vonda Yo Mommas, on their trip to Banff Cup 2016.



Frank Flaman Foundation Gala



The 10th Annual Foundation Gala took place on March 18, 2016 with a Roaring Twenties theme! During this elegant and fun evening, a silent auction took place as well as dinner and dancing. But this event was not just about raising money, it's also about showing attendees and supporters how their contributions are making a difference. Representatives from a number of charities were onhand to receive their donations from Frank himself. As well, charitable groups were showcased for everyone to learn about the great work that they do.

The Frank Flaman Foundation

For over 30 years Frank Flaman has dedicated himself to those less fortunate. The Frank J. Flaman Foundation's mission to help those that need assistance in our community, our country, and around the world. This year the Foundation will focus more on the needs of local children and families.

The funds raised at this year's Gala are being pledged to various local charities. You can find a list of them here- <http://www.flaman.com/foundation/charities/> Through these joint partnerships, the Foundation hopes to improve the quality of life for all in need and help to end world suffering.

"If you can't feed 100 people, then feed just one"
-Mother Theresa

Our Newest Team Members



Erwin Wins
Kelowna
Fitness



Norman Smith
Kelowna
Fitness



Tony Rosinski
Kelowna
Fitness



Cam Dyck
Lethbridge
Yard Support



Steve Kluss
Lethbridge
Service Manager



Alex Wilson
London
Fitness Sales



Jonathon Dagg
Moosomin
Service Manager



Rod Leshchysyn
Moosomin
Parts Manager



Chad Peters
Nisku
Ag Sales



Coni Buchholz
Nisku
Parts Manager



Jim Kelly
Saskatoon
VP of Ag Sales



Landon Young
Saskatoon
Fitness Sales

Putting Flaman to the Test

Spot as many differences between the two pictures and email your answers to pam.schaan@flaman.com. All participants with at least 10 of the 15 differences will be entered to win 1 of 5 \$10 Tim Cards!

Email your name, store, and your solutions. All correct answers received by **12:00 Midnight CT June 17, 2016** will be entered into a draw. Winners will be contacted and shortly after the prize will be sent out.



Flaman employees were asked:

What are you most looking forward to this summer?

"Climbing, riding my Ducati, and dryland training"

-Michael Lockhart, Westbank, BC

"I can't wait to sit around a fire with friends and loved ones talking and laughing, having a nice cold re-freshing drink. Nothing beats good company and the warmth of a fire"

-Joeleen Rasmussen, Edmonton, AB

"Using all my new camping stuff I got for my birthday last September or camping in the mountains for the first time."

-Erin Oleksyn, Saskatoon, SK

"Driving the old hot rod trucks!"

-Chris Jangula, Lethbridge, AB

"Motorcycle trip to California"

-Rob Spencer, Vernon, BC

"Spending time at Wapaweeka, sitting around the campfire with family and telling our big fish stories."

-Donna Bilewitch, P.A, SK

"Here's what I've got planned TRAIN TRIP! It Covers 8,559 kms takes 165 hours and 18 minutes (6 days, 21 hours, and 18 minutes)AND THE BEST PART I'M GOING ALONE!!!! Introverts love this kinda stuff"

-Terry Stadnyk, Saskatoon, SK

"I cannot wait to get out paddle boarding with the kids. We live just short walk away from Sylvan Lake, and my kids spend all summer in the water"

-Erik Anderson, Red Deer, AB

"Motorcycle trip to BC, Horseback trail ride for 5-7 days. Sunshine and beer"

-Brian Rask, P.A, SK

"Longboards and beach days!"

-Samantha Hovde, Prince George, BC