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A PUBLICATION OF THE DALLES CHRONICLE

THE DALLES



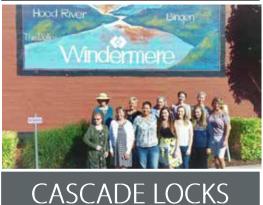
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THE DALLES CHRONICLE

Women in Business 2018

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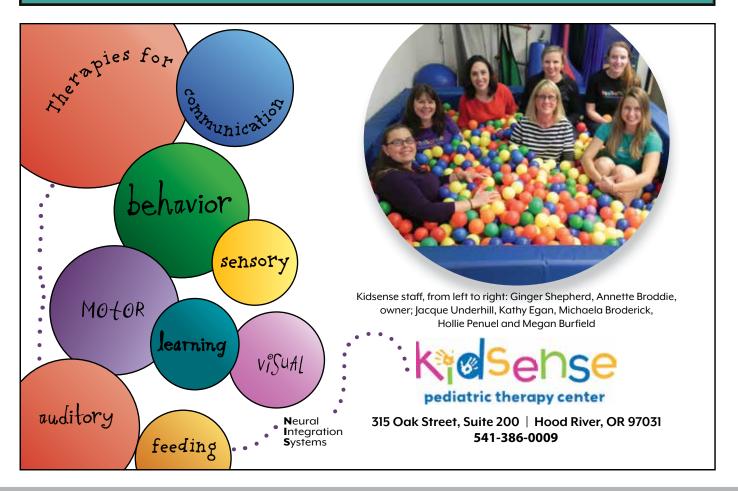




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Women in Business 2018



OWNING YOUR LIFE

Raelynn Ricarte

The Dalles Chronicle

Anna McClure is all about empowering women, and that drew her into a career with Raymond James, a national financial planning and investment firm.

"I like to help women self-actualize; decide what their priorities are, develop a plan and then create a roadmap to get from here to there — that's powerful," she said. Being true to yourself and being your own voice is essential to empowerment, according to McClure.

Women tend to defer their needs and engage in negative self-talk, all of which changes for the better when they begin to focus on their successes, she added.

"What makes life work is relentless positivity, persistence and grit," she said. "Successful people become comfortable with being uncomfortable."

The desire to help women juggling a job with family

responsibilities and civic engagement "comes from a place of passion and authenticity," she said. The passion is what motivates you to get back up when you get knocked down and being true to your voice gives you the energy to stay the course.

"A lot of our struggles are fear-based and that's a stumbling block that holds us back," said McClure. "Raymond James has a system in place to coach women through those fears, and once they move forward in courage and start seeing their money grow, it's exhilarating."

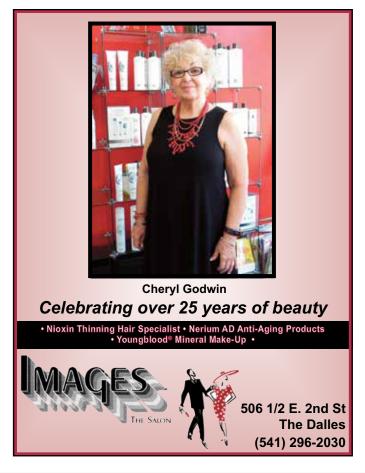
Nothing good in life comes without work, she said, so women wanting to better their lives need to be prepared to discipline themselves and practice new behaviors.

"We all face challenges," she said. "Sometimes we make mistakes or experience financial setbacks maybe we have to use the credit card to pay for a funeral or some other unexpected expense. But we can always course correct."

Six years ago, McClure partnered with Leon Dorich at The Dalles office, 103 East Third Street, as a registered investment representative for Raymond James.

The office is peaceful and welcoming, exactly the background that McClure says sets the stage for an honest conversation about money, a subject many women shy away from.

"We've been trained not to talk about what we make or what our expenditures are because it's bad manners, but here you can feel safe, let your guard down and discuss what's important to you," she said.



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Planning can help women achieve monetary goals, such as buying a home, sending a child to college or entering retirement, she said.

Setting a budget and working toward objectives can also provide women with a true sense of security because they will no longer have to live from paycheck to paycheck and will be protected against emergency expenses, such as a job loss or illness.

"I help people through transitions. I have been gifted a lot of trust and I've earned it. I work very hard for it," said McClure.

Anna meets with clients and then uses investment products and portfolios recommended or compiled by the Research and Analysis Team at Raymond James that are the best fit to meet the goals of the client.

Anna looks at the age of the client, the number of children she has, her monthly bills, and other factors that will affect how much money she can afford to invest and what rate of return she can expect.

"I tend to be the quarterback that brings things together," said McClure.

She brought experience as a small business owner (a custom frame shop downtown) and an Escrow Officer into her role as a financial advisor.

McClure believes her background provided her with many budgetary and life skills.

"They all involved crunching numbers, tax efficiency and strategies," she said. "I found myself dealing with legal documents, attorneys and banks and I loved it. So, it was a very natural move into this role."

Clients are often making challenging life decisions, such as setting up a trust for heirs, so McClure keeps things serene, gives them a place to pull thoughts together and express exactly what they want done.

"Wealth often transfers generationally, so we do become part of the family," she said. "I think having a support system just helps people sleep better at night."

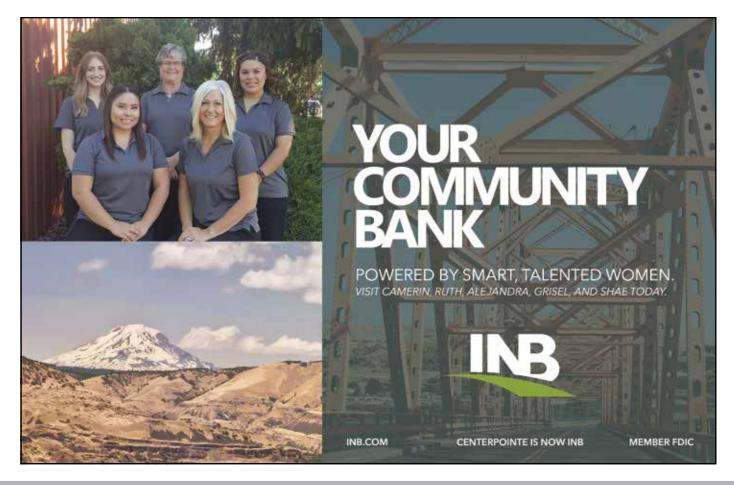
Years of being a yoga instructor has taught McClure how to stay calm no matter what is going on around her. She has also taken grief training through Raymond James to help people who have suffered the loss of a loved one get estate affairs settled.

"Both of those things help me do what I do better," she said. "Yoga has helped me find my own voice because it takes courage, vulnerability, discipline and preparation to get up in front of people and lead."

It is very rewarding, said McClure, to watch a client track her financial progress and grow in confidence. "It's sophisticated, it's exciting and it has its own language," she said.

McClure traces her love of personal interaction to a childhood in Washougal, Wash., where she was the youngest of nine children.

"I learned how to get along and be part of a big team, make things work and problem solve," she said. "I had the privilege of watching all of my siblings make mistakes



and learning from them. From a young age, I had a lot of responsibility."

She well understands the hectic pace of a woman's life, especially that of a single mom because she is one. McClure has two children, ages 17 and 12, and is involved with their activities in addition to her own, which includes membership in The Dalles Rotary Club.

"I'm on the fly a lot of the time," she said. "I adore my son and daughter and they connect me with the community."

Her schedule also includes near completion in an 18-month Advisory Master Program through Raymond James to take her advisory skills to the next level. This included certification as an accredited asset management specialist. She said the company, which has been male-dominated like most American firms, is encouraging advancement of women and she is proud to be part of that cultural change.

"They are aware of the need for more women in the industry to serve women better because our roles at home and in the workplace are changing," said McClure. "We're having to be more financially savvy and independent."

The way women spend money is different from men, she said, because women are relationship-based and that tends to be the focus of their investment process.

Most women don't find keeping an eye on the stock market every day a hobby, but McClure is fascinated. She also tracks political trends that will affect the global marketplace, such as the current trade standoff between the U.S. and other nations.

"I didn't start here," said McClure. "I started somewhere. I had a beginner's mind and then I started to learn and grow. We are all beginners at some point."

When people are younger, McClure said they can tolerate more risk in the market because they have time to ride out a downturn.

As they get closer to their retirement years, she said they should turn to conservative choices because they will have more difficulty recovering from losses.

Sometimes people switch gears on a plan because of a life change, or because they decide to prioritize a different goal, and McClure is standing by to assist them.

"We keep things on an even keel and help people check in with themselves," she said.

"We all need to feel like valuable, productive members of society and have someone believe in us, and that's what we do at Raymond James."

Anna McClure can be reached for more information at 541-370-2777 or via email at anna.mcclure@raymondjames.com. Her office is at 103 East Third St. The Dalles, OR 97058

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Manager CHEVRON GAS AND CONVENIENCE STORE

MANAGING IN A RUSH

Mark Gibson The Dalles Chronicle

The summer rush is on at the Chevron gas and convenience store at Sixth and Alder streets in west The Dalles, where Manager Cindy McLeod's busy navigating a whirlwind of customers, product deliveries and staff that threatens to overwhelm the tiny store. But not for long.

"I can do credit or debit on this side," she calls out to the handful of customers waiting in line. She helps a customer even as she answers a question from one of her crew, working the pumps outside.

"Have a good weekend!" she tells a customer. "Have a

great day," she tells another.

In between customers she takes a call, scheduling staff for the weekend.

When things slow a bit, she sits down behind the small desk in her office. Asked how she manages the many demands in such a rush, she offers a simple answer: "I'm a Christian, so I live in peace. It does get stressful at times."

She currently employs 23 at the store, with five typically working every shift; two outside working the gas pumps; two inside working the till and stocking shelves; and one working the walk-in drink cooler. Today it is a little more crowded, with three new staff learning the ropes. "We're upping the employment for summer," she explains.

Staffing is always a challenge, but it's critical, she said. "I like to hire crew with common sense." she explains.

Even as she speaks her door pops open, one of the crew checking in before going off shift. "Thanks for kicking it up this week," she says to the young woman, who has been working the till.

"I like to hire a variety of people," McLeod said. "I hire people that want to work, who can think on their feet." Many of them are women, because they are the ones who want to work, she explained.

Even so, turnover is constant. "I get good workers, and they end up moving on," she said. "If you stick, I can get you up to full time," she added.



THE DALLES CHRONICLE

She knows right away if someone is going to work out.

She currently has a good crew, and that makes extra busy times less difficult. "Everybody just knows their job," she explained.

When a line is developing at the cash register, for example. "My leads, they don't look up. They focus on the customer in front of them. If they look up, they just see the line."

It's hard work. "Some people, they just can't do it," she said.

McLeod has been at the store since 2012, when she started as assistant manager, and has been the general manager since 2013. She has been a manager for over 30 years, and enjoys working with the customers.

"I'm just a public person, I guess," she said. "It's what I do well, I can talk to anybody."

She is always polite and friendly, and the majority of her customers are the same. "In summer, when it's really hot, people might get grumpy. But mostly, they are good people. We're not rude, I don't allow it. People do make mistakes, but I have good people."

There are a lot of regulars that come to the station and store, and a lot of tourists coming off Interstate 84 for gas as well.

Even when there isn't a rush of customers, it's a busy and challenging job. She has to watch the numbers for mistakes at the till and keep track of missing products or lost revenue. "If I lose cash or product, that's out of my check," she explained.

"I have to be sure everything is working right. I keep track of every single thing, every single day."

Again, it comes down to good staff. "When you get the right people on your till, not making mistakes or stealing your cigarettes, you're in a good place," she said.

Pausing momentarily for a photograph, customers already lining up again behind her, she tries to relax for a moment.

"I've been going 90 miles a minute all day," she said with a smile.

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Back row L to R: Alisha Fritz, Natalie Crocker, Sonia Castillo. Front row L to R: Sabrina Poole, Paloma Rodriguez

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Connie (owner), Tana, Jess, Leslie, Megan Not pictured: Stephanie, Elle

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I WANT TO BE HERE

Raelynn Ricarte

The Dalles Chronicle

Thirteen years after taking over that "yucky downtown bar," Connie Ford is enjoying success she once doubted would be possible.

"It was so bad, it had a horrible reputation," she said of the original Zim's Brau Haus. "We thought it would be quite the challenge, but I wanted to try it even though we had no experience in the restaurant industry."

Connie and her husband, Bill, already knew what it was like to be self-employed, because they had operated a skating rink in the building that now houses the Old Mill Bargain Center until they lost their lease.

They also had experience working for other people; she spent 15 years at an urgent care clinic owned by

Mid-Columbia Medical Center and then joined Bill at Thomas Motors, where he was general manager.

They felt confident that their combined experience and skills could turn things around at Zim's and make it a quality gathering place. Their landlord, Bob Fraley, helped them renovate the rundown building and turn it into a place they could be proud of.

This month marks the 13th anniversary of the Fords' experiment in pub ownership. Connie said things are running smoothly enough now, due to an experienced staff, that they have semi-retired at the age of 65, spending only four or five hours per day at the 604 East Second Street establishment that once felt like a second home.

"I get up in the morning because I love coming out and visiting with folks," said Connie. "I want to be here — this is my retirement.

The first thing she and Bill did with Zim's was to have their employees drug tested — and all but one failed. They then shifted into high gear to hire a new workforce, and Bill took over the kitchen, bringing a skilled chef onboard to develop the menu.

They also hired an experienced bartender who taught them how to mix basic drinks. Bill makes sure all supplies are purchased and he and Leo Fritz, their "maintenance genius" keep the refrigeration and heating system running smoothly. Connie serves customers and now handles the finances and other business matters.



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"There were lots of times we wanted to throw in the towel," she recalls of those hectic first years.

She is an active member of First Christian Church and wasn't comfortable dealing with alcohol, so she deferred as much of the bartending duties as possible to a professional.

It was a struggle for about eight years, said Connie, but she and Bill kept plodding along and gradually built up a reputation as a reasonably priced pub with great food and a comfortable environment.

"I really like that women tell us they don't feel intimidated here," she said. "We wanted this to be a good place for people to socialize or come watch a game."

Connie said she and Bill make a great team because they have such a long history together. They were high school sweethearts in Hermiston, where they grew up, and they married after graduation. Their two children, daughter Addie and son Will, followed the same tradition and met their respective spouses in high school.

"Bill and I have been together most of our lives and we have a good system," said Connie. "I would hate to do this without him and he would hate to do it without me."

She said it is irksome to have sales people call and not want to deal with her because she is a woman.

"They want to talk to Bill as the 'person in charge' and I kind of get a tone to my voice and say, 'I am the owner, now what can I help you with.'" What has made Zim's a success, said Connie, is that customers are treated like extended family members.

It also helps that the business offers a wide variety of breakfast, lunch and dinner options, including homemade salads and fresh-cut fries.

People who don't want fries made in the kitchen can order packaged crinkle cuts, curly fries, waffle fries, sweet potato fries, onion rings or tater tots.

They can pair that option with a Gorge burger or chicken breast sandwich, both grilled with bacon, for a tasty meal.

"People come here to get a good breakfast because the bacon is so good," said Connie.

She said one of the best kept secrets of Zim's is its creamy fondue, a specialty that isn't easily found in the area. Bread and sausage can be dipped in the cheese pot. There are daily lunch and dinner specials and prime rib is served on Saturday evening.

The menu also lists a wide variety of appetizers, including nachos, chicken wings, poppers and mini-tacos.

In recent years, the entertainment at Zim's has proven a big draw. Connie said there was once a single musician playing background music in a corner, but there is now a rotation of bands to get people out on the dance floor.

The music genres range from country to classic rock and jazz. Performances take place Tuesday, Friday and Saturday evenings.

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co-owner KAINOS COFFEE

ON THE COVER



Mark Gibson The Dalles Chronicle

Mary Boyden grew up in Albany, Texas, a tiny town of 2,000 where "there are more cows than people, as they say." It was there she met her future husband, Martin Boyden, as he was doing an internship at a local church.

They married, and eventually decided to leave Texas. "I told him I was tired of being hot, so we moved to Oregon," she said. They landed first in Astoria and then Portland, where they started the first Kainos Coffee. The unique coffee shop was the brainchild of Martin and a childhood friend from The Dalles, Austin Roberts.

Mary, with a background in design and small business, took over the visuals. "Anything that needs designed, I do that," she said. From decor, wall art, and merchandise like mugs and hats to marketing, it all comes out of her creative spirit. The Portland shop, a small space featuring only coffee, has a wall mural inspired by the Memphis art movement, spacious and bright, full of geometric shapes and color.

A lot of thought went into the Kainos design. "In Portland, coffee is a very serious thing," said Boyden. "We wanted to push the boundaries, have fun, and be bright, happy and comfortable."

The tone was a reflection of the personalities of her co-owners. "They are extremely goofy, kid-at-heart types. They are always wrestling, laughing, jumping off cliffs, just having fun. We wanted a brand that incorporated that."

The coffee shop did well, and when they could they brought the Kainos brand to The Dalles in an expanded, family-friendly form.

With two daughters, now ages 3 and 4, and another baby on the way, Boyden wanted to include them as well. "The Portland shop is just coffee, it's too small for more," she explained. She did her design work, and cared for her children, at home while her husband worked the long days necessary to establish a small business.



That changed when she came to The Dalles, where she created a space for kids in the large open shop, which includes a cafe and wood-fired pizza in addition to coffee. She found making the business a good place for her kids meant it became a good place for other kids, and their parents, as well.

"People like having an area for the kids to play," she said, and her own kids visit their dad at work every day. "They know how to make pizza with their dad, how to make Lattes with dad. They helped me paint his wall," she said, waving at the floor-to-ceiling mural.

She is in the shop more now than when she was working the Portland shop, generally three days a week while her girls are with a babysitter.

"If you have good child care, it's not that challenging. In Portland, it was very challenging. I had to stay at home with the kids, we didn't have a place for kids to hang out," she said.

That has changed, and Boyden is pleased."It's great when you can make your business work for your kids," she said. "You have to make your kids, your family, part of your business. And you have to have support."

Although co-owner Austin Roberts is not "technically" family, her husband's best friend is like a brother to her and they operate the business as a family.

So far, their shop in The Dalles is doing well. "People love the coffee, they love the pizza," she said. "I think it's going good, it's been fun to find out who our regulars are, to get to know the community."

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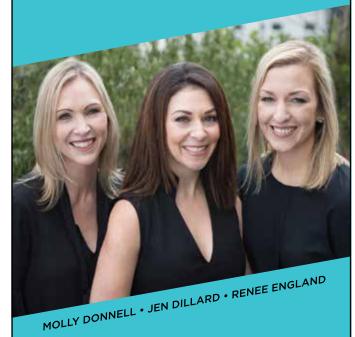
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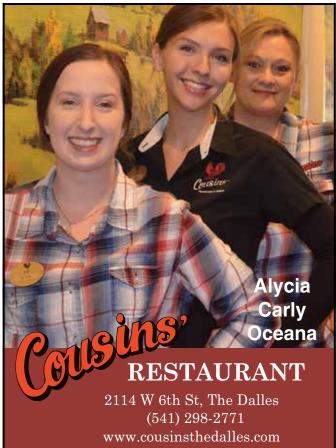
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AUBREE OLMSTEAD EXECUTIVE DIRECTOR



Sharon Thornberry is pictured in the office of the Oregon Food Bank in The Dalles. She has been with the food bank for 20 years and was assigned to The Dalles almost a year ago. Neita Cecil photo

A 24

SHARON HORNBERRY Rural Communities Liason

OREGON FOOD BANK

GROWING THE GORGE'S FOOD NETWORK

Neita Cecil The Dalles Chronicle

In 1979, Sharon Thornberry was a homeless single mom with two kids under the age of five.

She was down in Houston and her husband, a Vietnam veteran who was trying to self-medicate with alcohol due to PTSD, "just couldn't figure it out and ended up without a place to live and he walked away from me and my kids," she said.

So for three months off and on, she and her kids were homeless.

"I don't think that's what made me want to do this. I think it was necessary to have that background to give me the passion to do this work," she said. She's been with the Oregon Food Bank for 20 years and has worked in the field for 32.

Her work brought her to The Dalles almost a year ago, where she heads up the Columbia Gorge Food Bank while fulfilling her statewide role as rural communities liaison.

During the time in Houston, she'd been in "a position where I'd not had anything to eat and had to figure those things out before food pantries and these kinds of resources really existed. So that's kind of my stake in this work. I think it's part of what makes me an authentic advocate for people in this situation," she said.

Since coming here, she has worked to open more food pantries in the Columbia Gorge.

The day one recently opened in Rufus, she said, 22 families showed up. "There's a real need out there."

The Oregon Food Bank is working to get more services to rural areas, since lack of transportation to pantries in bigger towns is a real factor.

Maupin hopes to open a food pantry at the local school in September, and Dufur School opened a food pantry last spring. She is also working to open a pantry at Columbia Gorge Community College, which learned through a survey that 10 percent of its students are homeless.



Oralia Rodriquez Jennifer Posey Ashley Robertson Amy Robertson Not pictured, Ruth York



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A food pantry will also open at Wahtonka Community School soon, and she is working to help get meals to The Cottage, a facility run by Mid-Columbia Center For Living.

The Columbia Gorge Food Bank, which serves Wasco, Hood River and Sherman counties, is located in the Port of The Dalles at 3610 Crates Way. "We're the wholesalers in the charitable food system," she said.

The regional food bank was previously run by Mid-Columbia Community Action Council. When the council no longer had capacity to manage it, it was turned over to the Oregon Food Bank in late 2015. Just last December it opened its new location at the port.

She wants to do more, but there are limitations on space and available refrigeration. She said she needs about triple the space to really meet local needs.

Over the years, the rules have become much more complex, with more concerns about food safety.Volunteers need much more accountability and training, and the food bank is on the hook for the safety of the food it distributes.

"It's not simply taking free food and handing it out," she said.

The Oregon Food Bank has 21 regional food banks in Oregon and Clark County, Wash., and is itself part of a national network called Feeding America.

Sharon is working to get more fresh produce so healthier options are available. Food banks in the

network also share their area's fresh produce with other food banks, so there's a variety of food available.

She is still working to understand the scope of need. "Even though unemployment is low, that doesn't mean people don't need food. With the high cost of rent here, there's a lot of people in need of food."

In the just-concluded fiscal year 2018, the food bank distributed 849,200 pounds of food to partner agencies, a 15 percent increase over the previous year. Partner agencies serve about 3,300 people per month.

It also picks up, in a refrigerated truck, perishable food from local grocery stores. Hot food in delis cannot be used for food safety reasons, she said.

They also pick up from orchards. "There's a lot of people that call us."

"If food comes to us, we can find the best home for it. That's the role of a regional food bank."

In the context of where the need comes from, Thornberry noted that while a single minimum wage job could support a family in 1958, today, even two adults working full-time minimum wage jobs would fall \$12,000 short of paying for the cost of living.

"That's why I'm here, she said. "I very strongly feel that this is what the lord intended for me to do." She even feels she was meant to be in The Dalles.



THE DALLES CHRONICLE

She attends the First United Methodist Church and gave a sermon on a recent Sunday about how the man who hired her at the Oregon Food Bank was Bill Clemmons, from Celilo.

"One of the things that he really wanted to have happen was have a better organized relief system for this region, and he never felt like he accomplished that, and I was never prouder than last December when I was able to email him and tell him we opened Columbia Gorge Food Bank.

"It's not coincidence that I'm here, it just isn't," she said. "I also feel this is the place I want to retire now. I very much like this community."

She spends a lot of time thinking about the homeless problem here, especially because of the extreme heat and cold. "This is not an easy place to be on the street and we really don't have good solutions or answers on an everyday basis for folks."

The Dalles is pretty on par with other rural communities for services, and it's hard on The Dalles because it's on a freeway.

She said the country never anticipated rural towns would face the levels of food insecurity and homelessness that they do. Urban areas have the infrastructure to study and seek solutions for the issue, and rural areas now need to build that infrastructure.

"It is critical that we work together to find solutions.

Part of Columbia Gorge Food Bank's role in the region is to participate in seeking and implementing those solutions," she said.

She said she's also been surprised by how many people are working, but homeless.

If you ask local businesses how many of their employees were homeless, "they're going to tell you two or three in a lot of places. It's more than you think. People just can't afford housing."

She said she's been amazed by the volunteerism in The Dalles, and noted that local entities provide free breakfast four days a week and free dinners three days a week. But there remains "a big gap in people getting food."

She said if people can't eat and are homeless, "they're going to misbehave. They're more likely to steal, they're more likely to be obnoxious." So the food bank has partnered with Victor Veloz, who had already been doing it on his own as a lay mission, to make bagged meals and hand them out. Some 400 to 500 have been distributed since March.

The homeless problem isn't just in The Dalles. People live under underpasses in Sherman County, and along the Columbia River there.

Her goal is to broaden the rural network of food pantries in the three-county region. "I have my corner of the world that I'm trying to make a difference in."



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Trudy Lupkes has artwork by local artist Jenny Loughmiller in her office at Orchard View, where she does accounting. Contributed photo

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Accountant ORCHARD VIEW FARMS

A TRAIL OF VOLUNTEERS

Neita Cecil

The Dalles Chronicle

Trudy Lupkes began volunteering in her three kids' classrooms as a way to not only be involved but get to know their friends and what they were doing in an unobtrusive way.

Over the years, one thing led to another.

She saw other students who didn't have parents who were as involved, "and that really struck a chord with me, growing up with a single parent."

She said, "That's how volunteerism started for me, as a way to give back because people helped my mom when I was growing up."

As she followed her kids into middle school and high school, she started to see kids "who were couch surfing or sleeping in their cars and still trying to make it through high school. It's here, it's in The Dalles."

She appreciated how the high school put programs in place to help those kids, "and that's how I got involved with the backpack program."

The program, which sends food home with kids for the weekend, is run out of the First United Methodist Church, across from the high school. The high school saw a need for it because students were doubling up on lunches on Friday "because they were going to struggle through the weekend for a meal."

"That just hit home with me. Now here is a cause that I can give my time to."

Where kids were previously given a pre-loaded backpack, now they go "shopping" at the pantry set up in the church. And the backpacks themselves are gone, replaced with cheap fabric grocery bags so it doesn't matter if they aren't returned.

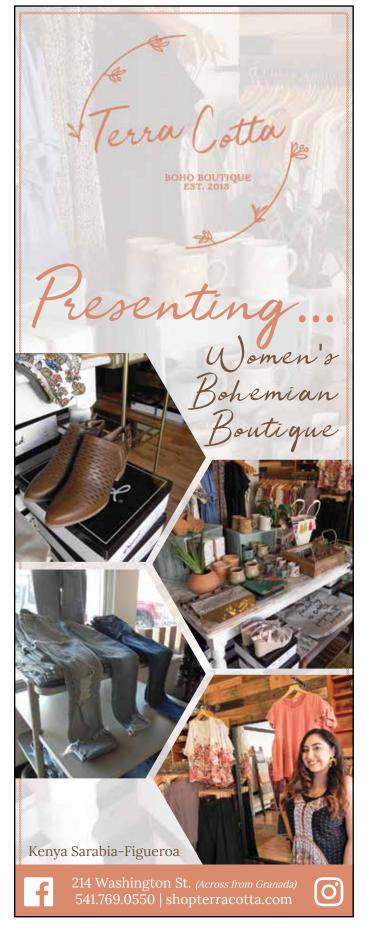
"What an awesome thing for those ladies at the church to do," she said of the program.

Kids can also leave food in their locker and cook it in the microwave in the counseling office.

The number of couch-surfing students is growing every year, she said.

She likes to say that kids just need "good examples of adulting in their world, people who don't talk smack on Facebook. Not that I'm a perfect adult, because I'm not, but I just try to be a good example. I try to make a difference where I can, and that fits well in my career as well."

These days, she does accounting at Orchard View. It's her second stint there, and both times she was recruited.



She doesn't have a degree, but she liked accounting class in high school, and at her first job out of school she was payroll assistant for an apple orchard. "That's where I discovered I like numbers."

She added, "When you balance at the end of the month and everything's perfect, I have a little party in my head. I swear for me endorphins go off when it balances, it's a beautiful thing."

Her next job was doing software implementation and tech support. "That's where I discovered I was a problem solver and I could talk people through things just on the phone.

"It just fit my personality. I'm a total A type personality. I'm very organized, I'm very black and white, not a lot of gray in my world."

She firmly believes everybody has their talents to bring to the equation. "I'm not a homemaker, I'm not a cook. I have one picture on my living room wall and we've been there six years. But my talent is organizing and problem solving and numbers. Everyone has their talents and it takes all of us to get the job done."

She also credits her volunteerism to the example set by her grandmother, Jo Dodson. Her grandparents owned several businesses in The Dalles. "I loved going with Grandma Jo to deliver meals on wheels or run the book cart at the hospital."

Her passion for schools led her, even though her kids were graduated, to join the committee that created a master design for a possible new high school. Her team's design was the one picked by the group.

And that led to her joining Strong Community Schools, an advocacy group that supports a possible \$235 million bond to replace the high school and three grade schools, plus do interim repairs and upgrades to the grade schools as they await replacement.

"I have a voice and I think there's a lack of that in our community, people have a voice and they use it on Facebook instead of going to the city council meeting. If you want to use your voice for change you have to be willing to volunteer."

She added, "I love helping people make their lives easier, in the work environment, and I think that's what volunteerism is also — helping people make their lives better."

Family owned for 41 years.



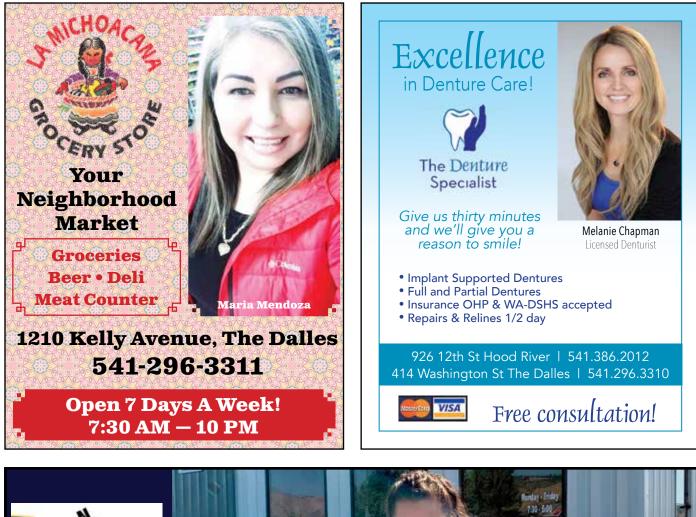
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THE DALLES CHRONICLE

Women in Business 2018



Tanna Elliott is pictured as a child with her dad, Doug Hattenhauer. Her dad took over the family business in 1975, the year she was born. She is the third generation to work at what is now called Hattenhauer Distributing Co. Contributed photo

THE PULL OF FAMILY TRADITION

Neita Cecil The Dalles Chronicle

Tanna Elliott remembered how her parents always used to talk shop at the dinner table, and now Tanna, part of the third generation to run Hattenhauer Distributing Co., finds herself doing the same thing.

In 1960, her mother Marylee's dad, Walt Nester, came to The Dalles as a "consignee" for Texaco, mostly distributing Texaco home heating oil and farm fuels. "He was a one-man show," she said.

In 1975, the year Tanna was born, her dad, Doug Hattenhauer, took over the business, and in 1988, it

became Hattenhauer Distributing Co. He has grown the business into three entities with over 275 total employees. In addition to Hattenhauer Distributing, the family also owns and manages Hattenhauer Transportation LLC and Hattenhauer Energy Co LLC.

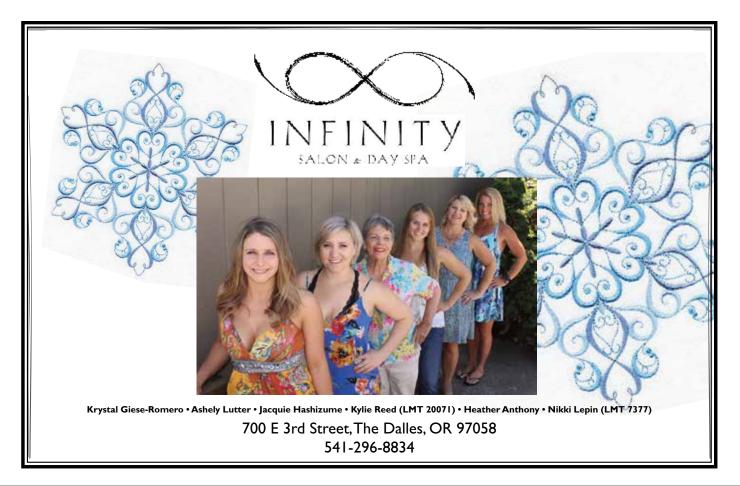
In the late 80's, Hattenhauer began operating gas stations and convenience stores. Today, they have 22 sites in Oregon and Washington in addition to three bulk fuel plants. The company has sites from Portland to Pendleton and points in between.

Tanna works closely with her brother Alex, who is now the CEO of Hattenhauer Distributing. Doug and Marylee, although officially retired, still help out at the office as well.

Although Tanna started washing windows, pumping gas and painting curbs at the age of 14, she didn't plan to work in the family business. Instead, she got her degree in sociology from the University of Puget Sound in Tacoma. She'd always wanted to work with children with disabilities.

After college, she worked for a year for United Cerebral Palsy in Portland, working with adults with disabilities. And then, she was lured home to the family business.

In November, she will have been with the company for 20 years. Tanna is kept busy with the human resources and benefit management aspects of the business. She does use her sociology background in her work, however, since her focus is working with personnel.





Tanna Elliott is pictured with her husband Taner and daughters Riley, 9, and Rozlyn, seven and a half. Contributed photo

"It's hard to keep up with all the laws, and we're in Washington and Oregon," she said. There are not only state laws, but federal laws to keep abreast of.

"It's complicated, and everything seems to be on a case by case basis, so there's no cookie cutter, 'This is how you apply rules to this person,'" she said.

She also deals with personnel issues, "which can take five minutes or can take weeks to resolve," she said.

She used to be working more in the stores, but now she is more office-based. She feels she has a good work-life balance. "I can come and go, but I do come in on evenings and weekends."

She and her husband, Taner, have two daughters, Riley, 9, who is going into fourth grade, and Rozlyn, seven and a half, who is entering second grade.

Taner's family also had a fuel business in Wasco, but that's not how they met, Elliott said. However, she does know of a couple who met at one of the Hattenhauer cardlock locations.

And while her brother Alex is more likely to be up on the current prices of gas, Elliott said when she gets gas at one of the company's stations, just out of habit she checks for a few things: that attendants repeat the fuel she's requested; that they wash her window; and that they're wearing a name tag and uniform, which should be the expectation of any customer fueling at their sites.

Another holdover from her days working in convenience stores is that she's caught herself tidying up displays in other establishments. Turning all the pop cans so the label faces the front is called facing. "I found myself doing that once, at a local coffee shop. I was facing their cooler. That was a long time ago."

Hattenhauer's recently opened a new convenience store at West Second Street, across from Casa El Mirador. They will soon be adding a card lock and self-serve gas around the clock.

While Oregon changed the rules to allow self-service of gas in some counties this year, most people don't want to pump their own, Elliott said. However, for convenience, customers are able to self serve their fuel after business hours at many of the Hattenhauer sites.

The Hattenhauer headquarters, on West First Street in The Dalles, is full of Texaco memorabilia. Elliott will occasionally pick up a nice piece if she comes across one and hasn't seen it before.

The business is such a part of Elliott's life that the smell of fuel still reminds her of her dad coming home from work after a long day in the fuel truck when she was a child. The family remembers one Christmas Eve when he braved a snow storm to deliver fuel to Mt Hood Meadows.

Tanna remembers being in parades with her family, walking along and driving Hattenhauer Distributing's "parade car."

Two years ago, the company revived the tradition and has once again entered local parades. She hopes one day her kids will also drive the parade car.

Tanna appreciates the dedicated staff that she works with and the community support of the Hattenhauer businesses.



Mary Gailley Regional Manager



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