

# TheCollinsvilleNews.com

Website of The Collinsville News



**Collinsville**  
33°  
Overcast  
8-Day Forecast | Video | Hourly Temps



**MAKE YOUR OWN PATH**  
TulsaTech.edu



**Buy Photo Reprints!**  
Purchase photos at great prices.  
**CLICK HERE**  
to browse our photo galleries!

HOME NEWS SPORTS OBITUARIES OPINION **DIGITAL PAPER**

**N2COLLINSVILLE** FREE STUFF AUTOS CLASSIFIEDS

Special Sections Latest Ads Photo Reprints & Videos Coupons Contests

Welcome back, PRO Logout | My Dashboard

Home Digital Paper



## NEIGHBORS / Wednesday, January 8, 2014

Collinsville News **5**

### OBITUARIES

#### Charles H. 'Chuck' Colpitt, Jr.

Charles H. "Chuck" Colpitt, Jr. died Dec. 28, 2013, after a short illness in Tulsa. He was 57. He was the son of Charles H. Colpitt and Jean Tucker Colpitt.

Chuck graduated from Edison High School in 1974, and received a degree in petroleum engineering from the University of Tulsa. As the third-generation owner of C. H. Colpitt Drilling Company, he followed his father and grandfather into the oil fields of Oklahoma.

An exuberant family man, he and his wife, Sheri Bishop Colpitt, have three children, Charles H. Colpitt, III; Jack Hunter Colpitt and Frances Paige Colpitt.

From skiing in the Alps to scuba-diving in the Cayman Islands, he celebrated every day of his too-short life. Described by his lifelong friend Gregory Phillips as a hunting and rocket enthusiast, Chuck loved solving the engineering problems associated with rocketry and hunting with his KTA fraternity brothers. He was also a member of St. John's Episcopal Church in Tulsa.

Chuck Colpitt is survived by his wife and children of Collinsville, OK; his sisters, Mary Colpitt of Ketchum, OK, and Frances Colpitt and husband Donald Walton of Fort Worth and his brother, Terrence H. Colpitt of Tulsa. They are joined by many cousins, nieces and nephews, and innumerable close friends, many of whom he knew since childhood.

Services was at St. John's Episcopal Church in Tulsa on Tuesday, Dec. 31 at 11



COLPITT

#### Wayne Judson Taylor

Memorial service for Wayne Judson Taylor, 52, Tulsa, was Friday, Dec. 27, 2013 at the Johnson Funeral Chapel in Sperry, OK. Rev. Adam Stang officiated.

Wayne was born Sept. 7, 1961 in Rochester, NY to Robert Taylor and Patricia Joan (Ambeau) Mc-Million. He died Dec. 21, 2013 in Tulsa, OK.

Wayne was a volunteer fireman for the Tulsa and Turley Fire Departments. He was a very kind man who loved his kids and grandkids more than anything. Wayne loved to hang with his "bro" Roger and go fishing and hunting. One time, Wayne tried to shoot a deer six times and missed every time. He blamed that on Jody for messing with his scope.

He is survived by his wife, Angela Taylor of Tulsa; children, Bonnie Taylor of Skiatook, Connie Taylor of Tulsa, Donnie Taylor of Hominy; Jonathan Taylor of Turley, and Beth Taylor of Tulsa; 14 grandchildren; brothers, George Giesman of AR, James Taylor of IA, Jody Taylor of Oklahoma City; and Billy Taylor of Tulsa; sisters, Robin Vinson, of TN, and Lynn Cone of Lexington; and aunt, Francis of Collinsville; and many other relatives and friends.

He was preceded in death by his parents and a brother, Robert Wayne Taylor.

In lieu of flowers, the family requests that memorial donations in Wayne's memory be made to Johnson Funeral



TAYLOR

### THE ROCKWOOD FILES

#### 'Important' calls – a scary peek into the future

By Gwen Rockwood

If you're on the phone and you hear the following words, you'll know, beyond a shadow of a doubt, that what you're hearing is a big, fat, hairy LIE: "Your call is very important to us. The next representative will be with you shortly."

Yesterday I heard that whopper roughly 67 times while I waited for a non-computerized voice to come on the line and offer what we used to know as "customer service." But thanks to technology, the machines have taken over customer service centers and their mission is to prevent us from reaching the real live humans, if at all possible. I'm pretty sure the real live humans are on a beach in Tahiti.

What's ironic about this automation trend is that when a customer takes the time to find a company's phone number and make a call, it's usually because he or she has a somewhat urgent need. After all, when's the last time you called a customer service number just to chat? If you're calling, it's because all other attempts to solve the problem have failed and the phone call is your last resort.

But there's something about that disembodied voice telling me how important my call is that makes me doubt her sincerity, since important things are typically dealt with swiftly and by someone with a pulse. I think I liked it better when companies just played that bad "on hold" music, like the instrumental version of Michael Jackson's "Thriller," played on the pan flute.

news. Tell me ANYTHING besides how important my call is to you because, clearly, it is not.

Some companies will at least give customers a ballpark estimate of how much longer their call center purgatory will continue. They'll say something like "Approximate hold time is 12 minutes." And as much as I don't want to sit around and wait for 12 more minutes, at least I know what I'm dealing with. It tells me if I have enough hold time to go make a sandwich or if I'll be sitting there long enough to learn Portuguese. Either way, I like knowing what I'm in for so I can decide if it's a wait I'm willing to make.

If companies keep putting machines in charge of customer interaction, can you even imagine what a trip to the Emergency Room might be like one day? You'll rush through the automatic doors only to find a phone on an abandoned desk with that all-too-familiar computer voice coming through the speakerphone:

"Thank you for rushing to the Emergency Room. I can help you if you tell me why you're here. Just say something like flu, appendix, hemorrhage, heart attack or accidental impalement."

"I think I heard you say appendix. Is that right?"

"Okay, your appendix is very important to us. Please hold and the next medical representative will be with you shortly."

Ten excruciating minutes later, the voice will come back on the line and say:

"Your appendix is very important to us. A medical representative will be with you shortly. If you experience earth-shattering, mind-blowing pain in your lower

# Noted author to discuss branding success

By Jackie Hill  
 Publications Manager  
 Tulsa City-County Library

Some of the strongest brands were built by people without any marketing experience. How they did it may help add value to the brands you serve. The Tulsa City-County Library and Tulsa Regional Chamber are hosting an intimate gathering with NYU Professor David Vinjamuri, author of "Accidental Branding: How Ordinary People Create Extraordinary Brands," when he visits Tulsa to discuss new and exciting changes in the marketing field.

Communications professionals and the general public are invited to participate in the free presentation on Friday, Jan. 10 at 9 a.m. at the Hardesty Regional Library, 8316 E. 93rd St. Deadline to RSVP is close of business day, Thursday, Jan. 9. Please RSVP to: [events@tulsachamber.com](mailto:events@tulsachamber.com).

David Vinjamuri is adjunct professor of marketing at New York University and president of ThirdWay Brand Trainers, a leading brand marketing training company. He also blogs for Forbes. Vinjamuri has more than 18 years of

marketing and management experience. He started his marketing career at Johnson & Johnson and later worked for Coca-Cola and DoubleClick. David is a graduate of Swarthmore College and the Fletcher School of Law & Diplomacy.

Vinjamuri writes and speaks frequently on marketing. He is editor and lead reviewer for the ThirdWay Advertising Blog. He has been a featured guest lecturer on the Queen Mary 2 and contributes regularly to Advertising Express. John Wiley & Sons is the publisher of David's book: "Accidental Branding: How Ordinary People Create Extraordinary Brands."

This book discusses the phenomenal success of some very real people. They built some of the biggest and best-known consumer brands in the world – and they did it without any experience in marketing or branding. How did they achieve such profound success in such a super-competitive environment normally dominated by mass media in which most other new businesses fail? "Accidental Branding" explores this question by telling the personal stories of eight remarkable entrepreneurs.

LOCAL NEWS

LOCAL PEOPLE

LOCAL EVENTS

**The Collinsville News**

The original (and best) social networking site.

Newspapers deliver.



COLLINSVILLE

# Dolton

Funeral Home

FUNERALS • MONUMENTS • CREMATIONS

*Come by and pick up a free 2014 Calendar. Limited quantities!*

1302 W. Main St. • Collinsville, OK 74021  
 918-371-2111  
[www.CollinsvilleFH.com](http://www.CollinsvilleFH.com)

## Death & Obituary Records

[www.myheritage.com/Obituaries](http://www.myheritage.com/Obituaries)

Search 6+ Billion Names & Records. Find Historical Obituaries Online.



✕ SUBMIT YOUR CLASSIFIED ADS ONLINE!

**AdOWL**

CLICK HERE

### Sections

- Home
- News
- Sports
- Obituaries
- Online Features
- Opinion
- Classifieds
- Place An Ad

### Services

- FAQ
- Terms of Service
- Privacy Policy
- Contact Us
- Advertise
- About Us
- Rack Locations
- Subscription Services
- Submission Forms
- Site Index
- N2Collinsville.com

### Contact us

The Collinsville News - Collinsville, Oklahoma  
**Phone number:** (918) 371-9666  
**E-mail:** [news@thecollinsvillenews.com](mailto:news@thecollinsvillenews.com)  
**Address:** 1113 W. Main  
 Collinsville, OK 74021

### Other Neighbor News Sites

- Broken Arrow Ledger
- Coweta American
- MannfordEagle.com
- Owasso Reporter
- Sand Springs Leader
- Skiatook Journal
- South County Leader
- Tulsa Business & Legal News
- Wagoner Tribune

