



Discover The Olmsted Difference

A Monthly Newsletter Update
For the Olmsted Chamber of Commerce

2011 Chamber Officers:

President - Rosann Jones

City of Olmsted Falls
440-235-6264

V. President - Mark Hannah

Full Color Resources
440-377-0248

Secretary - Holly Nanasy

Vita-Mix Corporation
440-235-4840

Treasurer - Cindy Kelly

RE/MAX Crossroads
440-879-4653

Sgt. At Arms - Mario Cipriano

T&M Technology Solutions, Inc.
440-328-7420

Past President - Todd Hoadley

Olmsted Falls School District
440-427-6000

Board Members:

DeeDee Alvelo 216-529-2745

First Federal of Lakewood

Marie Grosh 440-235-7590

Village of the Falls Senior Living

Sandie Isabella 440-235-4580

St. Mary of the Falls

Greg Jones 440-235-7275

Evergreen Packaging

Joanne Kleem 440-234-9700

Tony K's Restaurant & Catering

Doug Miller 440-891-7609

Polaris Career Center

Gabrielle Oelbracht 440-488-0680

Aflac Insurance

Lin Schaefer 440-937-5547

Huntington Mortgage Group

Bernie Stumpf 440-427-9173

Stumpf Construction/3LD Storage

Pat Theobald 440-427-9310

Olmsted Auto Care

President's Message

APRIL 2011

As Director of Economic Development for Olmsted Falls, I read a lot of publications focusing on small business. Recently, I read an article that contained the "Ten Commandments of Great Customer Service" that I thought would be worthwhile sharing. While we've all heard these tips before, as business owners, it never hurts to be reminded of them.

- Know who is boss: The Customer.
- Be a good listener.
- Identify and anticipate the customer's needs.
- Make customers feel important and appreciated.
- Help customers understand your system of operating.
- Appreciate the power of "yes"...When your customers have a request, look for ways to say yes.
- Know how to apologize.
- Give more than expected.
- Get regular feedback.
- Treat employees well. They, in turn will have a higher regard for customers.

These points are not rocket science, but rather serve as reminders of how to establish a customer base that will want to use your goods or services again and again. Let's keep showing our community-based customers that the best and brightest businesses are located right in their own backyard.

One more reminder...As an Olmsted Chamber member, you have available to you, benefits through the Northern Ohio Area Chamber of Commerce (NOACC) of which we are a member.

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Next Meeting - Breakfast

Wednesday, April 27, 2011

7:30 a.m. - Networking

8-9 am - Breakfast & Program

Location: Razzles

27128 Bagley Rd., Olmsted Township

Speaker: Mayor Bob Blomquist & Twp.

Trustee Sherry Lippus

Topic: Economic Development in Olmsted

Falls & Township

\$15/person - Reservations

Recommended

Make your reservation online at
www.olmstedchamber.org.

Welcome New Members!

Riverview Pointe Care Center
Benjamin Davies 440-427-8844

Attention Members! We are currently completing the latest edition of the Membership Directory, which will be distributed at the April 27 breakfast meeting. If you currently don't have a photo and would like one, please email your photo file to Terri Mrosko at mrosko@cox.net.

Olmsted Chamber of Commerce
P.O. Box 38043
Olmsted Falls, OH 44138
www.olmstedchamber.org
office@olmstedchamber.org
Phone: 440-235-0032

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Your Chamber ~ Your Community

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Terri Mrosko, Editor/Mrosko@cox.net

Our mission is to lead and support the economic development of the communities we serve by attracting businesses and organizations through collaboration and partnership with business, government, education and citizen organizations and groups.

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One of these benefits is the potential for medical coverage for you and your employees through Anthem Blue Cross and Blue Shield. They provide an excellent product with savings on rates for Chamber members. Another is group rate discounts on workers compensation through Benefit 1 Group.

I encourage you to visit NOACC's website (www.noacc.org) for more information about these and other benefits available to you.

~ Resann Jones

MEETING HIGHLIGHTS

We held a joint luncheon meeting in March with North Olmsted and Fairview Park chambers. Turnout for the event was wonderful. Everyone was able to stand up and share a 30 second commercial about their business. Lunch was delicious, prepared and served to us by the Polaris Career Center culinary students.

Membership Committee member advised the group that the Olmsted Chamber now has a group on LinkedIn. If interested in joining, go to

www.linkedin.com/groups?mostPopular=&gid=3830475.

Confirmation of your membership in the Olmsted Chamber of Commerce group will arrive soon after.

Our speaker for the day was Happiness Coach Jim Smith. Jim provided us key practices we can use to increase happiness in the workplace and in our life.

Remember, emotions are infectious so keep a positive attitude. Try keeping a gratitude journal to improve your mood.

2nd Annual Wine Tasting Fundraiser

Friday, April 29, 2011
Wine Served 7-9 pm; Live Music 7-10 pm

Tony K's Banquet Room & Outdoor Patio
841 W. Bagley Rd., Berea

\$25.00 per person (Tickets available at Tony K's or online at www.olmstedchamber.org). Proceeds benefit the Olmsted Scholarship Fund and the Olmsted Chamber of Commerce.

WE NEED AUCTION ITEMS! Must be received by April 19 to be included in the program. Contact Joanne Kleem at jokleem@sbcglobal.net for details.

2011 CHAMBER CALENDAR

- Apr. 27 Breakfast at Razzles**
*Mayor Bob Blomquist & Trustee Sherry Lippus
Economic Development/Falls & Township*
- Apr. 29 Wine Tasting & Silent Auction Fundraiser**
7 pm -- only \$25 per person
- May 25 Luncheon at Tony K's**
*Jerry Masek, Certified Hypnotist & Stress
Management Consultant*
- June 16 Picnic Luncheon at Frostville Museum**
Joint Meeting w/N. Olmsted & Fairview
Networking only event
- Aug. 24 Luncheon at Razzles Patio**
Networking only event
- Sept. Annual Golf Outing - Date TBD**
Creekwood Golf Course
- Sept. 28 Breakfast at Tony K's w/Angelina's**
*Barbara Blake, Longview Associates
Networking Tips/Working the Room*
- Oct. 26 Luncheon at German-American Club**
Joint Meeting w/N. Olmsted & Fairview
Membership Drive; Dennis Willis, Action Coach
- Nov. 16 Luncheon at Tony K's**
*Jean Gianfagna, Gianfagna Marketing
Branding & Marketing Strategies*
- Dec. 1 Holiday Party at Tony K's**
Luncheons run 11:30 am-1:00 pm; Breakfast from 7:30-9:00 am

NEXT BOARD MEETING: 8:00 a.m. April 20 at Tony K's.