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Jason M. Long, President

Jean Heine, Executive Secretary

Chamber Monthly, October 2009

President's Corner

Fall is a wonderful time of the year with its crisp, cool air, leaves changing colors, apple cider and the anticipation of the upcoming holidays.

As we start the third quarter of the year, I hope the chamber has provided the opportunities, insight, and support that you expect. We have had speakers give presentations on the state of the village, township,

and schools. We have learned about what to expect in retirement, what the U. S. Small Business Administration and the Akron Small Business Development Center can do for your business, and what is happening locally in regards to land conservation, preservation and economic development efforts in Summit County.

Last month, in place of our traditional lunch, we provided our members with a Technology Roundtable. This was an open forum to discover, discuss and develop new ideas based on technology to improve the way we do business. Each member had the opportunity to rotate around to three of the four topics which consisted of Data Security, Online Branding, Social Networking, and Marketing and Measuring your Web site. I would like to thank our experts we had at each table for their time and knowledge: Bob Coppedge - Simplex IT, James Kurtz - James Kurtz III Graphic Designer, Greg Wolny - Chad Allen consulting and Andy Halko - Insivia. We were glad to hear the feedback following the event, and we had many people ask when we will have the next roundtable.

Another great result of this event was all the new faces we saw. Many

Let's do lunch!

Wednesday, October 7, 2009

Debrah A. Naegle-Kubec

Topic: The Lost Art of Customer Service

11:45 - Informal Networking	12:30 - Speaker
12:00 - Light lunch served	1:00 - Adjourn

Members admitted free with a reservation.

Please R.S.V.P. to 330-659-3300 by October 5.

Non-members bring \$11 check payable to Richfield Chamber of Commerce

No-shows will be invoiced \$11 for their reserved lunch.

Invite an associate. Bring your business cards to share.

hope he will attend a luncheon soon and meet other members.

Sweet Corn Challenge Provides Funds For Town Trust Grants

Another successful Sweet Corn Bicycle Challenge provided the Town Trust with funding to make it possible to award grants for improvements to commercial properties in the historic district.

Grant applications are now available at the Chamber office for both commercial and residential properties within the historic district which is on Broadview Road between High and Grant streets and on Route 303 from Grant street to the end of the C-H Historic District I.

Funding for residential grants was raised through Town Trust projects in the last year.

The Mission Statement of the Town Trust Grants is "to provide matching funds for building projects in the west center of Richfield that will increase the usability of the building, that matches the existing historic character of the area, increases the life of the structure and contributes to the overall revitalization of the historic district.

The deadline to return applications is December 30, 2009. Grants will be announced at the Town Trust's annual spring banquet and awarded when the project is complete and bills are presented to the Richfield Town Trust.

It takes many volunteers to continue the success of the Sweet Corn Challenge. Every volunteer is appreciated and we thank all of them for their efforts and generous gift of time.

of the participants were members who had not been to an event in some time or are new to the chamber. One of the goals we set for this year was to enhance the value of the chamber membership. We strived to provide speakers who are relevant, informative, and on topic for the majority of our members. We also wanted to provide a hands-on learning opportunity, such as the technology roundtable, and were excited to hear these industry experts provided some value to your business.

This month's guest speaker is Deborah A. Naegle-Kubec. She will be discussing "The Lost Art of Customer Service". In the businesses I have worked in I have learned that the best way to retain customers and grow an extended customer base is to provide strong customer service. Ms. Naegle-Kubec will lend some insight into ways we can improve this area of our businesses. Have a wonderful October, and I look forward to seeing you at our next lunch.

New Member

Welcome our newest member, *Thomas S. Conti* of **Holland Oil Liquidating Trustee, LLC** in Akron. We

October 7
October 14
October 16
November 4

Luncheon
Board meeting
7:00 a.m.
11:45 a.m.

Quality Inn & Suites Richfield
Scriptype Publishing

Mark your calendar