



Welcome New Members

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(Construction)

Chamber Luncheons Resume!

We are excited to have our next chamber luncheon be on Thursday, September 11 at Heritage Golf Club. Joining us will be George Matthews who is the announcer for the Columbus Blue Jackets. He will share with us many anecdotal stories about the team and look forward to the upcoming season. Please bring your Blue Jacket spirit to this luncheon!

Attend Chamber University to find answers!

Do you have any "difficult" customers?

What is *Chamber University*?? It is a collaborative effort of the Upper Arlington Area, Grandview/Marble Cliff, Hilliard and Clintonville Chambers of Commerce. We wanted to give you another opportunity for networking and education.

In this first session, learn how to turn the challenging requests and complaints into a strategic advantage to grow more business. Sometimes customers get angry and it is a real test for any service provider. The typical approach in responding to complaints is with answers, yet many times jumping in too quickly with answers makes a bad situation worse. Sometimes service providers become angry or defensive themselves creating a standoff.

There are two equally fanatical approaches to customer service: (1) "The customer is always right," and (2) "the

continued on page 3

Hollyfest Scholarship Auction

In late July, letters were mailed to each of you asking for donations for our annual Hollyfest Scholarship Auction which will be held on Friday, November 14th at the **Makoy Center**. We need your help in providing auction items or the donation of a check with which we would purchase items in your company's name. We provide the largest local scholarship, \$8,000 payable over four years, to two Hilliard School graduates, one from each high school. Please give careful thought to donating to the auction. Some of the items that have been donated so far: include: gym memberships, golf for four at Heritage Golf Club; electronic items; jewelry; tools; gift certificates to area restaurants; tickets to Columbus Symphony, BalletMet, Columbus Children's Theater; admissions to area attractions; overnight stays at state park resorts; tickets to sporting events, etc.



September 11

(note change from regular meeting day)

Chamber Luncheon

Heritage Golf Club
11:30 am Registration
Noon luncheon
Speaker: Columbus Blue Jackets

September 13

Old Hilliard Street Fair and Art Show

Main Street
10:00 am - 4:00 pm

September 13

Hilliard Sesquicentennial Celebration

Games & Food at the Fairgrounds
8:00 pm - Fireworks at Municipal Park

September 17

Chamber University

"How to Deal with Difficult Customers"
7:30 am - 9:30 am
See information in newsletter

September 18

Business After Hours

Storage USA
3450 Parkway Lane
5:30-7:30 pm

October 17

Chamber Luncheon

11:30 am Networking
Noon Luncheon
Speaker: Exchange City

October 27

Chamber University

"How to Communicate with Anybody, Anytime, Anyplace"
7:30 am - 9:30 am

November 14

Hollyfest Scholarship Auction

Makoy Center
6:00 pm

December 6

Hollyfest Arts & Crafts Show

Hilliard Davidson High School
9 am to 4 pm

December 9th

Chamber University

Details to follow

P e r s p e c t i v e

I would like to thank **Champaign Bank** for being the major sponsor for the Economic Outlook breakfast that was held at **Heritage Golf Club** on Tuesday August 12, 2003. Jim Coons, a well respected and published economist, gave a positive outlook for the upcoming year and provided a lot of good information for those in attendance. He also gave some insight into the pitfalls that could be ahead in a very unpredictable economy. As one person in attendance put it "I got a good lesson on fiscal policy in a very short period of time". This is the type of event that our members, their clients and potential members should embrace. Jim provided data that is important to our overall economy and the businesses that we serve as a Chamber. I would like to thank Jim for sharing such great insight and **Champaign Bank** for arranging to have Jim make the presentation. I would also like to thank the **Rider Financial Group**, Norman Jones Enlow & Co., and the **City of Hilliard** as our other sponsors for the event.

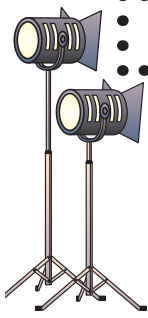
It is that time of year when our monthly luncheons begin so please make arrangements to join us starting September 11, 2003 at 11:30am at **Heritage Golf Club**. We will start off the year with representatives from the Columbus Blue Jackets. This will be a great opportunity to find out what has been happening during the off season and to see what the team has up its sleeve for the 2003-2004 season. You never know, you may even be able to get an autograph. Make plans to join us. It will be a great time.

Time is running out for you to be a part of Leadership Hilliard for 2003-2004. If you have interest in sharpening your leadership skills and learning more about our community then this is the perfect program for you. Please contact the chamber office to get more information about the program or to obtain an application.

Please mark your calendars for the Hollyfest Scholarship Auction that will be held on Friday November 14, 2003 at the **Makoy Center**. This is a fun time and provides \$21,000 per year in Scholarships to graduating seniors from both Hilliard Davidson and Hilliard Darby High Schools as well as a Tolles Technical graduate from the Hilliard School District. Please help by donating an item or by making a cash donation so we can purchase an item in your name for the auction. We have great support each year and again would ask our membership to be as generous as possible. It is a way to give back to the community in a very positive manner. Again, plan to attend and you will have a great time.

I would like to remind everyone that I welcome any ideas, comments or suggestions that you, as a member of the chamber have to offer. This is your organization and I am here to serve you. Please send any comments to me at toyster@champaignbank.com or by mailing them to the chamber office and I will respond to you as quickly as possible. Thank you for your ongoing support.

Spotlight on Busines...Earman and Wood, CPAs



Earman and Wood, CPA's moved to Hilliard in August of 2000 with Larry Earman (the dad) and Lisa Wood (the daughter) as partners. The firm employs two people in addition to Larry and Lisa. Larry handles the accounting, auditing and bookkeeping and Lisa handles the income tax matters. That separation of responsibilities is how they are able to work side by side and not get in each other's way.

Larry graduated from The Ohio State University and has over 34 years of experience in providing accounting and income tax services. First he was with Arthur Andersen & Co. in Columbus and San Diego, and for the last 25 years as a partner in a Columbus accounting firm. His experience is in meeting the accounting needs of small businesses. He has worked on a substantial number of real estate and construction companies; retail; wholesale; restaurants; medical, dental and veterinary practices; oil and gas production; not-for-profit agencies; and services to the developmentally disabled. Larry has been an active part of the Hilliard community for many years. He served on the Hilliard City Schools Board of Education from 1985 through 1991. He served on the Hilliard Area Chamber of Commerce from 1986 until 1991, serving as president in 1990. That year as president did him in for a while as he was president of the School Board and the Chamber of Commerce in the same year. Larry got some needed rest and rejoined the Chamber and currently is the treasurer and past-president. As a chamber member he was chairman of the Hollyfest Arts and Craft Show for several years. "You don't last in accounting for 34 tax seasons if you don't love the job," says Larry.

That love of the job apparently showed as Lisa has followed in her dad's footsteps. She majored in accounting at Ohio University. Dad couldn't convince her to go to OSU. She earned a scholarship to the University of Denver where she received a Master of Taxation. After graduation, she was employed by Deloitte and Touche LLP and a smaller accounting firm in Denver for five years. In 1999 she came "home" to work for her dad's firm and is now a partner. Lisa provides income tax consulting, income tax return preparation,

college planning, retirement planning and estate planning.

The four people in the firm have worked together for numerous years to provide their clients the quality service they deserve and expect. If you are not satisfied with your current accounting arrangements, give them a call at 850-CPAS (850-2727). You will be glad you did.

(**Earman and Wood, CPA's** was awarded the opportunity to feature its business in this space by being the winner of a door prize drawing at a Chamber luncheon. There will be another drawing at the September luncheon, so please plan to attend!)

Chamber University II: "How to Communicate with Anybody, Anytime, Anyplace"

In this session you will take the Meyers-Briggs Type Indicator. Knowing your own and learning others preferences will help you understand what your special strengths are, why you might be stressed on the job, and how people with different preferences relate to one another. We will explore the differences in the way we energize, take in information, process information and how we react to the environment.

All sessions will be held at the Business Technology Center, 1275 Kinnear Rd, Columbus (Kinnear between Kenny Rd and North Star)

The cost is \$35 for members and \$45 for non members. Contact the Chamber to make your reservation.

Business After Hours

Storage USA is hosting our next Business After Hours from 5:30 - 7:30 pm on Thursday, September 18. They are located at 3450 Parkway Lane. The theme is "All American Sports". Take this opportunity to "network" with other Chamber members and enjoy good food, beverages and door prizes. Make sure that you bring your business cards and associates!

Attend Chamber University to find answers!

employee is king." There is a third alternative – Create A Healthy Customer Partnership. Whenever the importance of one party is amplified at the expense of another, the path is being laid to frustration, anger and failure. Partnerships thrive when all of the parties involved are satisfied with what they receive in exchange for what they give. Healthy customer partnerships are developed by establishing mutual purpose, mutual meaning, and mutual respect.

In the **Value of Difficult Customers** workshop you will learn the skills associated with establishing a healthy partnering relationship with customers and how to leverage emotionally charged situations when a customer gets angry into an opportunity to grow more business. During this two-hour workshop, you will be able to:

- Understand the skills associated with creating customer partnerships.
- Explain why it is important to take a proactive, tactful approach to creating mutual respect.
- Explain the do's and don't of courtesy – including a practical list of ten tips for establishing and maintaining courtesy.
- Identify and avoid common negative reactions when dealing with an angry customer.
- Explain the three things we need to communicate to any angry customer.

Join the Upper Arlington Area, Hilliard, Clintonville & Grandview / Marble Cliff Chambers of Commerce on **Wednesday, September 17th from 7:30 – 9:30 am** for the 1st of a series called *Chamber University*. The 2003 sessions will be held at the Business Technology Center, 1275 Kinnear Road. The presenter of **Value of Difficult Customers** will be Mr. Charles Smyser of Sparkways, LLC, also Licensed Partner of Mission Control® Productivity Inc.

Cost for this session is \$25.00 for members and \$35.00 for non-members and guests, price includes materials & continental breakfast. Please call the Hilliard Area Chamber of Commerce at 876-7666 to RSVP by September 12.

September Chamber Luncheon Heritage Golf Club



Thursday, September 11, 2003

Program: George Matthews, Announcer for the Columbus Blue Jackets

11:30 am Networking • Noon Luncheon

Cost: \$13.00 for members and \$15.00 for prospective members and guests registered with a Chamber Member

Deadline for reservations is Tuesday, September 9. We would appreciate your pre-payment for your reservation be mailed to the Chamber office. We hope to see you, your associates and your friends there!!

Names: _____

Company: _____

Number of Reservations: _____ Amount Enclosed: _____

Mail to: Hilliard Area Chamber of Commerce, 4081 Main Street, Hilliard, OH 43026 or call the Chamber office by September 9 at 876-7666, FAX 876-3113, or E-mail to info@hilliardchamber.org. Reservations are required and you will be billed for any reservations made and not used.

Member Bits

Ranked by the number of members of the Greater Columbus Residential Care Facilities in *Business First*, **Traditions at Mill Run** was ranked 1st and **Broadmore Assisted Living in Hilliard** was 12th.

First Service Federal Credit Union was ranked 11th and **Western Credit Union** was ranked 14th in *Business First* listing of greater Columbus credit unions. **Dublin Retirement Village** was ranked 12th in the listing for greater Columbus retirement communities.

For rankings by *Business First* in greater Columbus banks and savings & loans, **Bank One** ranked 1st, **Huntington National Bank** ranked 2nd, **Fifth Third Bank** ranked 3rd, **National City Bank** ranked 4th, **U.S. Bank** ranked 6th, **Key Bank** ranked 7th, **Unizan Bank** ranked 10th, **Heartland Bank** ranked 11th and **Sky Bank** ranked 18th.

Local remodeler, **Mark Troyer Remodeling** presented Mrs. Hope Taft, First Lady of Ohio, with a commemorative hammer at the Habitat for Humanity/Nationwide Insurance Ohio State Fair House on August 1st. Habitat for Humanity asked Mark Troyer Remodeling to volunteer their services to frame the Habitat for Humanity/Nationwide Insurance Ohio State Fair House. The Plain City remodeler, who does most of its business in the northwest Columbus area, and who is active in volunteer projects with Habitat for Humanity of Columbus, said they felt honored and delighted to be considered.

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SEPTEMBER 2003 SEMINAR CALENDAR

Seminars are held at **EWI - Edison Welding Institute**
At OSU west campus, west off Carmax Dr.
(turn south from Lane Ave.)
at **1250 Arthur E. Adams Dr.**

■ WOMEN ENTREPRENEURS

How to succeed as a woman in small business.
Thursday, September 18, 2003
8:30 AM – Noon PM

■ FUNDAMENTALS OF E-BUSINESS

How to benefit from using the internet.
Thursday, September 18, 2003
6:30 PM – 10:00 PM

■ HOW TO START YOUR BUSINESS

How to start your business the right way.
Thursday, September 25, 2003
8:30 AM – 4:30 PM

■ BUSINESS PLAN WORKSHOP

How to write a Business Plan your banker will love.
Thursday, September 25, 2003
6:30 PM – 10:00 PM

Registration begins ½ hour before seminar.

Seminars are \$35 each. A discount of \$5 applies if your check and registration are received 3 days before the seminar.

Call SCORE at 614-469-2357 for details and reservations.
Visit our web site at www.scorecolumbus.org

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