

NEWS FROM THE CHAMBER

JANUARY 2013



The Chamber is celebrating our 75th year tropical style in beautiful Paradise Bluff!

We would like you to join us at our evening vacation destination on **Saturday, January 26th, 2013.**

Your travel will start at the **Black River Coliseum** where you will be whisked away to your warm tropical evening!

The festivities will begin at 6:00 p.m.
and the
luau (dinner) will begin at 7:00 p.m.

Dress is Business Formal or hang loose in your tropical wear!

To book your all-inclusive evening vacation destination...

No need for a passport, just your current Chamber membership!

For your evening reservation, call 573-785-7761, email kmcdaniel@poplarbluffchamber.org, or get your reservation online with a credit card at www.eventbrite.com/event/5031166354



Early Bird Reservation Price: \$35.00 Per Person
After January 16th, Reservation Price: \$45.00 Per Person

**The Greater Poplar Bluff Area
Chamber of Commerce presents
“A Passion for Service”**

Tuesday, February 5, 2013



Customer service expert Bill Drury will present a workshop entitled, "A Passion for Service" (How to Win Customers and Reduce Lost Sales). From 1985 till 1990, Drury was the National Training Consultant for the Zig Ziglar Corporation. He speaks, trains, and travels extensively, and has proven to be one of the most effective and entertaining speakers in the industry.

We've heard fantastic feedback about this program! Bill's lively presentations and DVD program instruct over 20,000 people each year! Subjects Bill will cover include: Who really signs your paycheck; Stay motivated; Make a great first impression; Create a vision for service; Communicate respect to every customer; Personalize your service; Listen; Handle the irate customer; Overcome stress and burnout; Handle the ten most difficult customers.

Some Customer Service Facts: 7 out of 10 customers who stop doing business with a company do so because of the way they were treated on the first contact; 96% of unhappy customers never complain about discourtesy, but 91% of them will not buy again from a business that offended them; 97% of all companies never formally train employees in the simple art of customer retention.

**SEATING IS LIMITED -- FOR YOUR CONVENIENCE TWO IDENTICAL PRESENTATIONS
ARE OFFERED**

8:30AM -11:30 Session One **1:00PM - 4:00** Session Two
Lunch 11:30-1:00 p.m. provided by Maya's Mexican Restaurant

Your investment is only:	<u>One attendee</u>	<u>Five or more</u>
Chamber Member Registration	\$99.00 each until 1/19 \$109.00 each after 1/19	\$89.00 each
Non-Member Registration	\$159.00 each	

For Registration or information call 573-785-7761

“He knows what he’s talking about! He has an excellent style of delivery! Your people and your company will be better off after hearing Bill Drury!”

Zig Ziglar

(For more information or a free MP3 demo, please visit www.apassionforservice.com)



Ribbon Cuttings



Somewhere In Time
Antiques & More
October 4th



Cannibalistic Tendencies
City Of The Dead 5K
October 23rd



Strubinger's
Bakery & Caf 
October 25th



The Market Place
In Kellytown
November 1st



Money Mizer
15th Anniversary
November 8th



Republic Services
Recycling Pick-Up Kick-Off
November 15th



RiverMist Assisted Living
25th Anniversary
November 15th



Recycling Grace Women's Center
Groundbreaking
November 28th



Bits N Bytes Technologies
New Location
December 6th



First Friday Coffees



Ryan's of Poplar Bluff
October 5th



Express Employment Professionals
November 11th



1st Community Bank
December 14th

*The next First Friday Coffee
will be*

*Friday, January 4th
8:30-9:30 a.m.*

at

*Susan McVey State Farm
Insurance*

located at 3366 South Westwood

Join the Banner Program!

The Chamber invites you to participate in our decorative community Banner Program. Part of a much larger marketing program for the city, this campaign shows off our civic pride for Poplar Bluff, helps beautify our community and provides our local businesses the opportunity to promote themselves in a tasteful, visible manner.

The BUSINESS banners will be hung from light poles on business Highways 67 & 60 with banners made from a local sign company. The cost for each business banner is \$400/year or 3 for \$1,000.

We are also VERY excited about offering SALUTE BANNERS to honor Poplar Bluff area residents who have or are currently serving in any branch of the military. These banners, featuring a picture and name, will be placed primarily in front of the Veterans Wall next to the Black River Coliseum, with overflow onto Business Highway 60. These banners may be sponsored by individuals or businesses and will be offered at a special price of only \$200/year. Businesses may save \$50 by purchasing a combo (Business banner plus Salute banner for \$550/year).

Placement of these banners are on a **first come, first serve basis**, with certain restrictions on placement in front of competitors place of business. These banners will only be available to our members!

To sign up or for more details about the program, please contact the Chamber by emailing kmcdaniel@poplarbluffchamber.org or by calling 785-7761.



Happy New Year!

Here's a look at what *YOUR* Chamber accomplished in 2012!

- 36 Ribbon Cutting Ceremonies
- 2 Ground Breaking Ceremonies
- 1 Wall Breaking Ceremony
- 82 New Chamber Members
- 2 Trivia Nights
- 1 Annual Banquet
- 3 Professional Seminars
- 4 Luncheons
- 2 Golf Outings
- 1 Health Expo
- 1 Home, Garden & Leisure Show
- 1 Industrial Outing
- 1 Administrative Professionals Luncheon
- 1 Teacher of the Year Banquet
- 1 Chick-fil-A Leadercast
- 1 Yard of the Month Award (Thanks, Hobbs!)
- 12 First (and Second) Friday Coffees
- 1 Ambassador Membership Drive
- 1 Ambassador Thank You Drive
- 11 Gateway To Leadership Meetings & Outings
- 5 Gateway to Jobs Meetings

Ribbon Cutting

Poplar Bluff Regional Medical Center

Friday, January 18, 2013

11:00 a.m.

Community Open House—Hospital Tours

Saturday, January 19, 2013

10a.m.-2 p.m.

Chamber now accepting interested participants to the 2013 Gateway To Leadership program

Twelve people will graduate in January from the Greater Poplar Bluff Area Chamber of Commerce 2012 Gateway to Leadership Program. Gateway to Leadership (GTL) started in 2009 and is an innovative community program designed to identify and motivate emerging and/or relocated leaders and to develop their potential for community leadership roles by acquainting them with the opportunities, realities and challenges of the community. This project greatly benefits small and emerging private business owners. Once a future leader completes this 12 month course, they are better equipped to take on present and future leadership roles in Poplar Bluff. At the end of this program they receive an achievement plaque and are recognized at the Chamber annual banquet. The time commitment is 2-3 hours per month. Each participant is required to attend 90% of the programs to be eligible for graduation.

By the end of the 12 month course, participants will benefit by:

- Having a better understanding of the community
- Becoming more familiar with community leaders
- Recognizing the interactions between private citizens and public organizations
- Seeing Poplar Bluff in terms of "the big picture"
- Having valuable networking contacts
- Knowing more people- from classmates, to presenters to participants in activities
- Developing leadership skills and seeing themselves as a leader
- Bringing recognition to the participants and the Companies they represent
- Being prepared to serve their community!

"GTL has been a great opportunity to network and build relationships not only with my fellow members but also with important business leaders in the area. I have lived in Poplar Bluff most of my life and still learned things about this community that I didn't know!" Rachel Grady, HR Manager for Mid Continent Nail and 2012 participant.

Participants will also engage in: After hours networking events/Luncheons/Industrial Outings/Annual Banquet/Board Meetings, etc.

"Our goal is that upon graduation, each leader will be more informed about the Greater Poplar Bluff area and choose to serve the community in a way to make the most optimal impact." Steve Halter, Greater Poplar Bluff Area Chamber of Commerce, President

Sign up by contacting Steve Halter at 785-7761 or shalter@poplarbluffchamber.org . Cost is \$375 for members and \$500 for non members, and includes one free ticket to the Chamber's Annual Banquet.



Upcoming Events

January - March 2013

January 1 - 27	Forest To Form	Margaret Harwell Art Museum
January 4	Chamber First Friday Coffee	Susan McVey State Farm Insurance
January 5	Dancing with PB Stars	Rodgers Theatre
January 6	Black River Gun Show	Black River Coliseum
January 9	Emergency Preparedness Summit	Black River Coliseum
January 12	SEMO Bridal Fair	Black River Coliseum
January 18 - 19	Ag Expo	Black River Coliseum
January 26	Chamber's 75th Annual Banquet	Black River Coliseum
January 26	Steeldrivers	Black River Coliseum
February 1	First Friday Coffee	Darrell Atchison, Modern Woodmen of America
February 5	A Passion for Service Seminar	Tinnin Fine Arts Center
February 8	WWE Raw Road to Wrestle Mania	Black River Coliseum
February 28	Celtic Nights	Tinnin Fine Arts Center
March 1	First Friday Coffee	Ozark Family Resource Agency
March 2	Hansel & Gretel	Tinnin Fine Arts Center
March 9	Home, Garden & Leisure Show	Black River Coliseum
March 22 - 23	The Crucible	Rodgers Theatre
March 29 - 31	The Crucible	Rodgers Theatre

For more information on these events and others log onto our website,

www.PoplarBluffChamber.org

*The Greater Poplar Bluff Area
Chamber of Commerce
is proud to recognize our
TIME HONORED MEMBERS.*

*These members renewed their investment in
October-December 2012.*

40-60 Years

Cotrell Funeral Service
Daily American Republic
Hardee's/Fazoli's Restaurants
Kneibert Clinic
Kraft, Miles & Tatum
M&A Electric Power Cooperative
Poplar Bluff Housing Authority
Riggs Wholesale Supply Company
Ross Electric
Bob Sutton Real Estate & Loans
The Scott Law Group

30-39 Years

Dille's Pharmacy, Inc.
Gates Corporation
Luecke Distributing
McDonald's of Poplar Bluff
Poplar Bluff Electrical Supply
Poplar Bluff Monument Works

21-29 Years

Baldwin Ford Lincoln Toyota Scion
Butler County Farm Bureau
Casey's General Stores, Inc.
Coldwell Banker Ruth Holloway Realty
First Missouri State Bank
Greg's Auto Sales
Karen Miller Attorney At Law
Metalweld, Inc.
Mills Iron & Supply

21-29 Years (Cont.)

Robert J. Whelan, CPA/CFP
Ron Little Law Office
Rushin Chiropractic Center

10-20 Years

AT&T Wireless
Aire Solutions
Allen Wellness Center
C&F Auto Salvage
Century 21 American Realty
Colton's Steak House & Grill
Decota Electric Supply
Dennis Outdoors
Dille & Traxel LLC
ESI.comm
El Acapulco
Family Counseling Center, Inc.
First Community Bank
Fox Radio - KAHR - KFEB - KPPL - KOEA
KFVS - TV
Little, Schellhammer, Richardson & Knowlan
Mers/Goodwill Vocational Rehab
Nathan Maurer, Agent - Poplar Bluff Realty
Office Depot
Ozark Physical Therapy
PMB, Inc.
Paul Arnold, Agent - Coldwell Banker Ruth Holloway Realty
RL Persons Construction, Inc.
Poplar Bluff Winlectric



Time Honored Members

10-20 Years (Cont.)

Michael Price, DDS
Scheffer's Office Furniture
Service master Professional Cleaning
State Farm Insurance - Eddy Justice
Super Saver Discount Pharmacy
Swafford's Mansion Mall Amoco
Trans-A-Matic

5-9 Years

Advanced Healthcare Management
Boycom Cablevision
Cape Arrowhead, Inc.
Cosmic Inc.
Create Wellness Chiropractic
Eye Care Specialists, LLC
Gregory Logistics, Inc.
Hastings Entertainment
Lion's Club
Manufacturers Assistance Group
Poplar Bluff Kiwanis Club
Relentless Media Productions
Riceland Foods, Inc.
SEMO Regional Water Safety Council
Scobey's Collision Center

5-9 Years (Cont.)

Semo Ready Mix
Service Industrial Park
Squeaky Clean Building Services, Inc.

1-4 Years

4M Sign Service & Design, LLC

Boeving Properties
Central Methodist University
Fitch Hillis Funeral Home Inc.
Heritage Appraisal Service
John J. Pershing VA Medical Center
K2 Commercial Group
Kennedy, Kennedy, Robbins & Yarbrow, LC
Poplar Bluff Orthodontics
Richard Montgomery
Rotary Club of Poplar Bluff
Ryans #2347
Shoe Sensation
Steak N Shake
Stinson Press, Inc.
Terry Stewart, Agent - Poplar Bluff Realty
The Landing & Rosecliff Lodge
The Mix 2
University of MO Extension

*Thank you for
supporting the Chamber
and the greater
Poplar Bluff area!*



Welcome to the Chamber!!

Amanda's Suite 1

Banner Finance

Bill Dee, Agent - Poplar Bluff Realty

Bowz and More

Hanger Clinic

Jump In!!

NES Equipment Rentals

Northwestern Mutual - Matt Luecke

Nouveau Cosmetics by Sandra H. Elliott

Pizza Hut

Poplar Bluff Toastmasters

Recycling Grace Women's Center

Ricoh America's Corporation

Sunrise Home Care, LLC

TAG Truck Center

The Market Place in Kellytown

Three Rivers Advance Practice Network (TRAPN)

Westwood Hills Country Club