

CALENDAR of events.....

September 2010

- 1—Marketing Committee—8:30am at the Chamber
- 6—LABOR DAY—Chamber Office CLOSED
- 7—Executive Committee—8:30am at the Chamber
- 9—Public Relations Committee—8:00am at the Chamber
- 14—Membership Training Session—7:30 am location TBA
- 14—Chamber Board—9:00am at the Chamber
- 15—Fundraising Committee—8:30am at the Chamber
- 15—Membership Training Session—12:00pm at the Pizza Ranch
- 16—Chamber Mixer—5:00pm-6:30pm at Performance Press 304 Dogwood St.
- 21—Membership Committee—8:00am at the Chamber
- 22—Membership Training Session—7:30 am location TBA
- 23—Issues Management Council—8:00am at the Chamber
- 23—Brandon Expo Committee —10:00am at the Chamber
- 23—Membership Training Session—12:00pm at the Pizza Ranch

October 2010

- 5—Executive Committee—8:30am at the Chamber
- 6—Marketing Committee—8:30am at the Chamber
- 7—Public Relations Committee—8:00am at the Chamber
- 12—Chamber Board—8:00am at the Chamber
- 14—Milestone Luncheon—11:30am-1:00pm at Tailgator's Marquee Room
- 19—Membership Committee—8:00am at the Chamber
- 20—Fundraising Committee—8:30am at the Chamber
- 21—Chamber Mixer-5:00pm-6:30pm at Oakridge Nursery, 2217 S. Splitrock Blvd.
- 28—Issues Management Council—8:00am at the Chamber
- 28—Brandon Expo Committee —10:00am at the Chamber

Don't get the weekly email updates? Sign up today or you miss out! Email brancofc@alliancecom.net

Horizon is an official publication of the Brandon Valley Area Chamber of Commerce
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BRANDON VALLEY AREA CHAMBER OF COMMERCE

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2011 Membership Drive Coming Soon!



The Membership Drive Kick-Off Breakfast is scheduled for Tuesday, August 31st where over 30 chamber members will be trained on the Chamber membership opportunities for 2011. These ambassadors will be calling and coming to visit you sometime in the month of September. Although we will try to personally contact every business, we are short a few ambassadors so we may not be able to get to everyone.

to all members as well as prospective members on September 14th at 7:30am, 15th at 12:00pm, 22nd at 7:30am and 23rd at 12:00pm. Watch your e-mails for locations of these training events. This will be your opportunity to come and find out about all of the new benefits that the Chamber has to offer, such as website features, new events, and new advertising opportunities.

The BVACC prides itself on coming to you but once a year to get you signed up for all the investment opportunities you are interested in for the entire year. Take the time to go through the material as this once a year opportunity begins September 1st and will end no later than October 31st.

If you are interested in being an ambassador we would love to have you! The job of an ambassador is to visit 5 organizations in the month of September and tell them about the opportunities the Chamber has to offer in the coming year. You will be trained on every part of the information so there is no need to worry about what to say. This is a great opportunity for you to meet other business people in the community!

If you are looking for a way to volunteer but don't want to make the long commitment necessary for most positions, please consider being a chamber ambassador. It is volunteers like you that keep this organization prosperous!

If you are an organization that receives your renewal in the mail, please take the time to read through the information as there are many new and exciting opportunities available in the coming year. We want to make this process as convenient as possible so you will also be able to view the presentation online at BrandonValleyChamber.com.

A new way to find out what opportunities will be available in 2011 will be our first ever scheduled training sessions. There will be four training sessions open

Mark your calendar for these upcoming events!

 Thursday, October 14th	 Saturday, November 13th	 Thursday, December 2nd	 Saturday, January 1st
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Managing for Success: Be Open to Change

In successful companies, nothing is immune to debate, not even products and services upon which the company is built. At management meeting, "That could work" is heard, rather than "We tried that years ago and it flopped." Exchanges between managers are passionate but respectful. No one who voices skepticism or an irrelevant idea is made to feel stupid or disloyal to the organization.

The freedom to suggest bold or opposing ideas is absent in unsuccessful companies. Management teams in such companies are so resistant to change that it's risky for a member to express doubt or suggest a new approach. Even the most confident manager is reluctant to speak up when team members are quick to dismiss

concerns or ideas with a smirk.

Successful managers also know that a company, like the human body, has vital signs that measure its well-being. Doctors check your pulse, temperature, and blood pressure. Successful leaders have their own indicators: Are their products or services better than their competitors? Do they deliver on time? Do they create ideas and services that help customers stay ahead of their competitors? Do they, instead of someone in India, answer the telephone?

Successful managers are laser focused on their goals and attaining them. They are alert to events gathering over the horizon that could affect their companies. Unsuccessful managers, on the other hand, are endlessly

putting out fires, darting from problem to problem, sleeplessly wondering, "Why didn't I get anything done today?"

Perhaps the quality that successful business owners and leaders share—joy in taking an idea from inception to a living company. That spark is missing in unsuccessful managers.

By: Robert W. Goldfarb



Did you KNOW?

You can share [Hot Deals](#), that you find on the Chamber website with your friends. It's just a click away! How?

Go to the Chamber website, www.brandonvalleychamber.com, click on the red "Hot Deals" icon at the top of the page, and check out the great Hot Deals! Then click on the share option icons that are at the top of each Hot Deal. You can share through email, Facebook and Twitter!

But there's more!!

You can also share [Job Postings](#) in the same way as Hot Deals, and share [Events](#) in the Events calendar, by clicking on the option down the right side of each events page.

Let's tell everyone that Brandon has some Hot Deals, Great Events and is a Great place to Work and Live!!

Share:

Courting Your Customers

If you don't court customers... they'll find someone new.

Attracting, Delighting, and Retaining Customers Is Like Courtship.

MAKE A GOOD FIRST IMPRESSION

Like speed dating, there's plenty of competition for the customers' attention. You only have a short time to make a good first impression before the "bell rings" and they're off to see what someone else has to offer.

LISTEN

Show how much you care by giving the customer your undivided attention. Listen with your ears, your eyes, and your heart.

BE HAPPY TO SERVE

You choose your attitude. People with a positive attitude attract customers. A negative attitude repels your customers (and coworkers!)

BE TRUSTWORTHY

All relationships are built on trust. Only make promises that you will keep. Or better yet- over deliver on every promise you make.

BE GRATEFUL

Let customers know how much you appreciate the opportunity to serve them. Say "Thank You" often in words and actions.

APOLOGIZE SOON & SINCERELY

When your customer is unhappy, say "I am so sorry" (even when it is not your fault.) Tell your customer what you will personally do **right now** about their complaints and concerns.

STAY COMMITTED

Serving customers is emotional labor. Create opportunities to renew your enthusiasm and reenergize your customer focus.

BE OPEN TO HONEST COMMUNICATIONS

Your customers' expectations are constantly changing. Make it easy for your customers to tell you what they want, how they feel, what makes them happy and what does not.

By Jeri Mae Rowley
2010© www.jerimaerowley.com

CUTTING, BREAKING & *Mixing it up!*

Chamber Mixer
Sunny Radio
July 22nd



First Night Out
Jesus Christ Superstar
July 15th

THEY ARE HERE!
Brandon Bucks Gift Cards



Purchase yours at the Brandon Chamber Office today!

Chamber Spotlight: Brandon Natural Care Center

Brandon Natural Care Center, PC was established in 2004 by Dr. Amanda J. Van Voorst. Dr. Van Voorst graduated from Northwestern Health Sciences University with her Doctor of Chiropractic degree in 2004. She is a member of the American Chiropractic Association, the South Dakota Chiropractors Association, the Brandon Valley Area Chamber of Commerce, the National Multiple Sclerosis Society, and the Multiple Sclerosis Association of America. Dr. Van Voorst and Brandon Natural Care Center have been providing the highest quality, comprehensive chiropractic care for the residents of the greater Brandon area for over 6 years. We specialize in complicated cases, such as fibromyalgia, chronic fatigue syndrome, chronic pain syndromes, inflammatory conditions and other chronic conditions. We also help those with back and neck pain, headaches, numbness and tingling, disc problems, kids with ear infections or



scoliosis, and many other common conditions. We are a small, friendly office where you will feel heard, respected, and hopeful. We help people of all ages from newborn infants to the elderly.

Brandon Natural Care Center, PC was started from scratch in 2004. Over

the past 6 years, we have grown to a busy clinic providing high quality, advanced chiropractic care. We have recently added on-site X-ray services so that we can provide a more accurate diagnosis in a timely manner. We are committed to getting to the bottom of our patient's concerns so that they can experience LONG-term results and resolution of their health problems.

Thank you for taking the time to learn about our clinic! At Brandon Natural Care Center, our patients and their well-being are our primary concern. In the future we plan to continue to grow and change to meet our patients' needs. For more information please feel free to visit our website at www.BrandonNaturalCareCenter.com. Dr. Van Voorst is also available to answer questions by phone – feel free to call and ask for her directly at 582-8900!

Article provided by:
Brandon Natural Care Center