



# Perth & District Chamber of Commerce "Bridges" December 2012 Newsletter

*Volume 12 – 2012*

*"Building Bridges in Business"*

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## Our Chamber Kiosk is on the Move

While walking on Gore Street, be sure to stop at Storm Internet Services at 38 Gore Street and check out the new home of the Chamber Information Kiosk. The gang at Storm Internet Services has agreed to place the kiosk in their window for visitors and residents to find out more about Chamber Members and events happening in Perth & District. We are excited about this move and hope that the kiosk will be something you will consider using in the future. It is another benefit for you as a member since you are listed on the kiosk directory! A big Thank You goes out to Storm Internet Services for partnering with the Chamber in the placement of the kiosk.

We thank Ed Fortin of Fortin Consulting for allowing the kiosk to live at his location for the last couple of years and wish him well in his new location at 16 Gore West Street.

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## Upcoming Events

### Chamber Christmas Social

**Date:** Thursday December 6, 2012

**Location:** Clyde Hall, Lanark, ON

**Time:** 5:30 – 8:30pm

### Member Profile Page Refresher

If you would like to have a refresher on how to use your Member Profile Page and learn why it is a great benefit to you as a member then contact the Chamber Office and we would be happy to assist.

**Contact the Office to set up a time.**

**The Chamber is working hard on arranging opportunities for members to meet and get to know each other. Stay tuned for events happening in 2013. We hope to see you at one of our upcoming events.**

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## Chamber Benefit – Member 2 Member Benefits

### Member 2 Member Benefit Initiative

The Chamber is currently putting the final touches on our Member 2 Member Benefit Initiative.

The Chamber's new Member to Member initiative will be crafted to allow Chamber members to publish members-only specials by entering the information into their member profile page. Once a month members will receive by email from the Chamber a compiled list of all Members-Only specials with links to all the pertinent information. In order to have your specials included you must have your Member Profile Page activated. More information and instructions including guidelines will be sent out shortly.

**Stay Tuned**

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### Member Profile of the Month:

#### The Grounds Guys Landscape Management

*(Written and submitted by the Grounds Guys Landscape Management ).*



The Grounds Guys - Lanark County

This landscape franchise company is a locally owned by Rene Bosman. The Grounds Guys Brand provides Landscape Management and Grounds Maintenance services for commercial and residential customers throughout Canada and the US. Using the code of care which puts customers first using a positive attitude, respect for all and enjoying life in the process.

Rene and his crew have set up shop in the old A&B Ford building in Perth having out grown their home base in Lanark. Now employing 12, they are spread out from Johnston and Brockville to Smiths Falls and Carleton Place to Ottawa. Where ever you go you will see the clean shiny trucks, friendly uniformed staff and state of the art equipment sharpened and maintained daily leaving behind beautiful striped lawns and professionally cleared snow. They are available for spring and fall clean ups too. If you want a job well done... call the Grounds guys.

*Rene Bosman  
The Grounds Guys Landscape Management  
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R.Bosman@GroundsGuys.ca  
www.GroundGuys.ca*

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## We Welcome Our Newest Members

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| <p><b>HealthyBooks Bookkeeping Services</b><br/>Lynn Marsh<br/>32A George Ave.<br/>Perth, ON<br/>K7H 2Y9<br/>613-464-2559<br/><a href="mailto:lynn@healthybooks.ca">lynn@healthybooks.ca</a><br/><a href="http://www.healthybooks.ca">www.healthybooks.ca</a></p>                   | <p>Lynn Marsh owns and operates HealthyBooks Bookkeeping Services, and her clients rave about what she brings to the financial table. With more than seven years of business and not-for-profit bookkeeping experience, Lynn has the knowledge and expertise to help you address any bookkeeping need. HealthyBooks also provides accounting software training to clients, giving them the ability to learn how to navigate and use their accounting software. Training is available for both the QuickBooks and Simply Accounting software.</p> |
| <p><b>Purest</b><br/>Robin Duncan<br/>105 Dufferin Street<br/>Unit 10<br/>Perth, ON K7H 3A5<br/><a href="mailto:purestnaturalproducts@sympatico.ca">purestnaturalproducts@sympatico.ca</a><br/><a href="http://www.purestnaturalproducts.com">www.purestnaturalproducts.com</a></p> | <p>Purest is your delicious choice for gluten free products and ingredients. Our in store bakery features baked goods, lunches and fresh and frozen meals. Stop in and have a taste of what we have to offer.</p>  |

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## Perth's Classic Theatre Festival Announces New Season of Comedy Hits in New Venue

(written by Classic Theatre Festival)

The Classic Theatre Festival is busy planning its fourth season of professional productions from the golden age of Broadway, and its 2013 lineup promises two long-running comedies as well as a new venue.

Next year's venue is the Full Circle Theatre, a lovingly built, intimate space located at 26 Craig Street in Perth that sits astride Last Duel Park, with a view of the Tay River. The air conditioned, wheelchair accessible space (which also features hearing assist devices) is home to the original seats from the historic Balderson Theatre, and no audience member is ever further than 25 feet from the stage.

The 2013 summer lineup opens with Neil Simon's rarely produced comedy *The Star Spangled Girl*, a laugh-filled look at political polarization that could have been ripped from today's headlines. It's a comedy that proves opposites really do attract, and runs July 12- August 4.

It's followed by Leslie Stevens' *The Marriage-Go-Round* (August 9- September 1), a gem of a comedy that toys with the oft-asked 1950s query: what would happen if Marilyn Monroe had approached Albert Einstein to father her baby? That potential combination of beauty and brains is at the forefront of *The Marriage-Go-Round*, and marital mayhem erupts when the lives of two happily married college professors are confronted with a Swedish bombshell who throws herself at the man of the house.

All shows will run at the Full Circle Theatre from Wed.- Sat at 8 pm, with 2 pm matinees Wed., Sat. & Sun. The Festival this year is proud to be working with media sponsors WPBS-TV and Ottawa Woman magazine. In addition, the Save-a-Seat program, which opens seats to low income individuals, will return as well.

Anyone wishing to take advantage of the Festival's wildly popular Holiday Sale, on only until December 31, can call toll- free 877-283-1283, purchase their vouchers, save 20% off each ticket

purchased, and enjoy the freedom to pick their dates later. Further information is available at [www.classictheatre.ca](http://www.classictheatre.ca)

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## **The Public is invited to a special screening of the online fantasy TV series "Spellfury."**

(Submitted by the Town of Perth)

Local filmmaker Travis Gordon and his production team are having a fundraiser to raise money to finish the second season of their online tv series Spellfury. Spellfury is a fantasy-action show that is filmed in the Perth area and uses all local actors and crew. Season One of the show aired on Global Television and has been viewed over 5 million times online (YouTube, iTunes etc.) Money raised will be used to set up a film studio in the Perth area. It will bring job opportunities to the local community by employing local artists and technicians (actors, sound/lighting technicians, set builders etc.)

The fundraiser will take place on Friday December 7<sup>th</sup> from 6:30-9:00pm at the Best Western Plus Perth Parkside Inn & Spa. The cost is \$10 at the door. The main event of the evening will be a screening of Spellfury (all 16 episodes, run time 45 min.) in the Hotel's "Matheson Hall" on the large projector screen. There will be light snacks and a cash bar and guests will meet with the cast and crew of the show and can donate to the cause. Guests will also be able to purchase tickets for a prize draw at the end of the evening. With a \$40 donation to the fundraiser attendees will have an opportunity to be filmed in front of a green screen and be put into an upcoming episode of Spellfury, costumes will be available for the filming.

Local Realtor Paul Gordon (Remax Riverview Realty in Perth) is co-sponsoring the event with Best Western Plus Perth Parkside Inn & Spa. The production company will be having auditions in the new year so any actors or filmmakers who would like to be involved in the show can drop off resumes and headshots at the event. The public can also donate to the fundraiser at

<http://www.indiegogo.com/savetherealm>

For more information go to [www.spellfury.com](http://www.spellfury.com)

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## **Like us on Facebook**

**Wow**, the Chamber Facebook Page has hit 400 followers on Facebook!! What a great way to connect with what is happening at the Chamber and in Perth & District. If you have a Facebook Page, consider connecting with us and then we can connect with you.

Check us out at [www.facebook.com/perthchamber](http://www.facebook.com/perthchamber)

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## Customer Service Seminar Notes:

I would like to thank everyone that participated in our Customer Service Seminar on November 15<sup>th</sup>. We had a lot of people that were interested in exceptional customer service!! Some of the discussion points were:

- **Smile with your eyes**
- **Use Open Body Language**
- **Maintain Rapport**
- **Keep Eye Contact**
- **Customer Service continues until your customer or client leaves your location**
- **Be sure to genuinely thank the customer or client even if they didn't buy!**



### Top 3 Things I learned from the Disney Customer Service Seminar which I attended:

- 1. It may not be your fault but it is your problem**
- 2. Strive to go above and beyond what is expected (a lot of little wows make a big wow!)**
- 3. Customer Service is not only about the sales people but also the presentation of the business, including the physical building, your phone manners and your internet tools.**

*If you weren't able to attend the seminar and would like a copy of the presentation then just give me a call at the office and I would be happy to get one to you. - Pauline*

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## At The Chamber

I would like to thank everyone for their generous support throughout the year. Over the last year we have had a lot of opportunities for networking including our popular After 5 Mixer, Chamber Events such as the Annual Dorothy Griffith Golf Tournament, the Annual Dinner and our upcoming Christmas Social. It has been a pleasure to network with all of you during these events. Of course we have also had a number of seminars throughout the year meant to support our members with their businesses and organizations. The Chamber also partnered with the Perth & District Community Foundation and the Town of Perth to organize a very successful Volunteer Fair.

As well, there were 45,000 copies of the Chamber's Visitor Guide distributed during 2012. Perth & District is a wonderful place to visit and do business and we are more than happy to let people know through the distribution of the guide but also through visits and phone calls to the Chamber Office.

As we end 2012 and look to 2013, I am excited about new initiatives we are working on to support you. With well over 300 members, our Chamber is strong and vibrant and I look forward to working with all of you throughout next year. Please contact me at the Chamber Office if you have any concerns or suggestions that would help us to become even stronger!

Have a wonderful holiday season and a prosperous New Year!

All the Best,  
Pauline

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**Quote of the Month**

***“Snowflakes are one of nature’s most fragile things, but just look at what they can do when they stick together.”***

*(From the website of Janet Stewart – [www.letstalkteambuilding.com](http://www.letstalkteambuilding.com))*

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**Visit the Perth & District Chamber Website: [www.perthchamber.com](http://www.perthchamber.com) for links to Canadian Chamber Member Benefits.**



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**Let the Chamber keep you up to date on what’s happening in Perth & District**