

CHAMBER CHATTER



Welcome our newest members!!!!

Shaklee Independent Franchise

From Natural Nutrition for the whole family to Non-toxic Cleaners (that REALLY work, I might add!), Personal Care products to Baby Care products. At Shaklee we believe Health is the most important thing in the whole world and so everything that goes into every Shaklee product is designed to make you healthier. I invite you to visit my website for more information.

Contact:

Julia McNeill

Natural Health and Nutrition Consultant

www.juliamcneill.myshaklee.com

613 256-3386

Message from the President

Ask any local business why they are successful. The answers you receive will be many and varied- solid product, good inventory control, great customer service; and they'll all be appropriate to the business you are talking to. How many businesses will say it's great relationships?

I'd like to look at this from two angles. How are your relationships with your clients? How do you manage their expectations of you? Do you welcome them into your establishment? Do you respond to their inquiries in a timely manner? When something goes wrong, do you listen and keep an open mind? It's impossible to be all things to all people, but understanding what's important to your clients will allow you to communicate how you can meet their needs and ensure there is no misunderstanding of your commitments. Even more important, when something does go awry, how you respond could turn a potential rift in a relationship into a solid anchoring of your client and your business.



As Albert Einstein once said, "In the middle of every difficulty comes opportunity." This is an opportunity to create positive memories and loyal clients. Some great principles to follow:

Take Ownership- you are the face of your business and your client wants to know that you are invested in their satisfaction.

Demonstrate concern- and yes, this needs to be genuine. Acknowledge how they feel, and try to understand what is most important to them- sometimes it's just an acknowledgement that how they feel is important.

Apologize sincerely- regardless of who is responsible, your client has a right to know that their dissatisfaction is not disregarded.

Solve the problem- again, this means understanding what is most important to your client and trying to come to an understanding.

These principles can be followed in addressing the other important relationship in a successful business, that of employee/ employer. Small business in Canada employs about 48% of the total workforce in the private sector.

The people who work for you are the face of your business in the community and keeping a valued employee can be priceless. We all get busy in our day to day schedules, but we all need to find the time to understand the people who work with us. What makes an employee happy and how able are you to meet those needs? There is no set answer to this. Don't forget that working with happy, loyal people can only enhance your business and you personally. We often spend more time with our co-workers than we do with our family members. I know I can always make progress in being more clear in my expectations and in recognizing a job well done. Do we understand what is most important? Is it a work schedule issue? What benefits will keep an employee working for you? Can we support someone in the pursuit of a personal or professional goal? Is there open communication when something goes awry? I won't try to tell you that I am a guru in this area, but I learn something new every day.

Regardless of who you talk to today, take an extra few minutes to really take in what's being said. When in doubt, ask for clarification.

I'm looking forward to seeing you at our 2010 AGM and hearing about your successes and challenges as you steer your businesses toward success.

Cindy Hobbs

Office Update

Spring has sprung and we are busy as bees in the Chamber Office. We've got lots of great events coming up and we hope to provide you with the networking opportunities and relevant business information that you need to be successful.

Our **2010 AGM/Casino Night** is just weeks away. "Meet us on the Mississippi" for a little bit of fun! **WE STILL HAVE SOME LIMITED SPONSORSHIP OPPORTUNITIES AVAILABLE! CALL ME FOR MORE INFORMATION!**

In April we are planning two separate events to make sure that you are prepared for the implementation of the **HST**. Join us on April 7th for a continental breakfast at the Carleton Place Canoe Club or on April 15th at the Town Hall Auditorium. We'll make sure you've got all the information that you need to be HST ready! Call the office for information on both of these sessions!

The Chamber's **Carleton Place Consumer Showcase** trade show, planned for May 15 & 16 promises to bring local awareness to the diverse businesses within our community. This trade show will be open to the public and give merchants the opportunity to meet in a Trade Show setting. Registration packages are ready so please email or call if you are interested in booking a space!

Plans are also in the works for our annual **Golf Tournament** which will be held the Canadian Golf & Country Club. Mark September 13th on your calendars for this fun event!

The Carleton Place & District Chamber of Commerce proudly presents our first



CASINO NIGHT!
PRIZES DRAWN EVERY!

in conjunction with the 2010 Annual General Meeting
THURSDAY MARCH 25th
 Carleton Place Canoe Club

5:30pm - Cash Bar and Business Networking
 6:15pm - Chamber AGM, Presentations and Business Person of the Year Award
 7:00pm - Casino Night

EARLYBIRD TICKETS ARE ONLY \$20
 and include a wide selection of delicious hors d'oeuvres and nibbles, and \$5000 in Casino Cash!
 Tickets purchased after March 15th or at the door are \$25

CALL THE CHAMBER OFFICE AT (613) 257-1976 or email Jackie Kavanagh at manager@cpchamber.com to reserve your tickets!
HURRY, THESE WILL SELL FAST!

Gather your colleagues, clients and associates and let's have some fun!

AGM / Casino Night Sponsorship

Table Sponsor: \$250.00

- * Logo and company name to appear on sponsor sign at gaming table of your choice
- * Company name/logo to appear in AGM program guide
- * Representation in March and April Chamber newsletter
- * Company name/logo in PowerPoint slide presentation

Slide sponsor: \$25.00

- * Company name/logo to appear as part of ongoing PowerPoint slide presentation

Carleton Place • Almonte
Canadian Gazette
 Serving the communities of Carleton Place, Mississippi Mills, Beckwith with pride since 1887





132 Coleman St.
Carleton Place Ontario
Phone: 613-257-1976
Fax: 613-257-8170

We are on the web!
www.cpchamber.com



Upcoming Events:

March 17th: Don't forget to be Irish at the Gate for a day on Wednesday March 17th. Celebrate St Patrick's Day with Colin Chalk starting at 7pm at **St James Gate**.

Thursday March 18th: Flippin'Art Night: Ballygibblins Restaurant 5pm. Featured Artists: Rose Wilson and Bernard Beaudry. Come and Watch the Art Get Flipped. Enjoy free munchies.

March 19th/20th Murder Mystery Dinner Theatre with The Mississippi Mudds at The Carleton Heritage Inn. Show starts at 6pm/cost is \$45.00pp. Order tickets now at 613-257-2525.

March 25th: Carleton Place Canoe Club, "Chamber of Commerce AGM & Casino Night". Mark your calendars and don't miss the chance to "Meet us on the Mississippi" for a night at the Casino.

Wednesday April 7th: HST and your Business. 8am -9:30am. Special Guest Speaker will be Yasir Naqvi, the Parliamentary Assistant to the Ontario Minister of Revenue. Find out how to prepare for the HST and what it means for your business. Carleton Place Canoe Club. Cost is \$10 and includes continental breakfast. RSVP to Jackie at the Chamber Office 257-1976 or Cathie McOrmond at the BIA 257-8049.

Thursday April 15th: HST and your Business. 6:00pm—8:30pm Town Hall Auditorium. Canada Revenue Agency will be on hand for a Free Seminar on preparing for the HST. RSVP to Cathie at the BIA 257-8049 or Jackie at the Chamber 257-1976.

April 19th—25th—Annual BIA Pitch In Week: For more information on how you can pitch in and help your community please contact Cathie McOrmond at 613 257-8049 or cmcormond@carletonplace.ca

Wednesday , April 14th: will see the return of the **Get Active! Community Fitness Challenge** at the Heritage Community Fitness Centre. Registration forms and other details can be found at <http://www.carletonplacehospital.ca/hospitalevents.aro>

April 23, 24, 30, May 1st, High School Reunion, A Mudds Original Musical: At the Town Hall Auditorium. Tickets now available at the Information Centre, Gallery and Gift Shop, 132 Coleman St.

May 15: Farmers Market First Annual Gigantic Garage Sale -corner of Lake Ave and Beckwith—buy, sell or trade household items—partial proceeds of this event to support Carleton Place & District Memorial Hospital.

May 15/16th: CP Arena, "Showcase Carleton Place" tradeshow. An expanded version of our Business Expo, get your booth early, spaces have sold out 2 years in a row! Contact **Jackie at 613 257-1976 or jackie@cpchamber.com**.

WHAT YOU NEED TO KNOW ABOUT THE HST!!

On July 1, 2010 the PST is being combined with the GST to create a federally administered harmonized sale tax at a rate of 13% called the HST. This will be a big change for small business – ARE YOU READY?

On **Wednesday April 7th and Thursday April 15th** the Carleton Place BIA and the Carleton Place Chamber of Commerce will present seminars on the implementation of the HST.

Wednesday April 7th, 8 :00am – 9:30am: Carleton Place Canoe Club. MPP Yasir Naqvi, Parliamentary Assistant to the Ontario Minister of Revenue will provide an overview of Ontario's Comprehensive Tax Package as it pertains to your business.

Topics of discussion will include: how Ontario businesses can prepare for HST implementation, the application of the HST, transitional rules and general background on the HST as well as the new rules on Corporate Income Tax, Capital Tax and the Small Business Deduction Surtax.. Cost is \$10 and includes Continental Breakfast.

Thursday April 15th, 6pm to 8pm: Town Hall Auditorium – The Canada Revenue Agency (CRA) is offering free seminars to help businesses make a smooth transition to the Harmonized Sales tax (HST) in time for July 1, 2010. Find out what steps you need to take to prepare for the changeover and how the HST will affect your business.

To RSVP for either of these events please contact Jackie Kavanagh at the Chamber of Commerce 257-1976 or Cathie McOrmond at the BIA office 257-8049

SUPPLY ONTARIO



What is Supply Ontario?

Supply Ontario is a Reverse Trade Show hosted by the Ministry of Government Services where public sector purchasers and suppliers network and suppliers can learn about how to do business with the Ontario government.

Public sector purchasers interface with appropriate suppliers of the goods and services available in the marketplace. Public sector purchasers include various provincial ministries, the federal government, municipalities, agencies, educational institutions and crown corporations.

When Does this Event Take Place?

The event will be held on Wednesday April 7, 2010, from 3:00—7:00pm at the Hampton Inn & Convention Centre, 200 Coventry Road, Ottawa, Ontario.

There is no charge to attend this event but Registration is required!

Additional information on Supply Ontario can be obtained by emailing doingbusiness@ontario.ca



www.tomahawk.ca

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MORE NEW MEMBERS....



Hatton House: A DREAM COME TRUE...

It started as a dream to own and operate a Bed & Breakfast. Laurie and Paul Bullied purchased 242 High Street in 1996 and opened their doors for business in May of 2004. The main portion of Hatton House was built in 1892 and boasts high ceilings with ornate decorative mouldings. The Bed & Breakfast features 3 tastefully decorated bedrooms, immaculate gardens with a secluded patio area as well as an indoor pool and spa. Laurie and Paul have treated guests from many parts of the world to a taste of Carleton Place hospitality. Laurie also offers a full line of made to order gift baskets that can be ordered on line or through the Chamber of Commerce. Hatton House is located at 242 High Street in Carleton Place. For more information on bookings, please go to www.hattonhousebb.com.

MAHOGANY SALON & SPA:

A Spa should be an escape from the stresses of everyday life, a spiritual time of rejuvenation where you are cared for in every respect. This is the experience mother and daughter Catherine and Krystin Wood have created with Mahogany Salon and Spa. Here you will receive invigorating and enriching treatments for your body from massages to wraps, reinvent yourself with the transformative powers of exciting hairstylists and be pampered with superb manicures, pedicures and soothing facials. Enjoy the ambience of this remarkable haven with a cappuccino or a glass of wine, "An Oasis for your Senses" where it is truly a pleasure to serve you.

1261 Stittsville Main St. , Stittsville, ON (613) 836-3334, www.mahoganyсалonandspa.com



TOURISM UPDATE

H&R BLOCK®

Tax time is upon us once again and Laura Forbes, H&R Block is offering members and their employees a 10% discount on tax preparation services.

Please contact the Chamber office for more information!

If you are willing to participate in our Member 2 Member benefit program, please contact the office!

Information Guide:

The 2010 Carleton Place Information Guides will be available in the March 18 edition of the Canadian Gazette. Every resident of Carleton Place and surrounding area will receive a copy.

To obtain extra copies of the Guides to have on hand at your place of business, please contact Jackie at the Chamber of Commerce/ Information Centre, Gallery and Gift Shop at 6B 257-1976.



Cottage & Big Backyard Show:

The Chamber of Commerce and Tourism team will be on site handing out our new guides and promoting Carleton Place at the 2010 Cottage & Big Backyard Show which runs from April 9-11th at Lansdowne Park. We are looking for volunteers to help out! If you have a few hours to spare on any of the show dates please give Jackie a call at 6B 257-1976.

Do you know of someone who is doing great things in our community? Let us know! We are always interested in hearing about businesses and business owners who are making extra efforts to support and be involved in the community that we live in. Send us their info so that we can profile them in our monthly newsletter!