



**Brookings-Harbor**

CHAMBER OF COMMERCE

*"Working To Help Our Businesses Grow"*

# Brookings – Harbor

# Business

# Review



## May 2011 Creating a strong local economy for 82 years!

### Mission Statement

The Brookings-Harbor Chamber of Commerce seeks to create and maintain a viable economy that provides all citizens with a high quality of life.

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### The Importance of Communications to your Business

**C**ommunications is critical to your business. One area of concern is handling requests. Miscommunications or even not responding to a request can cause bad feelings, mistrust and loss of business. Unfortunately, I see this happening all of the time. We all are extremely busy. Sometimes we have problems and cannot meet our promises but we must respond to the expectations of our customers. Here customer means anyone we provide materials, services, information or anything else to. So beyond the traditional customer, our boss, coworkers, suppliers, friends, spouse and kids are also our customers.

So what should we be doing? The first and best option is to dispose of a request immediately so that you do not have to address it again later. Some requests really should not come to you or you know of someone else who can give a better response. Let your customer (requestor) know immediately that you are not the one to respond and refer them to those who can.

For those requests that you cannot respond immediately to, consider what you can realistically do and the customer's expectation. Provide a schedule that meets your workload (know your capabilities) and the customer's needs. As much as we would like to promise everything today, doing this more than likely disrupts our plans and becomes a major impact on productivity. A couple of questions will probably provide a schedule that works for both of you or at least tell you how bad the situation is with the customer. This is essentially triage to allocate your resources. It turns out that most customers automatically request things well before they need it because they do not have the trust that they will get it on time. The bottom line is to follow through on your promise. And if for some reason you cannot meet that promised date, notify your customer as soon as you can. With no news or information, the customer would be operating blind. They may have other (possibly costly) activities planned based on the promised date. They would be stuck. At least with bad news, they could implement contin-

### 2011-2012 Board Election Results

**W**ith a large number of ballots returned, the Chamber 2011-2012 Board of Directors has been elected.

Incumbents Terry Adams (Barron's Home Furnishings), Ken Bryan (Wild Rivers Motorlodge), Pam Deraita (Hearing Health Care, Inc.) and Bonnie Northrup (Umpqua Bank) were reelected.

Sandy Hislop (Nautical Inn Restaurant) was also elected to the Board. Ms. Hislop had previously served as a Chamber Director and Chair of the Chamber Board.

In other Board actions, Jim Fuller of Sea View Senior Living Community was appointed to complete the unexpired one year remaining to the term of Don Tilton who passed away this year.

gencies and move on. Our intentions may be good but the impact of a non-response could be huge to the customer and they will always remember and tell their story.

Rich Hayashi is a retired engineer and business executive. He is presently offering free business counseling to Chamber members. Troubleshoot your operating problems and improve your bottom line. For information or an appointment, call the Chamber of Commerce at 541 469-3181 or call Rich Hayashi directly at 541 412-8771.

*Mark your calendars!  
Friday, May 27th*

*The  
Annual Chamber  
Awards Presentation  
Business of the Year  
&  
Volunteer of the Year  
Will be presented at the  
Azalea Festival  
Kick-off Mixer  
At Salmon Run Golf Course*

*Beginning at 5:30 p.m.*

**Board of Directors  
Actions  
April 19, 2011**

Directors present: Piper, Hayashi, Bryan, Walker, Phillips, Mitchell, Cook, Relaford, Adams, Edmiston,  
Absent: Northrup, Deraita, Fossum, Hodges  
Staff: Cohen

- Minutes of 3.15.2011 Approved as written.
- Treasurer's Report: Approved.
- Board of Directors Ballot Count & Confirmation: Adams, Bryan, Deraita, Northrup, Fuller & Hislop.
- Approved membership Applications:
  1. Bendis Companies, Inc., Diane Bendis. M/S/P
  2. Myer Roofing, Matt Myer. M/S/P
  3. Chetco Shrine Club, Joel Reich. M/S/P
  4. Sidney Croft Masonic Lodge, Joel Reich. M/S/P

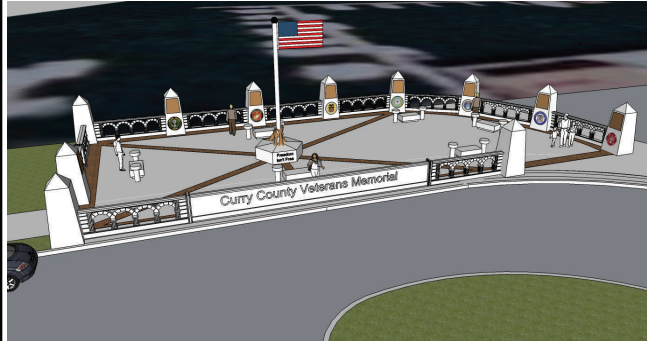
**72nd  
Azalea Festival  
"Treasures of  
Brookings-  
Harbor"**

**Street Fair, Parade,  
Schedule of Events  
Brochure and 10K Run  
Applications  
are now available  
at the Chamber  
and on our website:  
[www.brookingsor.com](http://www.brookingsor.com)**

**Curry County Veterans' Memorial  
Planned**

**T**he Curry County Veterans Memorial Association (CCVMA) has selected a design for a memorial honoring Curry County men and women from all branches of service who died after serving their country.

The design features arches like those supporting the nearby bridge over the Rogue River. Phil Colozzi, is chairman of the CCVMA. The 80- by 40-foot memorial will be built on land provided by the Port of Gold Beach. "We have a 99-year lease on it, with an option for another 99," Colozzi, of Port Orford, said. "It's a very nice spot, right next to the public dock. We're calling this the Memorial Plaza."



Colozzi started in July of 2009 to get the board, representing veterans' organizations throughout Curry County set up. The board was formed in January 2010. "An architect has been working with us free of charge for 10 months, "Derwin Bass of Nevada".

The CCVMA will now start on fund-raising and will start breaking ground on the memorial this month. There are two ways to have a name included on the memorial. "If you were a resident of Curry County at the time of death and had been in the military, police or a firefighter, you go on the obelisk," he said. "If you or anyone in Curry County or in the state wants to put a brick to honor a loved one, at \$75 a brick, they go all around. There's a red strip at the bottom, a two-foot section for names, right in front," Colozzi said.

"The Port of Gold Beach has been very supportive of us," Colozzi said. The IRS now recognizes the CCVMA as a nonprofit corporation and donations are tax deductible. Contributions may be mailed to P.O. Box 24, Port Orford, OR 97465. "Further information, and more views of the design, can be found at the CCVMA web site: [www.currycountyveteransmemorial.Org](http://www.currycountyveteransmemorial.Org)

**Have you submitted your ballot for  
Chamber Business and Volunteer  
Of the Year?**

**Chamber Leadership  
2010-2011**

**Pat Piper, Chair**  
The Book Dock  
469-0888

**Ken Bryan, Vice Chair**  
Wild Rivers MotorLodge  
469-5361

**Moira Fossum, Secretary**  
Curry Health Network  
412-3784

**Richard Hayashi, Treasurer**  
Associate Member  
412-8771

**Pam Deraita, Past Chair**  
Hearing Health Care, Ind.  
469-4030

**Dr. Doug Walker, Past Chair**  
Eye Center of Brookings, LLC  
469-6923

**Debby Phillips**  
Port of Brookings Harbor.  
469-2218

**Dr. Richard Edmiston**  
Brookings Dental Arts, P.C.  
469-0192

**Bonnie Northrup**  
Umpqua Bank  
469-5336

**Terre Hodges**  
Edward Jones Investments  
469-5325

**Terry Adams**  
Barron's Home Furnishings  
412-0250

**Jim Relaford**  
Mainbrace Technologies, Inc.  
469-5902

**Jack Cook**  
A Wild Bird & Backyard  
General Store  
412-9453

**Cherie Mitchell**  
Flora Pacifica, Inc.  
469-9741

**BROOKINGS HARBOR BUSINESS REVIEW  
The Monthly Newsletter of the  
Brookings-Harbor Chamber of Commerce**

President/CEO & Newsletter Editor  
Les Cohen

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Office hours are 9:00 am to 5:00 pm, Monday-Friday.  
May thru September, Saturday, 10:00 am-2:00 pm



**Creating a Strong Economy**

The Brookings-Harbor Chamber of Commerce's number one priority is to help local companies grow their businesses by taking the lead in programs and efforts that create a strong local economy and make our community a great place to do business.

The Chamber also takes a lead in promoting the community by helping to recruit new businesses to locate here, participating in efforts to improve our quality of life and by advocating our community as a great place for people to work, do business and raise a family.

**Free Notary Public Educational Seminar**

May 11th, 1:00-4:00 pm  
Chetco Community Library

Oregon's Secretary of State continues to offer notary seminars to the public free of charge. This year, the Notary Education Program is coming to Brookings on Wednesday, May 11th, from 1:00—4:00 pm, at the Chetco Community Public Library's Large Meeting Room, 405 Alder Street.

Check out the seminar website at: <http://notsem.sos.state.or.us/>  
You may register online or call 503.986.2200

**PM CONNECTIONS BUSINESS AFTER HOURS**

**"Treasures of Brookings-Harbor"**

**72nd Azalea Festival Kick-off!**

Join us at  
*The Pavilion at Salmon Run Golf Course*

Meet the Azalea Court  
Junior Grand Marshals  
Grand Marshal  
Award of

Business of the Year &  
Volunteer of the Year

**Friday, May 27th  
5:30 p.m.**

*Sponsored by  
Salmon Run Golf Course  
&  
Sea View Senior Living  
Community*

**2011 Azalea Festival T-Shirts**

**Hooded Sweatshirts  
1/4 Zip Sweatshirts**

Are now available at the Chamber of Commerce.



**Welcome Your 2011-2012 Board of Directors**

- Ken Bryan, Chair
- Jack Cook, Vice Chair
- Moira Fossum, Secretary
- Richard Hayashi, Treasurer
- Pat Piper, Immediate Past Chair
- Pam Deraita, Past Chair
- Terry Adams
- Richard Edmiston
- Terre Hodges
- Cherie Mitchell
- Debby Phillips
- Bonnie Northrop
- Jim Relaford
- Jim Fuller
- Sandy Hislop

**MAY'S FORUM**

Pete Chasar  
"Brookings Welcome Sign"  
Noon  
Thursday, May 12th

Brookings Inn Resort  
Conference Center  
Luncheon – \$10.00  
VISA and MasterCard Welcome

**72nd Azalea Festival Parade Applications are still available "Treasures of Brookings-Harbor"**

**New Members Offer You Greater Variety & Service**

**BENDIS COMPANIES, INC.**  
**Diane Bendis, President**  
 95675 Burnt Hill Road  
 Mail: 16340 Lower Harbor Road  
 Brookings, OR 97415  
 877.424.3337  
 www.bendiscompany.com  
 Auctions & Appraisals

**MYER ROOFING**  
**Matt Myer, President**  
 15520 Hwy 101 South  
 P.O. Box 1390  
 Brookings, OR 97415  
 541.469.6111  
 www.myerroofing.com  
 Roofing & Insulation

**SIDNEY CROFT MASONIC LODGE**  
**Joel Reich, Treasurer**  
 416 Azalea Park Road  
 P.O. Box 715  
 Brookings, OR 97415  
 541.469.3454  
 Fraternal Organization

**CHETCO SHRINE CLUB**  
**Joel Reich, Treasurer**  
 416 Azalea Park Road  
 P.O. Box 1328  
 Brookings, OR 97415  
 541.469.3454  
 Fraternal Organization

**Phases and Changes.....**

Moved

**Emily Rumiano's Edward Jones Office**  
 to  
**600 Chetco Avenue**  
 Brookings  
 P.O. Box 5780 (new)  
 541.412.8988 (same)

New Position

**Debby Phillips**  
**Marketing & Events Coordinator**  
**Port of Brookings Harbor**  
 541.469.2218

**The Chamber Means Business!**

YOUR CHAMBER IS...

a private, voluntary, not-for-profit organization of business and professional people dedicated to improving the economic environment of a community and fostering the development of business growth and prosperity.

Prior Month's Visitor & Inquiry Statistics	2011	2010	2009
VISITORS TO OFFICE	1493	1303	1021
WRITTEN INQUIRIES	3792	2752	685
TELEPHONE INQUIRIES	629	562	666
E-MAIL	898	683	536
WEBSITE INQUIRIES	15070	18907	14689
MONTHLY TOTALS	22737	24207	17597
STATE WELCOME CTR	213	No Count	1911
TOTAL VISITORS	1706	1303	2932

**Work Your Business at these Networking Opportunities... Chamber Calendar for May 2011**

DATE	ACTIVITY/MEETING	TIME	LOCATION
4	Tourism & Promotions Committee	8:00 a.m.	Chamber of Commerce
7	<b>Azalea Festival Pageant</b>	7:00 p.m.	Church of the Nazarene
12	Chamber FORUM "Brookings Welcome Sign"	Noon	Brookings Resort Conference Center
14	<b>Second Saturday Art Walk</b>	4-7:00 pm	Downtown Brookings
27	<b>72nd AZALEA FESTIVAL KICK-OFF MIXER</b>	5:30 pm	The Pavilion at Salmon Run Golf Course
27-30	<b>72nd AZALEA FESTIVAL</b>	All Day	Community-wide
29	<b>17th Annual Slug Races</b>	Noon	Boardwalk, Port of Brookings Harbor

**Improve your bottom line.....**

The Brookings-Harbor Chamber of Commerce is excited to have an independent pair of eyes look at your business or be a sounding board for your ideas. Rich will work with you to evaluate your situation and determine possible actions to improve your business. In today's complex, fast moving, competitive environment, businesses must always be improving your business. For information or an appointment, call the Chamber of Commerce at 541 469-3181, or email [r\\_hayashi@charter.net](mailto:r_hayashi@charter.net).