



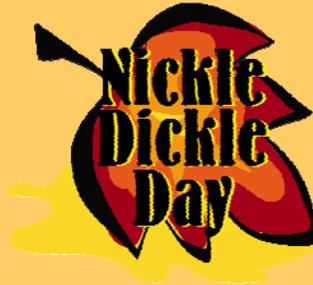
CHAMBER NEWS

A publication of the Waconia Chamber of Commerce

September 2013

52nd Annual

Nickle Dickle Day September 14, 2013



**Ride the Unhinged! Pizza
Mechanical Bull**

11:00-4:00 on 1st Street

- **Shopping!**
Specials all over town Friday & Saturday
- **28th annual Antique and Vintage Car Show 8am-5pm** (City Square Park-1st Street)
- **Arts & Craft Show 8am-5pm** (City Square Park)
- **20th Annual 3 on 3 Basketball Tournament 11:30-5pm** (St Joe's Parking Lot)
- **Book Sale 9am-3pm** (Waconia Public Library)
- **Food 8am-5pm** (City Square Park and Elm Street)
- **Music & Entertainment!**
- **20th Annual Fun Runs 5K, 10K, Tickle Runs & Half Marathon** (All races begin & end at Bayview Elementary.)
- **Duck Races & Dunk Tank** (SE corner of 1st & Pine Streets)
- **Waconia Farmer's Market 8am-2pm**
Nickle Dickle Pickle Contest-10:00am

Gazebo-

8-10am Wendinger Polka
10-2pm Chopper DJ
12:30 Pie Eating Contest
1pm Medallion Winner Presented
2:00-Laketown Gymnastics Demo
2:15-Dojo Karate Demo
2-5pm Traveled Ground

1st Street-Maple to Olive

11-4pm DJ Big Country plays all of your favorite hits!
DJ sponsored by Hopper's Bar and Grill
Also— Mechanical Bull (\$5)
Paintball (\$5) and FREE Obstacle Course & Rock Climbing Wall

Nickle Dickle Car Auction

NEW! There will be a Collector Car Auction (with reserve) on 1st Street at 1:00!

Pre-registration to buy or sell—
Call Kenny 952-442-4040

Auction Fee: \$100 pre-registration
\$150-day of sale



Welcome New Members!

9Round Waconia

**Tamara Stuart*

246 1st Street West (*opening Sept 16!*)
Waconia, MN 55387
952-442-3304
www.9round.com

Fitness gym-kick boxing circuit

Backyard Wishes

**Laura Cowley*

4 East Main Street
Waconia, MN 55387
612-227-8465
laura@backyardwishes.com
www.backyardwishes.org

Non-profit

Sponsors:

Mechanical Bull: Unhinged! Pizza

Gold: CenturyLink, City of Waconia, Hopper's Bar & Grill, Crown College, Locher Bros., Melchert Hubert Sjodin, PLLP, Waconia Dodge Chrysler Jeep Ram, Waconia Farm Supply, Westrum's Corndogs, CD Products

Silver: A-1 Electric, Becky Larsen - RE/MAX Results, Carver County Fair, CenterPoint Energy, Medallion Cabinetry/ELKAY, MidCountry Bank, Waconia Ford, Waconia Deputy Registrar

Bronze: AA Segner Insurance Agency, Choice, Inc, Egg Cetera, Johnson Funeral Home, In Towne Marina, Minnesota Valley Electric Cooperative, Subway, Willems Cabinetry & Woodworking,

Inside this issue:

Page 1 Member news & events

Page 2 Message from Kellie

Page 3 Minnesota Chamber news

Page 4 Save the Dates!

Page 5 Member Updates & Happenings

Page 6 Luncheon News & Calendar



First Impressions

Employees: Your First Impression by David Aaker*

Kellie Sites, President



From Non Profits and Associations, to Retail and the Private Sector, an organization's employees are most often the first impression to their customers, guests, patients, clients, vendors etc.

We have come a long way since an employer told the employee to come to work on time, tuck their shirt in, do their work and be nice to the customers.

Today's competitive marketplace demands (and our customers deserve) the full attention of everyone on your payroll when they get the opportunity to communicate with your customers.

Weekly staff meetings are a great venue to take comments from each employee and discuss how each improved our service and attention to those that chose to do business with us.

I'd like to share a team building exercise I have used over the years, that was embraced by each part and full time employee.

I would take the "Top Ten Golden Nuggets of Customer Service" that I wrote (you can find these at www.davidkaaker.com) and put each nugget on a piece of paper. A staff person would pick out one of the ten from a bowl, and that staff person was the "Nugget Supervisor" for the week. If he/she picked, for example, "Enthusiasm", they were the cheerleader for that topic for the entire week.

They would observe each employee with walk-ins, phone calls, and even ask if letters and emails were enthusiastic if applicable. This person would then give their report the following week at the staff meeting and highlight the value of enthusiasm in the office and share a few positive examples of the staff using enthusiasm. A different employee would pick the next nugget for the following week.

I had a part time employee who did a great job, but did not interact as a team member until they were the "Nugget Supervisor" and they shared at the next staff meeting how important it was to the product we all produced that we were a team, worked as a team and enjoyed the success as a team.

I remember one of the best staff meetings I had, and it was so simple, but so profound for the staff. I simply asked each of the 11 employees to respond to this statement: "My position allows me to contribute each day to the success of the organization in the following 3 ways."

As we went around the table, we had an overwhelming appreciation of each employee and how each fit into the team, and how each valued employee contributed to the success of the organization.

So next staff meeting try something new, something fresh. Invite a staff member to write the agenda and conduct the next staff meeting. Vote on the best idea of the week that benefited the organization.

Your employees are your first impression with each walk-in, phone call and email. Building a better staff is an ongoing process that produces ongoing success, and one more reason that each customer, guest, patient, client and vendor will contact your business and not your competitor's as a result of your staffs' past interaction with them.

*David Aaker is one of my very favorite instructors from my Institute Training... I hope this info is helpful to you!

www.davidkaaker.com, email david@davidkaaker.com and my phone 760-323-4600



Undo all B2B taxes in the Unsession

By David C. Olson

MINNESOTA
CHAMBER of
COMMERCE

Gov. Mark Dayton has coined the 2014 Legislature as the Unsession, saying he'll concentrate on ideas to make state government better, faster and simpler. He's asking Minnesotans to submit ideas to eliminate unnecessary or redundant laws, rules and regulations, and getting rid of anything else that makes state government nearly impossible for people to understand.

We respectfully ask that repeal of the sales tax on business-to-business (B2B) services leads the agenda. Businesses should contact the governor and their lawmakers, and ask them to commit now to eliminating all three B2B taxes in the first week of the Legislature, which will convene Feb. 25.

In May, the Legislature extended the sales tax to three B2B services: repairs of business equipment and machines, including farm machinery; purchases of telecommunications equipment by telecommunications providers; warehouse and storage services. The first two taxes went into effect July 1; the warehouse tax is scheduled to take effect April 1, 2014.

At minimum, B2B taxes create an administrative nightmare and expense for many businesses. At worst, the additional tax burden places Minnesota businesses at a competitive disadvantage with their peers across the nation and world. That's especially true in the warehouse and storage industry, which already operates at slim margins and is very mobile by its nature. The additional cost is prompting many warehouse managers to talk about moving elsewhere. Together, these taxes take a toll on jobs and the state's economy.

The Minnesota Chamber of Commerce and our statewide network of local chamber partners pressed hard for all three B2B taxes to be repealed during the special session in September. Though the governor expressed support for repealing the sales tax on farm equipment repairs, in the end the decision was made to only consider disaster relief. The decision is especially disappointing because DFL leaders acknowledged the taxes were a bad idea.

Dayton says repeal of the new B2B taxes should be considered when the Legislature convenes next year. Businesses cannot make decisions based on a promise of what might be done. We're asking that legislators pledge now to repeal all three B2B taxes. Eliminating the tax on farm repairs is a good start, but it doesn't go far enough. The repeal should also occur for the thousands of other businesses negatively impacted by these new fixed costs.

Dayton demands that the business community show how the state treasury will make up for the lost revenue, if these taxes are scrapped. We put the challenge back in his lap. Policy-makers have options.

There is a current budget surplus plus there's plenty of opportunity to find \$310 million of spending efficiencies in a \$38 billion budget. Early in the 2013 Legislature, we identified more than \$1 billion in spending reductions and forwarded those to the Dayton Administration and legislative leadership. Let's revisit those suggestions. The new budget increased spending by \$1.6 billion, a sizable portion that has not yet taken effect. There's similar opportunity to scrutinize and pare these expenses.

We're confident that Minnesotans can step to the plate and help state agencies find ways to streamline operations and still deliver necessary services. We're ready to answer the governor's call; it's an excellent starting point to lay out an agenda for the Unsession.

David Olson is president of the Minnesota Chamber of Commerce – www.mnchamber.com.

Ambassador Visits



The Ambassadors with Gail Berger, owner of The Blessing House, after a delightful tour. She would love to show you around too! Welcome to the Waconia Chamber!

The Blessing House

Owner: Gail Berger 952-479-1358

GailBerger@theblessinghousemn.org

www.blessinghousemn.org

8705 Church Lake Blvd Victoria, MN 55386

In 2013, Gail Berger moved to Victoria from Waconia and recreated the Blessing House. This oasis is truly that! A Christian spiritual life and growth center on 4 acres. The Blessing House is an excellent location for many different kinds of gatherings: Art, Family, Church, Community or Corporate events. If you are planning a small retreat, meeting or a just need a place to gather your thoughts, you will find a space here! Gail is currently looking for a few "house mama's" to help out with events and general cooking and cleaning.

Mt Olivet Rolling Acres

Exec Director: Bruce Torgerson

Marketing Director: Jessica Rivest

jessicar@mtolivetrollingacres.org

www.mtolivetrollingacres.org

952-474-5974

Mission: "Providing persons with disabilities services to realize a quality of life that is valued."

This non-profit organization offers various assistance for people with disabilities in the metro region. They have 28 group homes, one in Waconia; along with a crisis center for the 7 county metro; adult day services and respite care. Mt Olivet Rolling Acres is also trying to fill the needs of people that need dental care, psychiatric care and others. The campus on Rolling Acres was started in the 1960's and they now have over 500 employees.



The Ambassadors present Mount Olivet Rolling Acres with their First Dollar. Pictured here are Carmen Gesinger, Bruce Torgerson, Jessica Rivest, Darla Holmgren—KleinBank and Cathy Nielsen—CD Products. Welcome to the Waconia Chamber!

Scarecrow Contest Oct. 10-20

- **Host a Scarecrow and get your business on the advertised "Touring Map"! Only \$50 DEADLINE-9/27 Great way to let people know about your business...**
- **How to make a scarecrow? team building for your co-workers, friends, family, professional group, etc. If you give to a certain organization, ask them to build one for you!**
- **Tour the Scarecrows. Pick your favorite! Enter to win a prize!**



Member News & Happenings

KleinBank Customer Appreciation-September 5-7

Stop in for your chance to win:

- iPad Mini
- GoPro HERO3HD Camcorder
- 39" VIZIO Smart TV
- \$250 MasterCard Gift Card

In honor of KleinBank opening its banking doors in Waconia in 1919, they will be serving 1919 Root Beer Floats on Thursday & Friday 10-5 and Saturday 9-noon! KleinBank-53 Main Street, West, Waconia www.kleinbank.com



KleinBank Stadium Grand Opening Game @ Crown College-Saturday, September 7



Crown College kicks off their football season in their new stadium! This will be their first ever NIGHT game and they are planning a WHITEOUT (hint: wear white)! Come early-Tour the stadium (3-4pm), Tailgating (4-6pm) and Ribbon Cutting (5:30pm)! Entertainment provided by the Waconia High School Band. Kick off at 7:00pm. Adults-\$5, Teens-\$1, Kids under 12-FREE Crown College-8700 College View Drive, St Boni

Grape Jam & Stomp @ Sovereign Estate Winery-September 6-8

The Jam-Live music & No cover charge. Bring your lawn chairs & blankets and enjoy!

The Stomp-The grape stomp will be held on **Saturday at 2pm**. Teams of two will compete to see who can squeeze the most juice from the grapes in set amount of time. Teams will register on site and a lottery will be held to determine contest participants. The winning team will get to name & label a wine for next year's Grape Stomp!

The Food-Chef Joe Cox will be preparing a variety of gourmet BBQ plates all weekend. The Wine Shop will be serving wine by the glass and by the bottle, as well as soft drinks and beer. *No outside food or alcohol permitted*

Sovereign Estate Winery-9950 North Shore Road, Waconia More details at www.sovereignwinery.com



Apple Pick'n Days @ Deardorff Orchards-September 7 & 8 10AM-6PM



Deardorff is pleased to announce this fundraiser for Children's Hospital & Clinics of Minnesota. They will be donating 10% of all apple sales, so please help support Minneapolis' Children's Hospital. You can also show your support for Children's Hospital by stopping by the Ladybug Chapter's table during the event, and donate directly through them.

Also this weekend-Petting Zoo, Face Painting, Hayrides & Streetzza Pizzas from the fire truck!

Deardorff Orchards-8350 Parley Lake Road, Waconia www.deardorfforchards.com

Memorial Blood Center Blood Drive @ Trinity-Wednesday, Sept18 Noon-7:00pm

Do something life saving-give blood! Blood donations to Memorial Blood Centers support Ridgeview Medical Center.

For an appointment, call Beth at 952-913-6624 or go to memorialbloodwaconia@gmail.com.

Walk-ins welcome. www.mbc.org Trinity Lutheran-601 East 2nd Street, Waconia



After Hours Open House @ MRCI-Thursday, September 19 4-6pm



MRCI WorkSource invites you to celebrate their new facility with tours, program information, employment programs, food and beverages.

MRCI-103 Peavey Road, Chaska www.MRCIWorkSource.org

D.E.A.R. Hunting in Waconia-already?!

YES! This will be the 6th annual D.E.A.R. Hunting event in Waconia (Divas Enjoy Awesome Retail) All retail, bar & restaurants are encouraged to participate!

D.E.A.R. will be Saturday, November 9, 2013. This event has grown each year and its popularity may rival Sister Saturday. If your business would like to be a part of the co-op advertising and all the fun, **contact the Chamber by Monday, September 16**. Just \$100 gets you over \$3000 worth of advertising & promotion!



Monthly Chamber Luncheon

Thursday, September 26, 2012

11:30AM-1:00PM

Location: Waconia High School, Auditorium

Address: 1400 Community Drive, Waconia

RSVP to the Chamber Office by September 19!



Topic: Why iPad?

Guest Speaker: Jeff Jeska-Director of Institutional Technology

Presenting on iPad initiatives at schools.

\$25 per member, \$30 for non-members RSVP by the 19th Required!

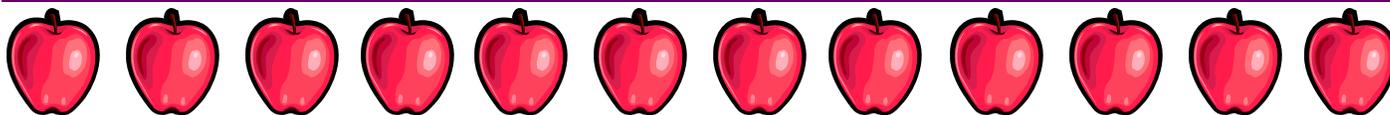
Walk-ins will not be guaranteed.

Please RSVP by Thursday, September 19

www.destinationwaconia.org or 952-442-5812

*Payment will be accepted in advance or at the door.

Please note that you will be billed for all meals reserved and walk-ins not guaranteed.



SEPTEMBER CALENDAR OF EVENTS

- 5 Coffee Connection 7:30-9:00am Westview Acres/Good Sam-433 West 5th Street, Waconia
- Tourism Committee Meeting 9:15am AmericInn-550 Cherry Drive, Waconia
- 11 Board of Directors Meeting 11:45 - 1pm Maple Conference Room
- 12 Retail Committee Meeting 8:00-9:30am Maple Conference Room
- 14 **52nd Annual Nickle Dickle Day!**
- 19 Ambassador Meeting Chamber Office Time 8:45 am
- 26 Monthly Chamber Member Luncheon at Waconia High School 11:30am-1:00pm

RSVP BY SEPTEMBER 19