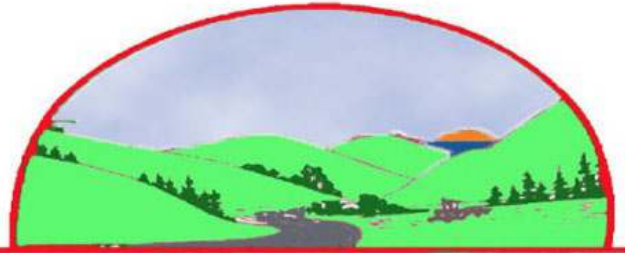


OUR MISSION:

- Preserving the competitive free enterprise system of business.
- Promoting business and community growth and development.



**Grand Mound - Rochester
Chamber of Commerce**

9917 Hwy 12 SW, Rochester

Together We can make a difference



Gene Weaver

NOTE From the PRESIDENT

A COMMUNITY OF VOLUNTEERS

I am constantly reminded and amazed by the abundant generosity of this Community! In a world full of stories about people who are indifferent to the pain and struggles of others, our local friends and associates are wonderful examples of caring and support.

Seems like every few days I witness some outstanding example of an urgent need being met by the various organizations and individuals in and around our town. There are several local groups I belong to and we are continually surprised and excited by the volunteers who step up to support most any program someone wants to start.

Speaking of volunteers, our Chamber membership is one of those great examples of volunteerism! I am reminded at our meeting every month of what tremendous, good natured support we have for all our various Chamber projects. It's fun and exciting to be part of such a vibrant group.

Thank you for all your help throughout the years!

Gene

FEATURE BUSINESS

184th Ave. Apt.

Nancy Wallin owns and operates 184th Ave. Apt. in Rochester. Her son Mark takes care of all the maintenance

Nancy and her husband DeWaine built the apartments in 1982 to provide housing to veterans and did so until 2001. DeWaine served in the Navy (active duty and the Army (reserve) for 41 years. He taught school in Oakville and Rochester prior to opening the home and again after it closed. They later remodeled the facility into 6 apartments to offer affordable housing to the community. Two of Nancy's tenants have lived in her apartment for over 10 years. Nancy was born in Raymond, raised in Hoquiam and chooses to live and operate her business in Rochester.



CHAMBER MEMBERSHIP

Joining the Chamber is easy and affordable! The annual membership fee is \$60.00. To sign up, mail your name, name of business, mailing address, phone, and e-mail address along with your payment to:

Grand Mound Rochester Chamber of Commerce

PO Box 211, Rochester, WA 98579

- 184th Avenue Apartments
- Advanced Drilling LLC
- Amazing Reiki SPA. LLC
- Americool Heating and A/C
- Asphalt-Tech
- Auto Tech Services
- Bailey's IGA
- Bailey's Northwest Property Management
- Boys & Girls Club
- Brian Riley Insurance
- Chettie's Woodworking, LLC
- Cram-A-Lot Self Storage
- Cindi Whiting - Edward Jones Investments
- Dream Weavers, Inc.
- Edminster Construction
- Enterprise For Equity
- First Choice Storage
- Furniture Maker & Flea Market
- Gate Ranch Golf Club
- Gate City Schoolhouse
- German Cleaning Services
- Grand Mound Beverages
- Grand Mound Licensing
- Grand Mound Shell
- Halls Crystal Flutes
- Hawes Aluminum
- Halpern & Associates
- Hexen Glass Studio
- James L. Prato Insurance
- JJ's Towing
- JNL Stoves & Spas
- JMJ Services Inc.
- Johnson & Johnson Overhead Doors, Inc.
- Key Bank
- Laurel Smith , PS
- Lucky Eagle Casino
- Mariachi
- Methodist Church
- Morgan Family Dental
- Outback RV Park
- Photography by Robin
- Port of Olympia
- PRC Maintenance & Const.
- Rochester Lumber Inc.
- Rochester School District
- Rochester Sun News, Devaul Publishing
- Rochester Water Association
- ROOF Community Services
- Sandstone Distillery*
- Scatter Creek Animal Clinic

- Security State Bank
- Seventh Generation Charters
- Sharer Tools*
- South County Accounting
- Stephen Angove, CPA
- Sto N Go Storage
- Stone Soup Ministries
- The Feed Bin
- Town Center Dental
- Timberland Regional Library
- Truepoint Metal Works
- Umpqua Bank
- VJ's Bargain Barn
- Weaver Investments

* New Members since last newsletter!

There's room on this list for your business!

Not sure if the Chamber is for you?

Decide after you join us for a lunch meeting.

Successful Business Tips

How to spot a Wavering Customer

It's one of the worst feelings a small business owner will ever have: finding out that a longtime and profitable customer is leaving. "How did that happen, and why didn't we see it coming?" is usually the first thought that comes to the owner's mind. The best way to avoid this painful scenario is to learn how to spot the early warning signs of a wavering customer.

For example, if customers have let it be known that they're not happy with your products or services, this should be an obvious red flag. Take action immediately to find out why your customer isn't happy and then take steps to rectify the situation.

But unhappy customers don't always voice their displeasure. Is a customer no longer returning your phone calls? Are their payments arriving late? Has the volume of their orders gone down markedly? Or are they sending out other subtle signals that everything is not going well, like changing their tone when they talk to you from friendly and chatty to more businesslike?

Another challenge is when a main contact person leaves and is replaced. You don't have a relationship with this new person, who might be ready to hire another vendor he or she is more familiar with. So move quickly to establish a new relationship whenever your main contact person changes.

Also, if a new competitor enters your territory, immediately reach out to customers who might be vulnerable so they are less likely to jump ship. The same idea applies if an existing competitor rolls out new and improved or cheaper products or services. Spotting wavering customers before it's too late comes down to being proactive the instead of reactive. All of your employees who have customer contact should be trained in how to recognize the early warning signs like these, as well as what to do when the signs are spotted.

What your Board of Directors has been doing!

Your Board of Directors has decided to publish the minutes of their meetings and each month's Treasurer's Report on the Grand Mound Rochester Chamber of Commerce website at: <http://grandmoundrochesterchamber.com/minutes/> They will be in PDF File format and you will need the Adobe Reader (Your computer should have Adobe Reader installed on it but if it doesn't you can download a free version at: <https://get.adobe.com/reader/?promoid=KSNEY>)

The meeting minutes will be posted after the following month's meeting to allow the Board to approve them

Upcoming

Meetings:

Meetings are held at noon on the 1st Wednesday of each month. Lunch \$10

- **September 7- Chamber Lunch Meeting at Rochester School District Office. Speaker: About STEDI (South Thurston Economic Development Initiative)**
- **October 5 - Chamber Lunch Meeting at Rochester School District Office. Speaker: Not yet confirmed but it might be John Hutchins or/ and Gary Edwards.**



PO Box 211, Rochester, WA 98579

PLACE
POSTAGE
HERE

WHAT IS A CHAMBER OF COMMERCE?

The Grand Mound Rochester Chamber of Commerce is a voluntary organization that connects businesses in order to build a better community.

The major responsibility of a Chamber of Commerce is to enhance the community's economic well-being by facilitating the growth of existing businesses and fostering new ones. Our Chamber of Commerce works to ensure the Grand Mound Rochester area has a voice in county and state issues impacting businesses, and supports community events and service organizations.

Upcoming
Meetings: