

Upcoming Events

Business before Business

When: Wednesday, June 17, 2015
Where: Nanaimo Child Development Centre,
1135 Nelson Street
Time: 7:30 am to 8:30 am.
Cost: Free for members -but please bring a
food or monetary donation for our
local food security programs.

Spark Session - a long one - but a good one. Build Your Marketing Toolkit - Harness the Power of Email

When: Thursday, June 18, 2015
Where: Chamber Office, 2133 Bowen Road
Time: 9 am (SHARP) - 12 pm.
Cost: Free for members - but the information
is PRICELESS. Reserve your spot for this
session by calling 250-756-1191
Only a couple spots left – book soon.

Newest M2M Member



**NANAIMO
hearing clinic**

Nanaimo Hearing Clinic
501-5800 Turner Rd.
T: (250) 585-4100

Contact: Hanan Merrill

www.nanaimohearingclinic.com

Business Description: Full service hearing clinic
providing hearing testing, hearing aid sales & service,
custom earplugs, and custom headphones

Special Offer to Chamber Members ONLY: 15%
discount on custom earphones, custom earplugs,
hearing aid service fees.

Check out all our M2Ms [here](#).

May Events Report



Fitness, Finance and Fore! Check
out our happenings in May [here](#).



Photo: Dirk Heydemann/HA Photography

2015 – 2016 Executive

David Littlejohn, Chair
Living Forest Campground/RV Park
Email: chair@nanaimochamber.bc.ca

Greg Phillips, Vice Chair
Johnston Franklin Bishop

Justin Schley, Treasurer
Quality Foods

Hilde Schlosar, Executive Secretary
CVI Multicultural Society

Marianne Turley, Past Chair
Turley's Florist

Kim Smythe, Chief Executive Officer
Email: ceo@nanaimochamber.bc.ca

[Click here](#) for a full list of the Board of Directors

BC Ferries Special Promo



Pay only \$2/additional foot on
extra length passenger vehicles
(regular \$6.35).

When: **Wednesday & Saturday**
Evenings (sailings starting at 4:00 pm)
Sunday Mornings (sailings prior to 9:00 am)
June 17 to September 13, 2015

Where: **2 Routes Only:**

[Metro Vancouver \(Tsawwassen\) - Victoria \(Swartz Bay\)](#)
[Metro Vancouver \(Tsawwassen\) - Nanaimo \(Duke Pt\)](#)

New Members

[Abell Pest Control](#)

[Alberni Automatic Transmission](#)

[Big O Tires](#)

[Clemens Rettich Business Consulting Ltd.](#)

[Greenrock Liquor Store](#)

[Hein Mechanical Services Inc.](#)

[Nanaimo Hearing Clinic](#)

[Nanaimo-Ladysmith NDP EDA](#)

[New York Style Pizza & Pasta](#)

[Sabrina Yeudall Candid Legal](#)

Member Profile: Inn on Long Lake

When people arrive at the Inn on Long Lake, they are pleasantly surprised to see that it is actually on a lake. All bedrooms face the water, so guests can find a special place to de-stress after a long ferry ride, or a jam-packed business day. With a morning coffee on their balcony, they can watch the sun rise over the lake.



For nine months of the year, general manager James Young and his team cater mostly to business travelers.

Each room has a desk and free WiFi, plus a fridge, microwave and Keurig coffee machine. An extensive breakfast is available in the lounge.

Many are repeat guests. Some for over 20 years. Being a small property, Inn personnel can personalize service and build relationships with their clientele. Everybody gets involved with serving guests, particularly front desk and housekeeping staff who know guests preferences, and even their pets' names.

Besides housing the weary business traveller, the Inn on Long Lake also has meeting facilities. Three rooms can host from five to fifty people, and are perfect for training, luncheons, and small conferences. Catering can be arranged for any variety of food and beverage needs.

This proudly, independent property has been family owned for 25 years. With no chain or franchise rules, the Inn offers a unique personality and character. This lends well to charitable and community contributions, including support of the Nanaimo Clippers. A proud sponsor of the Tour de Rock, the Inn on Long Lake also houses the many cyclists on their Nanaimo stopover.

Whether staying in a guest room, or using a meeting room, people feel like they're out of town, in a little secret hideaway. James, and his Inn on Long Lake team, invite people to come and feel relaxed, calmed, and de-stressed, at this special lakeside resort in the city. For more info – <http://www.innonlonglake.com/>.

Written by Bonnie Chomica, www.MarketingDoneWrite.ca

WorldHost Training

Want to offer your customers the very best in customer service? Since 1985, the WorldHost program has been providing training for those just entering the workforce or those who want to take their skills to the next level.



The Greater Nanaimo Chamber of Commerce has been offering the series of WorldHost programs for over 10 years. We offer:

- ~ the one-day **Fundamentals** workshop that teaches front-line employees the skills and techniques that form the basics of services professionalism.
- ~ the two to three hour **Sales Powered by Service** workshop is designed to increase the effectiveness of front-line employees.
- ~ the two to three hour **Solving Problems through Service** workshop is designed to transform front-line employees into effective problem-solvers.

Other workshops are available and all can be customized to suit any business that wants to ensure they provide their clients with the best customer service possible.

Call now to find out more information 250-756-1191.

Reminder:

Our office will be on Summer hours starting July 2nd. Our hours will be 8:30 am to 4:00 pm.

CEO Update

I recently had the good fortune to tour North Vancouver’s waterfront led by Mayor Darrell Mussatto and Councillor Linda Buchanan. We also got to experience the launch of their Friday Night Food Truck Festival, but that’s a whole different story for next month!



Just over a year ago, North Vancouver published their ‘Central Waterfront Development Plan’ describing a vision to rehabilitate their historic industrial waterfront. Five words: ‘this vision is about people’ kicks off the 65-page report.

Some highlights of the plan’s mission include statements like “culturally and historically rich, it must be a year round gathering place, be void of vehicles yet accessible, make it intimate, must be programmed and must be monetized”. In the end, the report cited these among the ‘ten commandments’ of downtown waterfront development.

Their project is quickly becoming a ‘people place’ of outstanding proportions. As Mayor Mussatto led me running up and down the piers, around construction barricades, and over graveled environmental remediation sites, through a 750 seat “Tap & Barrel” restaurant (to open this summer), I couldn’t stop making comparisons with Nanaimo’s South Downtown Waterfront. In North Van, the pace of progress seemed incredibly rapid in contrast with our experience in Nanaimo. When I questioned how you turn a plan into reality in such a short time frame, his answer was simple.

Choose the best help to help develop and define your community’s vision, get buy-in from elected leaders -- because it’s the right thing to do, ensure staff understands clearly what plan they’re following, and move forward with deliberation and commitment. Most importantly, “don’t sweat the small stuff”.

North Vancouver’s modus operandi is simple, the ten points of their mission clearly detail their vision and their committed actions demonstrate they’re moving forward with determination on behalf of the community. Is this a model that we could be following more closely here? Is it possible to consider North Van as a ‘best practice’ to adopt for our South Downtown Waterfront?

Can we try doing it that way, and be careful not to ‘sweat the small stuff’? The evidence of a potentially incredible successful outcome is there, and from what I saw it looked VERY good for business. And that’s good for any community.

Member News

~ **The Port Theatre Society** has Spotlight Sponsorship opportunities for Chamber members. We seek supporters and partners and with your support, the Port Theatre Society can focus on its mandate to ensure accessibility to and diversity of live performance art. We are happy to discuss customized packages that are tailored to your organization’s needs. Please contact Samantha Letourneau, Marketing and Community Engagement Coordinator sletourneau@porttheatre.com 250-754-4555 ext 303.

~ The Salvation Army 11th Annual Charity Golf Classic is **NOW FRIDAY, JUNE 26TH AT THE COTTONWOOD GOLF COURSE**. Moved from June 24th at Nanaimo Golf Club due to the lock out. Please support The Salvation Army and play in our tournament, Donate a prize or Sponsor a Hole. Check out their website at www.salvationarmynanaimo.com to get more information.

NANAIMO NORTH TOWN CENTRE
SEARS CANADIAN TIRE LONDON DRUGS
FAIRWAY MARKET GALAXY THEATRES

dad goes green!

June 3 - 14

Enter for a Chance to Win **an Eco-friendly Prize Package!**

PRIZE 1 \$700 Value
Craftsman 20" Cordless Eco-friendly Electric Mower, Sears Gift Card & Casual Summer Menswear

PRIZE 2 \$375 Value
Craftsman Eco-friendly Trimmer & Blower, Sears Gift Card & NNTC Gift Card

Sponsored by **SEARS**
Enter at the display at Centre Court or at Guest Services.

Details at nanaimonorth.com