

CHAMBER REPORT

BUILD YOUR BRAND | EXPAND YOUR NETWORK | SHAPE YOUR COMMUNITY



June 2010 | Volume Twenty-Two | Issue Six

Greater Manchester Chamber of Commerce



GREATER MANCHESTER CHAMBER OF COMMERCE

It is the mission of the Greater Manchester Chamber of Commerce to be a member-focused organization that drives the greater Manchester business environment and the economic health and vitality of the region by supporting business growth, professional development, and networking opportunities, while advocating for our membership.

CHAIRMAN'S CLUB MEMBERS EXPLORE THE MANCHESTER PD MEMBERS LEARN ABOUT SWAT, CSI, K-9 AT CHAMBER EVENT

The first installment of the 2010 Chairman's Club was a huge success as Chamber members got to explore the Manchester Police Department. Thanks to Manchester Police Chief David Mara for hosting the program and to the 2010 Chairman of the Board of Directors, Beth Roberts Vice President of Harvard Pilgrim Healthcare of New England.

The Chairman's Club of the Greater Manchester Chamber of Commerce is an exclusive group that draws together presidents, CEOs, proprietors, owners and board members three times a year for a networking program that seeks to highlight issues and programs in the community. If you are a member of the Greater Manchester Chamber of Commerce and a leader in business, this is

your opportunity to network and develop relationships with some of the region's most influential men and women.

"Chairman's Club will be held three times throughout the year, we hold our program from 4-6 p.m. and we ensure that you leave our program feeling enriched professionally," says Beth Roberts, 2010 Chairman.

Chairman's Club was developed because business leaders are so focused on building and maintaining a business or organization that they don't often have the opportunity to talk with peers. Chairman's Club is an opportunity to do just that.



Future Chairman's Club events

JUNE 29th

Homeless In Manchester
Manchester Continuum of Care Homeless Services Center. See the new shelter and learn about the day programs offered to the homeless community.

OCTOBER

Manchester's Hockey Team
Manchester Monarchs, affiliate of the Los Angeles Kings: Enjoy an afternoon at the Verizon Wireless Arena with professional hockey players, meet the new team President, watch a practice and tour the arena.

For more information call 603.666.6600 or visit www.manchester-chamber.org

CHAMBER LAUNCHES NEW WEBSITE

VISIT WWW.MANCHESTER-CHAMBER.ORG

The Greater Manchester Chamber of Commerce is pleased to announce the launch of its brand new, re-designed website www.manchester-chamber.org. The new site was designed by Chamber member Mesh Interactive Agency and is designed with easier access to information and online registration for events and programs, advertising opportunities, an active news section and links to all of the Chamber's social media sites.

The homepage includes the Chamber's new refreshed logo and commitment to helping Chamber members build your brand, expand your network and shape your community. The site includes a new section on Chamber publications where you can access electronic back issues of all Chamber publications including the *Chamber Report* and *Capitol Insight*.

A live Twitter feed is visible on the

homepage, plus there is a photo gallery. You can book a hotel with one of our member hotels, sign up for our electronic newsletter or login to the member's only section. We hope this new website serves you the member well!



Special thanks to:



WHAT'S HAPPENING DOWNTOWN?

HISTORIC BUILDING TO BE EXPANDED

The Historic Dunlap Building at 959 Elm Street in Downtown Manchester will soon be expanding. 971 Elm Street (formally Shelly's Barbershop and Star Fashions) will be demolished and a new structure will be constructed. This will expand the existing building at 959 Elm, home to current businesses like Ate Doors Down and Benefit Strategies. The new building will feature first floor space available for restaurant or retail use and will allow Benefit Strategies to add 60 new jobs over the next several years. Construction of the new building will preserve the historical design of the Dunlap building and other similar structures on Elm Street and will reuse many of the materials from the original building, which dates back to 1892. Demolition is scheduled to begin in late May and construction of the new building should be complete by late November.



Before and after pictures of the Historic Dunlap Building



For more information about this project contact Steven J. Freeman of Mark Carrier Construction at 603.627.9506.

Visit us on the web at www.manchester-chamber.org - become a "fan" on Facebook - or follow us on Twitter @grtrmanchester

This publication is underwritten by:



and



The Greater Manchester Chamber of Commerce is a non-partisan business advocacy organization. The Chamber is not a division or department of the U.S. Chamber of Commerce and the opinions and views of the U.S. Chamber of Commerce are not necessarily reflective of the Greater Manchester Chamber of Commerce.



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2010 BOARD OF DIRECTORS

Officers

Chairman

Beth Roberts, V.P. of NNE Operations
Harvard Pilgrim Health Care of NE

Chair-elect

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Devine, Millimet & Branch, P.A.

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A Publication of the
GREATER MANCHESTER
CHAMBER of COMMERCE
Editorial/Design/Typesetting:
Gemma Waite
Printing: Printers Square, Inc.
Mailing: NH Mailing Services, Inc.
Cover Design: MESH Interactive

**GREATER MANCHESTER
CHAMBER OF COMMERCE
ESTABLISHED 1911.**

ADVOCATING FOR YOUR BUSINESS

Tourism is alive and well in Manchester...

May is the month that officially opens the tourism season for the State of New Hampshire. There are several rituals and ceremonies where we come to closure with winter, and pay state-wide omegie to the upcoming tourism season, that for most of us in northern New England, begins with Memorial Day week-end.

More than the black flies and mosquitoes or taking boats out of dry dock, we all know we are on the eve of summer when the New Hampshire Travel Council's Annual Governors Conference on Tourism is held in May. This is the last time all those in the tourism industry meet before the curtain to summer is officially raised in our state. The Governor sets the clock, the Division of Travel and Tourism gives it's reports, and friends and stakeholders like chambers of commerce, and the Granite State Ambassadors all meet and renew their alliance in anticipation for the upcoming visitor season.

For us in Manchester, the season is in fact a year-round phenomenon. It's true that our visitors are not the stereotypical characterization of a "tourist." While our visitors aren't clothed in Hawaiian shirts sporting cameras swinging around their necks, make no mistake our local and regional economy is profoundly driven

by visitor dollars. In fact Tourism is one of the top two industries in our state with manufacturing being first, tourism is second in jobs and revenue.

The Queen City's extraordinary arts and culture community with premier galleries, museums, and the Palace Theatre, all supported by an incredible array of hotels and restaurants attract one million visitors annually. Those visitors, excluding the spending at the arena or stadium generate \$24 million dollars per year. In Manchester the economic impact of that translates into 660 full and part-time jobs. The impact is so profound the arts and culture community alone represents the 8th largest employer in Manchester. By only scratching the surface you can easily begin to understand how meaningful the arts and culture community is to Manchester, the region, and he state.

As the City's Economic Development Department completes extensive research on the economic impact of the arts and culture community on the Queen City and the surrounding communities too, I am working with the City to unify our members in the industry, and to understand how I can better leverage the chamber of commerce to their benefit on their behalf. Soon Jay Minkarah and I will call a meeting with leaders in the arts

and culture community to explore ways in which we can work together on behalf of the City and region.

At the same time, I am happy to announce America's International Chili-cook-off has selected Manchester as it's 2010 destination. This is an extraordinary coup for Manchester! The festival has never before traveled to the northeast, as you would expect it is most often held in the west and south-west. The City is anticipating anywhere from 20,000-50,000 visitors to arrive in the Manchester from all across America to sample the Chili.

So, enjoy your summer, and visit all of the attractions found right in your own back yard during the summer months. Remember how privileged we are to have, what those from outside of our community have to travel a great distance to experience and enjoy, right down the street from home. Have a great summer!

Robin Comstock
President and CEO
GMCC



COMMITTEE CORNER

Every month the Greater Manchester Chamber of Commerce will highlight one of its seven committees.

This month we explore the Infrastructure Committee with Chamber Member Frank Wells of Hoyle Tanner Associates.



GMCC: How did you get involved in the Infrastructure Committee?

Wells: Several years ago I attended a "Meet the Candidates"

gathering at the office of the GMCC. During the Q & A part of the program I posed a question to the candidate about the pending widening of I-93 in NH. After the program I happened to speak with the Chair of the Infrastructure Committee about my interest and involvement in civil engineering and he invited me to join the Committee. I've been at the table ever since.

GMCC: How would you describe the mission of the Infrastructure Committee?

Wells: The Infrastructure Committee is one of 5 standing committees that deal with issues relating to economic development and advocacy. The committee studies and evaluates existing and pending infrastructure improvements and advocates for those that hold the greatest promise for having a positive impact on quality of life, public safety and our ability to remain competitive. We also follow closely the policy development process at the Local, State and Federal levels that often result in rules for achieving regulatory compliance and address our concerns for protecting the environment.

GMCC: What types of initiatives or projects does the committee work on?

Wells: The Chamber and this committee have been out front in identifying, setting forth and advancing the priorities that will shape the regions business landscape for years to come by advocating for projects such as the expansion of the Manchester-Boston Regional Airport and the widening of Interstate 93. We have been involved with, and actively support the Capitol Corridor Initiative that would bring passenger rail to our state and we have worked on several public-private collaborations that contribute to the economic vitality of this city and the region.

GMCC: Who else is on the committee?

Wells: My friends and colleagues in the engineering industry, real estate, the legal profession, entertainment and hospitality, the financial sector and leaders in the areas of air and surface transportation to list a few. While we may work in different fields and in organizations both large and small, we all share an appreciation and understanding of the role infrastructure plays in our daily lives.

GMCC: What would you tell other Chamber members who may be considering joining a committee?

Wells: As a Chamber member you already have access to several important business tools. Joining a committee will expand your access, provide you with a direct voice and forum and will expose you to the many interrelated activities of the Chamber's working committees; and you'll make new friends too.

To learn more about the Infrastructure Committee or to get involved please contact Mike Skelton, VP of Economic Development & Advocacy at 603.792.4107 or via email at michaels@manchester-chamber.org.

Join Us

for the

**Greater Manchester
Chamber of Commerce
Volunteer Appreciation**

Celebration!

"Thanking
Our Superheroes"

Thursday, June 17, 2010

5:30-7:30 p.m.

Manchester
Country Club

180 South River Road

Bedford, NH

Sponsored by:



RSVP before June 1st to

Caitlin at 603.792.4106

AMBASSADOR SPOTLIGHT

DAVID PETERSON
CITIZENS BANK



David Peterson
Citizens Bank

Dave Peterson has been an Ambassador with the Greater Manchester Chamber of Commerce for the past five years and recently was designated a Diplomat Ambassador based on his years of service. He is a Commercial Relationship Manager with Citizens Bank and predecessor banks where he has been employed for nearly 23 years and has an office across the street from the GMCC in Manchester. Dave works with small and medium size businesses in many industries while he has specialized in franchise lending primarily with Dunkin' Donuts franchisees and has a significant background in enhanced lending programs.

"I am proud to work for Citizens Bank and as an employee I am thankful for management's support during good times and challenging times for me," says Peterson. "Citizens Bank and the GMCC have a special business relationship and as part of that I have had the opportunity to work with many business professionals in various capacities volunteering as an Ambassador and while chairing the Small Business Expo and the former Business Advantage Committees."

JOIN US FOR SOJOURN POWER HOUR

"Creating a Personal Leadership Culture at Your Company"

Our personal and collective success will come from our employees ability to lead projects and themselves. This workshop goes beyond popular concepts, allowing participants to profoundly understand a personal definition of leadership that can be translated to their business culture.



Dr. Russ Ouellette is a recognized expert in high performance coaching, executive leadership, and organizational development. He brings to clients a vast background of industry and functional diversity, a Doctorate in Management, and a certificate in coaching from the Coaches Training Institute. His practice and research focuses on leadership behavior, social relationships and ROI among organizational workers.



Friday, June 18th
12:30-1:30 p.m.
Chamber Board Room
Lunch will be provided
Free to Chamber members
Call 603.792.4122 to register



Bank of America is one of the world's largest financial institutions, serving individual consumers, small- and middle-market businesses and large corporations with a full range of banking, investing, asset management and other financial and risk management products and services. Join us for Network AM at our Elm Street location on June 10th

Bank of America



Cost is \$5 for Chamber Members
\$10 for not-yet-members
Payable at the door

Thursday, June 10th
Bank of America
1155 Elm Street, Manchester
7:30-9:00 a.m.

Call 603.792.4122 to register or visit
www.manchester-chamber.org



Network PM and Grand Opening for
Manchester WINGS YOUR WAY!



Wings Your Way is a truly unique casual dining experience. Our fun menu is designed to serve great tasting food "your way" using only the finest and freshest ingredients. From day one we have used zero trans-fat and cholesterol free shortening. Our goal is to have you leave with a full stomach, a smile on your face, and plans to return! Don't be a chicken, come check out our newest location in Manchester!

Cost is \$5 for Chamber Members
\$10 for not-yet-members
Payable at the door

Wednesday, June 23rd
Wings Your Way
1181 Elm Street, Manchester
5:00-7:00 p.m.
Call 603.792.4122 to register or visit
www.manchester-chamber.org

MEMBER BRIEFING

Meet the Chamber staff and learn about the benefits of membership and Chamber programming.

Presented by:



Breakfast provided by:
3 C's Cozy Culinary Cafe

Wednesday, June 2nd
7:45 to 9:30 a.m.
Chamber Board Room
54 Hanover Street, Manchester
Please reserve your place by calling
(603) 792-4122, or visit
www.manchester-chamber.org

VALUE-ADDED
PROGRAMMING
Brought to you by



SPOTLIGHT ON BUSINESS

The only Manchester bridal shop has opened in the City! Under the Veil Bridal is not just brides. This unique shop carries First Holy Communion, Bridesmaid, Prom and Tuxedos along with accessories and shoes. Come visit Under the Veil Bridal at our Spotlight on Business. Bring a friend or a new bride to be.

Under the Veil

Tuesday, June 8th
Under the Veil Bridal
135 Hooksett Road, Manchester
12:30-1:30 p.m.
Call 603.792.4122 to register or visit
www.manchester-chamber.org

MEMBER-LED WORKSHOP

Turn your networking
into profitability

- Learn how Visibility + Credibility = Profitability
- Are you in positive visibility with the right people when networking?
- Discover how to become Credible
- Are you Profitable?

Join us for this informative workshop presented by:



Lunch provided by



Tuesday, June 15th
Chamber Board Room
54 Hanover Street, Manchester
12:30-1:30 p.m.
Call 603.792.4122 to register or visit
www.manchester-chamber.org
Space is limited to 35.

LUNCHTIME CONNECTIONS

Come and share your lunch hour with other Chamber members. Z Food & Drink will generously provide us with a wonderful spread of food for this intense networking program.

This program occurs on the fourth Tuesday of every month from 12:30-1:30 p.m. Deb Titus of Dale Carnegie, NH will be on hand to help facilitate the conversation. Space is limited. RSVPs only.



Tuesday, June 22nd
Chamber Board Room
54 Hanover Street, Manchester
12:30-1:30 p.m.
Call 603.792.4122 to register or visit
www.manchester-chamber.org

MEMBER UPDATES

Tanger Outlets and AARP Announce New Relationship to Make Outlet Savings Available to AARP Members

Tanger Outlet Centers, one of the nation's leading shopping center companies, announced a new program that makes discount savings available to AARP members. By simply showing their AARP membership card at the Tanger Shopper Services Center, AARP members will receive a free Tanger Coupon Book, which may be worth hundreds of dollars in additional outlet savings from many of the upscale outlet stores located at Tanger Outlet Centers. The offer is valid at all 33 Tanger Outlet Centers in 22 states across America.

Hampshire First Bank 1st Quarter 2010 Results

Hampshire First Bank reported net income for the quarter ending March 31, 2010 totaled \$174,000 or \$0.06 (basic) per share compared to a net loss of \$77,000 or (\$0.03) (basic) per share for the same period last year. Total assets as of March 31, 2010 amounted to \$190.9 million compared to \$132.5 million as of March 31, 2009. This represents a 44% growth rate and was fueled by strong loan demand and deposit growth year over year of 54% and 60%, respectively.

abi Adds Technical Expertise to Advisory Committee

The Amoskeag Business Incubator (abi) is pleased to announce an expansion of the organization's Business Support

Committee, an advisory panel made up of individuals who generously share their time and expertise with businesses located in the abi. Dr. Mihaela Sabin, CIS Program Coordinator and Associate Professor at UNH Manchester, will offer business owners the opportunity to utilize her expertise around software system development, programming and information technology. Also joining the committee is Link Moser, proprietor of Windhill Design, who will offer guidance and assistance around Website design and development, search engine optimization and social media.

The Light Fantastic On display at Art 3 Gallery from April 26-July 9

"The Light Fantastic" includes artwork from more than 85 artists that convey images that portray the shadows, illusions and shapes that captivate us — the golden hours of dusk and dawn, the warmth of candlelit tables, shadows that capture the imagination. The show includes representational and abstract work that captures the essence of light.

The Light Fantastic is on display at Art 3 during regular gallery hours Monday – Friday 9:00-4:00, weekends and evenings by appointment. Art 3 is located at 44 West Brook Street in Manchester. For more information contact the gallery at 603-668-6650 or at www.art3gallery.com

CHAMBER REPORT

Share this
newsletter with
the rest of your
staff...
Route to:

HELP US REACH YOU IN A TIMELY MANNER...
If your name or address is wrong in any respect,
please correct directly on label and return to the
Chamber.

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THANK YOU TO RENEWING MEMBERS!

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GMCC JUNE COMMITTEE MEETINGS

6/3	Thu	Tri-City Committee - 12:00 p.m. - 54 Hanover Street
6/4	Fri	Government Affairs Committee - 8:00 a.m. - 54 Hanover Street
6/9	Fri	Green Steering Committee - 7:30 a.m. - 54 Hanover Street
6/15	Tue	Executive Committee - 7:30 a.m. - 54 Hanover Street
6/18	Fri	Infrastructure Committee - 7:30 a.m. - 54 Hanover Street
6/18	Fri	Golf Committee - 12:00 p.m. - 54 Hanover Street
6/22	Tue	Board of Directors - 7:30 a.m. - 54 Hanover Street
6/23	Wed	Leadership Steering Committee - 8:00 a.m. - 54 Hanover Street
6/23	Wed	Metro Steering Committee - 3:00 p.m. - 54 Hanover Street
6/23	Thu	Ambassador Committee - 4:00 p.m. - Wings Your Way, Manchester
6/24	Thu	Downtown Committee - 2:00 p.m. - 54 Hanover Street

GMCC JUNE EVENTS

6/2	Wed	Member Briefing - 7:45 a.m. - 54 Hanover Street
6/4	Fri	Social Media Workshop - 12:00 p.m. - 54 Hanover Street
6/8	Tue	Spotlight On Business - 12:30 p.m. - Under the Veil Bridal
6/10	Thu	Network AM - 7:30 a.m. - Bank of America, Manchester
6/15	Tue	Member-led Workshop - 12:30 p.m. - 54 Hanover Street
6/17	Thu	Volunteer Appreciation Celebration - 5:30 p.m.
6/18	Fri	Sojourn Power Hour - 12:30 p.m. - 54 Hanover Street
6/22	Tue	Lunchtime Connections - 12:30 p.m. - 54 Hanover Street
6/23	Thu	Network PM - 5:00 p.m. - Wings Your Way, Manchester
6/25	Fri	Social Media Workshop - 12:30 p.m. - 54 Hanover Street
6/29	Tue	Chairman's Club - 4-6 p.m. - Manchester Continuum of Care



and



WELCOME NEW CHAMBER MEMBERS!

900 Degrees

Restaurant
50 Dow Street
Manchester, NH 03101
Ms Priscilla Lane-Rondeau
(603) 641-0900
www.900degrees.com

Abracadabra Productions

Mr. Phil Smith
(207) 797-7800
www.corporatemagician.com/
new-hampshire-magician

AllSafe & Lock, Inc.

Locksmiths
399 South Main Street
Manchester, NH 03102
Mr. Richard S. Paradise
(603) 622-6062
www.allsafenh.com

American Society of Training and Development ASTD-N

Non-Profit Organization
6 Dover Point Road
Dover, NH 03820
Ms. Donna Rinaldi
(603) 742-1971
www.astdnh.org

At the Chateau

Restaurant
201 Hanover Street
Manchester, NH 03104
Mr. Yash Pal
(603) 627-2677
www.chateaunh.com

Ate Doors Down

Restaurant
967 Elm Street
Manchester, NH 03101
Mr. Randy Huff
(603) 518-5008
www.atedoorsdown.com

Barlo Signs International, Inc.

Signs
158 Greeley Street
Hudson, NH 03051
Mr. Arthur Bartlett
(603) 882-2638
www.barloesigns.com

CBC Surfacetech

Cleaning Supplies/Maintenance/Service
295 Weston Street
Waltham, MA 02354
Mr. Stephen Dunker
(603) 264-2799
www.cbcsurfacetech.com

Commercial Street Fishery Fine Seafood Dining

Restaurant
33 So. Commercial Street
Manchester, NH 03101
Mr. Quentin Keefe
(603) 296-0706
www.csfishery.com

Great American Subs

Restaurant
999 Elm Street
Manchester, NH 03101
Mr. Tim Ferris
(603) 935-9764
www.greatamericansubs.com

Humana Market Point

Insurance
42 High Street
Portland, ME 04101
Mr. Jason Pierce
(207) 210-0491
www.humana.com

KC's Rib Shack

Restaurant
837 Second Street
Manchester, NH 03102
Kevin Cornish
(603) 627-7427
www.ribshack.net

McLean Communications, Inc.

Publications
150 Dow Street
Manchester, NH 03101
Ms. Sharron McCarthy
(603) 413-5117

New Hampshire Businesses for Social Responsibility

Non-Profit Organization
PO Box 3562
Concord, NH 03303
Ms. Molly Hodgson Smith
(603) 391-8471
www.nhbsr.org

New Hampshire Home Magazine

Publications
150 Dow Street
Manchester, NH 03101
Mr. Steve Pare
(603) 624-1442
www.nhhomemagazine.com

NH Women's Leadership Institute

Training & Development
505 Amherst Road
Nashua, NH 03063
Dr. Annabel Beerel
(781) 771-5663
www.nhwomensleadershipinstitute.org

Parenting NH Magazine

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150 Dow Street
Manchester, NH 03101
Mr. David Kruger
(603) 594-5154
www.parentingnh.com

Randstad

Employment Services/Outplacement/
Recruiting
166 So. River Road, Suite 203
Bedford, NH 03110
Ms. Melissa Bianchi
(603) 623-1181
www.us.randstad.com



GREATER
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