

CHAMBER REPORT

BUILD YOUR BRAND | EXPAND YOUR NETWORK | SHAPE YOUR COMMUNITY



May 2010 | Volume Twenty-Two | Issue Five

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.

CHAMBER PARTNERS WITH MYPN FOR SEAT @ THE TABLE ANNUAL EVENT PAIRS BUSINESS LEADERS WITH YOUNG PROFESSIONALS

The Greater Manchester Chamber of Commerce is pleased to partner with the Manchester Young Professionals Network to present Seat @ the Table Week, May 24-28th. Seat @ the Table is an event designed to bring highly engaged and ambitious young professionals (20-40 year olds) together with local business leaders and CEOs.

The way it works is the Chamber partners with about a dozen business leaders/CEOs. Each hosts their own small group (10-12) of young professionals to speak candidly about all things professional. The table host decides where the roundtable will be held and has the option of providing breakfast, lunch or dinner.

The event is aimed at creating a forum for highly targeted and motivated young professionals. The program develops relationships and enables business leaders to share their experiences with the next generation of business leaders. Young professionals get the opportunity to

engage their table leader in interesting and relevant conversation, fact-finding and question and answers. Feedback from past programs has found that young professionals are seeking guidance, advice, tips and words of wisdom. Young professionals want to know how to present themselves, how to communicate and achieve their goals and how to become successful businesspeople while maintaining integrity, good character and life balance -- this forum can do just that. Over 2,500 young professionals are invited to attend.

For business leaders, it's a chance to share their stories, discuss business challenges and maybe recount a war story or two that imparts an important lesson (in business and in life). Participating CEOs/leaders have an opportunity to share their experiences and thoughts around leadership, mentoring, networking, work/life balance, and their personal experience in business.

Seat @ the Table Week will begin with a

breakfast reception on May 24th at the Chamber. This will be a chance for all participating business leaders and young professionals to gather and network. Roundtables will take place throughout the week, with participants able to attend as many as they choose. All participants will receive free passes to attend the Chamber's Network PM, to be held that week (May 27th) at the Hilton Garden Inn, as a wrap up and another chance to network with business leaders and one another.

The Manchester Young Professionals Network was formed in October 2004 to create a network that empowered young professionals, offered important training and development opportunities and worked to solidify the young professional generation as a cohesive, working unit -- socially and professionally.

The cost to participate in the program is \$25 per roundtable and is open to young professionals throughout the state.

Breakfast Kick-off Reception
Monday, May 24th
7:30-9:00 a.m.
Chamber Office, 54 Hanover Street

CEO Roundtables
Monday-Friday, May 24-28th
Various Locations

Network PM
Thursday, May 27th
5:00-7:00 p.m.
Hilton Garden Inn
101 South Commercial Street, Manchester

Call 603.792.4122 to find out more!

STATE PARTY LEADERS GO HEAD TO HEAD SUNUNU AND BUCKLEY FACE OFF IN CHAMBER DEBATE

It was an exciting night at the Bedford Village Inn as the Greater Manchester Chamber of Commerce hosted both Democratic and Republican party chairs in a debate for the Chamber's annual legislative dinner.

State Democratic Chair Ray Buckley and State Republican Chair Governor John H. Sununu were the special guests and went head to head in a debate that covered topics ranging from healthcare to government spending to the upcoming elections. Scott Spradling moderated the event and Congresswoman Carol Shea-Porter gave opening remarks.

The annual program is an opportunity for Chamber members and the public to meet local state legislators. The gathering brings together business leaders and legislators from across the Greater Manchester region in an effort to build relationships that will enhance communications between the public and private sector.

Invited guests included State Representatives, State Senators, House and Senate leadership, Manchester Board of Mayor and Aldermen, and our region's Executive Councilor.

Special thanks to event sponsors Fidelity Investments and National Grid.



Scott Spradling of the Spradling Group moderates a debate between State party leaders, Governor John Sununu and Ray Buckley.



SAVE THE DATE 2010 GREEN SUMMIT



Presents:
"Creating Green Jobs
and a Green Economy"

Learn how green business practices and new technology are creating jobs as part of the new "Green Economy." Speakers include Dick Gustafson, Chancellor of Community College System of NH, and local "green" employers that are creating new jobs despite the current economic climate.

Wednesday, May 12th
7:30 am to 9:30 am
Derryfield Country Club, Manchester

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

ADVOCATING FOR YOUR BUSINESS

Celebrating Our Volunteers...

The staff of the chamber of commerce with me is eight; albeit driven, enthusiastic, smart, resilient, creative, loyal, dedicated, results orientated and any other fantastic adjective you could come up with. They are an incredible group of individuals. This team is the group that organizes and executes dozens of events each year. How you may ask, can eight people pull off with excellence in execution such dense programming that meets the expectations of so many, and exceeds the performance standards of the average and mundane, every day they come to work? There is one word that explains how we get done what we seek to do, and who we seek to be. That word is volunteers.

The chamber is proud to have 12 committees that organize around 180 volunteers to develop, plan and execute an extraordinary array of programs that have established the reputation of this

organization as the most "program rich" chamber in the state. Our work simply could not get done without these volunteers.

I was recently expressing my depth of appreciation of the volunteer force that is the silent backbone of the chamber, to my long-time friend Dianne Mercier, President of Ocean Bank. When we first met several years ago, she was in fact a dedicated chamber volunteer. Dianne looked at me and told me that my depth of appreciation should be shared with the volunteers themselves. It was at that moment she also volunteered to assist me in creating an event to recognize and appreciate all of the volunteers of the chamber who have given so much for so many years relatively unnoticed, and somewhat unappreciated.

It was during that conversation the new Volunteer Appreciation Celebration, a way

to honor the treasures of our community, was born. With the leadership of Dianne we are in the process of creating an event to celebrate our tireless advocates and workhorses. We will recognize our volunteers as we tell their stories about who they are, and how they give to the Chamber. We will celebrate their efforts, and we will recognize and thank their employers for the time they give too.

It will be a fun and heartwarming program ~ the celebration is long overdue!

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 Government Affairs Committee with Chamber Member Dallas Lagerquist from Hampshire First Bank.

GMCC: How did you get involved in the Government Affairs Committee?

Lagerquist: Hampshire First Bank actively promotes the importance of our staff to be active in the business community. To lead by example I pursued the Government Affairs Committee at the suggestion of Sean Owen our partner for marketing and advertising. In my previous career I participated in government affairs for the Credit Reporting Industry and enjoyed keeping up with the different bills put in front of the NH Legislature. Participating in the Chamber's GAC committee provides me the opportunity to stay abreast of industry related topics that impact my banking clients, my industry and the state.

GMCC: How would you describe the mission of the Government Affairs Committee?

Lagerquist: My observation on the mission for GAC is to collect pertinent information on the bills put forth, evaluate the effectiveness or ineffectiveness of the proposed bills in relation to the Chamber members and the business community. We try to educate the membership, make decisions to support or not, and be a voice to communicate the position of our membership for the promotion of a positive outcome.

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

Lagerquist: Business interests – tax, programs, change of laws e.g. Warren Act; new initiatives, health, energy. We provide venues for the membership to meet government officials and to build recognition of our group and its mission in government affairs.

GMCC: How has being involved in the Government Affairs Committee helped you network and build relationships?

Lagerquist: My committee participation has helped open new doors with respect to education of the different businesses who participate in the committee. Information obtained on the committee level has helped me strategize some business ideas for my clients. It has been a resource to engage in industry-related conversations and is a way to stay informed on current topics to help meet the needs of my clients.

GMCC: Who else is on the committee?

Lagerquist: Representatives from both large businesses (100+ employees) and small businesses (some with less than five employees). The committee meetings are well attended. I respect the committee's strong initiative to keep the monthly meetings concise and an informative hour well spent!

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

Lagerquist: When choosing to work with businesses in the greater Manchester area having the opportunity to participate with other business leaders to discuss governmental topics and how they relate to the business community is an opportunity that people are passing by. In the business environment it is important to network to know the right people to help achieve the goals at hand both personally and professionally. I can sincerely say that I promote the committee and its mission to advocate for our community and by getting involved you can learn what will impact you and your clients to proactively address the business needs.

To learn more about the Government Affairs 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.

MEMBER UPDATES

Fidelity Investments® Opens New Investor Center In Nashua

Fidelity Investments® announced the opening of its new investor center in Nashua, New Hampshire. Located at 225 Daniel Webster Highway (at Exit 1 off the Everett Turnpike), the new 5,100 square-foot office is a state-of-the-art facility that provides area investors with more access to financial guidance, as well as Fidelity's broad array of products and services.

"Fidelity's decision to open a full-service investor center in Nashua was driven by the needs of our customers in the area," said Chuck MacEachern, branch manager for the new southern New Hampshire location.

Business In The Arts Awards Gala

The 26th annual Business in the Arts Awards will be held Monday, May 17 at 5:30 p.m. at the Center of New Hampshire - Radisson Hotel in Manchester. Sponsored by the New Hampshire Business Committee for the Arts, the gala will honor the twenty-nine New Hampshire businesses nominated for this year's awards. The evening highlights a celebration of business support for the arts and entertains with a performance showcase of drama, literature and music. The grand finale is the announcement of the winners.

John Clayton, columnist for *The Union Leader*, is the master of ceremonies for the festivities. The performers include Camerata New England, The Seacoast Repertory Theatre, poet Alice B. Fogel, fiddler Patrick Ross and The Acting Loft.

Job Seekers Benefit from Redesigned Job Search Tools

The JobsInTheUS group of online job boards (JobsInME.com, JobsInNH.com, JobsInVT.com and JobsInRI.com) has released a completely redesigned suite of Job Search Tools that will energize site users' experience and deliver significantly better job search results to their many job seekers.

JobsIntheUS has taken a "job seeker first" approach to its site improvements, putting its redesign efforts into the single most important feature to job seekers – how to easily search for and find the jobs they want.

Continued on page 3...

AMBASSADOR SPOTLIGHT

ARMAND HEBERT III
REFERRAL INSTITUTE



Armand Hebert III, Referral Institute

Armand Hebert III, joined the chamber's Ambassador Committee in November of 2009. As the owner of Referral Institute N.H., he has been providing training and tools to help business professionals gain financial success through relationship-based referral marketing for the past five years. Armand works with companies throughout New England to maximize their results in networking. Armand has worked for the past five years as a trainer, business coach and referral consultant helping companies and business professionals become profitable in their networking efforts

"In all of our trainings Referral Institute recommends being a member of a local Chamber of Commerce," says Hebert. "It has been a pleasure working with our local business community and the team at the Chamber!" says Hebert.

JOIN US FOR SOJOURN POWER HOUR

"Understanding & Developing
Mentoring Skills for Leaders"

This workshop is geared towards leaders responsible for developing solid teams. It will give you the knowledge, skills, tactics and application of mentoring practices. The workshop will cover what is mentoring and what it is not, the business case for mentoring, the psychology of mentoring along with methods and tactics.



Dr. Elyse Barry is an executive coach whose practice focuses on executive performance and development. She brings to clients a unique combination of 20 years of corporate management consulting, a Ph.D.

in Psychology, and a postgraduate certificate from the Boston Institute of Psychotherapy. Dr. Barry helps clients achieve results by aligning the individual's development objectives with business objectives. She works with people in various capacities, but always with the underlying goal of creating growth, change and leadership that has personal and organizational effect.



Friday, May 14th
12:30-1:30 p.m.
Chamber Board Room
Lunch will be provided
Free to Chamber members
Call 603.792.4122 to register



The Highlander Inn is the only hotel and conference center at the Manchester-Boston Regional Airport and located on 33 wooded acres. We bring a century of refined hospitality to a charming facility designed to meet the needs of the modern traveler.

Please join us on May 13 for a delicious breakfast, good company and wonderful prizes!



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

Thursday, May 13th
Highlander Inn & Conference Center
2 Highlander Way, Manchester
7:30-9:00 a.m.

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



The Hilton Garden Inn is hosting its annual Network PM and wants you be a part of it!

This years theme is the Wild West, so grab your hat and boots and come on over to sample the creations of our new Executive Chef Jason Jette.

As always there will be plenty to eat, drink, discuss and of course WIN so mark your calendar now and plan to join us for a great night.



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

Thursday, May 27th
The Hilton Garden Inn
101 South Commercial Street
Manchester
5:00-7:00 p.m.

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

MEMBER UPDATES

...continued from page 2.

The Children's Hospital at Dartmouth (CHaD) Diabetes Education Program Awarded Recognition

The Children's Hospital at Dartmouth (CHaD) is pleased to announce they have received recognition from the American Diabetes Association (ADA) for their Pediatric Diabetes Education Program at their locations in Manchester and Lebanon. CHaD's Manchester based program originally received this distinction in 2007. CHaD's Pediatric Diabetes Education Program offers diabetes self-management education to families of children with diabetes.

Intown Manchester Presents Granite State Credit Union Manchester Magnifique! Award

Stephanie Lewry, Executive Director of Intown Manchester, was on hand at Granite State Credit Union's recent Annual Meeting of the Membership to present the credit union with the Manchester Magnifique! Award. An annual downtown beautification contest, Manchester Magnifique! recognizes those businesses that have significantly contributed to the aesthetic enhancement of Manchester. Granite State Credit Union's extensive investment in renovating the historic 1415 Elm Street property has transformed the former non-descript "Sears building," into a notable Manchester landmark in the historic North Elm Street neighborhood.

Stefan Balan, MD Joins Dartmouth-Hitchcock's Norris Cotton Cancer Center Manchester

Dartmouth-Hitchcock's Norris Cotton Cancer Center Manchester is pleased to welcome Stefan Balan, MD as Clinical Director of Hematology/Oncology. Dr. Balan is located at the Notre Dame Pavilion at Catholic Medical Center, 87 McGregor Street, suite 1400.

Dr. Balan completed his fellowship in hematology and oncology at New York University, where he also completed his residency in internal medicine. Dr. Balan's clinical interests include gastrointestinal oncology (particularly colorectal cancer), and lung cancer. He previously served as Chief of Hematology/Oncology at the Veterans Affairs Medical Center in White River Junction, VT, where he established himself as a reputable clinician, researcher, and teacher. As a faculty member of Dartmouth Medical School, Dr. Balan has received outstanding appreciations for his teaching.

InkSpot featured in April Issue of Business NH Magazine

InkSpot, a cartridge refilling business with eight locations, was profiled by Matthew Mowry in the Entrepreneurs section of the April issue of Business NH Magazine.

VALUE-ADDED
PROGRAMMING

Brought to you by



SPOTLIGHT ON BUSINESS

Join us for Spotlight on Business at BounceU of Bedford, an indoor, climate controlled recreation facility with GIGANTIC inflatable equipment. BounceU host many events such as Birthday parties, Corporate team building, field trips, "lock-ins", open bounce sessions and much, much more. Lunch for the Spotlight on Business will be provided by Little Caesars. BounceU takes care of all your party needs.



Tuesday, May 11th
Bounce U
21 Commerce Park North, Bedford
12:30-1:30 p.m.
Call 603.792.4122 to register or visit
www.manchester-chamber.org

MEMBER-LED WORKSHOP

Environmental Consulting as Part of the Development Process

Join us for this informative workshop presented by:



Lunch provided by



Tuesday, May 18th
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. Paul Donehue of Paul Charles and Associates will be on hand to help facilitate the conversation. Space is limited. RSVPs only.



Tuesday, May 25th
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

CHAMBER REPORT

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newsletter with
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GMCC MAY COMMITTEE MEETINGS

5/6	Thu	Tri-City Committee - 12:00 p.m. - 54 Hanover Street
5/7	Fri	Government Affairs Committee - 7:30 a.m. - 54 Hanover Street
5/18	Tue	Executive Committee - 7:30 a.m. - 54 Hanover Street
5/21	Fri	Infrastructure Committee - 7:30 a.m. - 54 Hanover Street
5/25	Tue	Board of Directors - 7:30 a.m. - 54 Hanover Street
5/26	Wed	Leadership Steering Committee - 8:00 a.m. - 54 Hanover Street
5/26	Wed	Metro Steering Committee - 3:00 p.m. - 54 Hanover Street
5/27	Thu	Downtown Committee - 2:00 p.m. - 54 Hanover Street
5/27	Thu	Ambassador Committee - 4:00 p.m. - Hilton Garden Inn, Manchester

GMCC MAY EVENTS

5/5	Wed	Member Briefing - 7:45 a.m. - 54 Hanover Street
5/7	Thu	Social Media Workshop - 12:00 p.m. - 54 Hanover Street
5/11	Tue	Spotlight On Business - 12:30 p.m. - BounceU, Bedford
5/11	Tue	Chairman's Club - 4-6 p.m. - Manchester Police Department
5/12	Wed	Green Summit - 7:30 a.m. - Derryfield Country Club
5/13	Thu	Network AM - 7:30 a.m. - Highlander Inn & Conference Center
5/14	Fri	Sojourn Power Hour - 12:30 p.m. - 54 Hanover Street
5/18	Tue	Member-led Workshop - 12:30 p.m. - 54 Hanover Street
5/21	Fri	Alderman Reception - 7:30 a.m. - 54 Hanover Street
5/21	Fri	Social Media Workshop - 12:30 p.m. - 54 Hanover Street
5/24	Mon	Seat @ the Table Reception - 7:30 a.m. - 54 Hanover Street
5/25	Tue	Lunchtime Connections - 12:30 p.m. - 54 Hanover Street
5/27	Thu	Network PM - 5:00 p.m. - Hilton Garden Inn, Manchester



and



WELCOME NEW CHAMBER MEMBERS!

Advanced Benefit Design

Insurance
91 Antrim Road
Hillsboro, NH 03244
Ms. Sonia R. Pearsall
(603) 464-2199
www.AdvancedBenefitDesign.com

Barrett Insurance

Insurance
1330 Hooksett Road
Hooksett, NH 03106
Mr. Matthew Barrett
(603) 668-0686
www.Barrett-Insurance.com

CharmLab LLC

Web Site Development and Design/Hosting
33 S Commercial Street
Manchester, NH 03101
Ms. Shelley Fajans
(603) 930-7757
www.charmlab.com

Coffee Pause

Coffee Services
548 Donald Street, Unit 5
Bedford, NH 03110
Mr. Michael Saseen
(800) 753-5009
www.coffeepause.com

Epiphanies, Inc.

Social Media Consultant
4 Country Club Road
Gilford, NH 03247
Mr. Allen Voived
(603) 524-5248
www.epiphaniesinc.com

Express Employment & Professionals

Employment Services/Outplacement/Recruiting
8025 S. Willow St., #210
Manchester, NH 03103
Mr. John Roller
(603) 606-7177
www.expresspersonnel.com

Five Guys

Restaurant
16 Waterloo Circle
Dover, NH 03820
Mr. Cort Mendez
(603) 836-5657
www.fiveguys.com

Float Left Labs

Web Site Development and Design/Hosting
438 Dubuque Street
Manchester, NH 03102
Ms. Kelley Muir
(603) 722-0478
www.floatleftlabs.org

Grab Your Bag Travel

Travel Agencies/Services
1108 Gorham Pond Road
Dunbarton, NH 03046
Ms. Lynn E. Lee
(603) 774-5966
grabyourbagtravel.com

Jerome Duval & Associates Real Estate

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Manchester, NH 03101
Mr. Jerome Duval
(603) 836-5630
www.jeromeduvalrealestate.com

John K's Painting Co., LLC

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Manchester, NH 03104
Mr. John Kyriazis
(603) 624-8674

Millennium Integrated Marketing

Advertising/PR/Marketing
150 Dow Street, 3rd Floor
Manchester, NH 03101
Ms. Linda Fanaras
(603) 792-2200
www.mill-im.com

Milne Travel American Express

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545 Hooksett Road
Manchester, NH 03104
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(603) 647-1700
www.milnetravel.com

NH - JAG

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Non-Profit Organization
175 Ammon Drive, Suite 208
Manchester, NH 03101
Ms. Priscilla Parisien
(603) 647-2300
www.nh-jag.org

Perfect Fit, LLC

Fitness
66 Hanover Street, Suite 101
Manchester, NH 03101
Mr. Dave Soucy
(603) 641-8297
www.perfectfitonline.com

Rene C. LeClerc Insurance Agency, Inc.

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1100 Hooksett Road, Suite 107
Hooksett, NH 03106-1073
Mr. Rene LeClerc
(603) 668-0009

Rotary Club Nashua West

Non-Profit Organization
2 Somerset Parkway
Nashua, NH 03063
Ms. Kim Reagan
(603) 365-6349
www.rotarywest.org

Shaggin' Salon

Beauty Salon/Nails/Tanning
987 Elm Street
Manchester, NH 03101
Ms. Jennifer Rounds
(603) 518-5428
www.shagginsalon.com

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139 Loudon Road
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373 South Willow Street, #176
Manchester, NH 03103
Mr. Todd Ward
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