

CHAMBER REPORT

BUILD YOUR BRAND | EXPAND YOUR NETWORK | SHAPE YOUR COMMUNITY



March 2010 | Volume Twenty-Two | Issue Three

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.

DICK ANAGNOST HONORED AS 2009 CITIZEN OF THE YEAR CHAMBER MEMBERS "GET CHARGED UP" AT ANNUAL DINNER

The Greater Manchester Chamber of Commerce is pleased to announce Dikaios "Dick" Anagnost as the 2009 Citizen of the Year. Anagnost was honored at the Chamber's annual dinner held at the Radisson Hotel in Manchester on Thursday, February 4th.

This year's theme was "Get Charged Up," focusing on social media and connecting people through networking and technology. The dinner portion of the event focused on social media under the leadership of Annual Dinner Chairman and Southern New Hampshire University President, Dr. Paul LeBlanc. The audience was able to text, tweet and post to Facebook throughout the night, taking part in the conversation. The evening which began with a cocktail reception and dinner, ended with a champagne toast to Anagnost as the 2009 Citizen of the Year.

Anagnost is the President of Manchester-based Anagnost Investments, a company that employs over 1,000 people. He has more than 30 years of experience in real estate and land development. His commitment to community and his willingness to take chances are what have made him so successful. During his career Anagnost has successfully developed more than 2.2 million square feet of commercial real estate space in New Hampshire. For the expansion of his most current project-- Rivers Edge -- he has committed to use 95% of New Hampshire residents to construct these projects keeping \$150 million in the local economy.

On the development front Anagnost has partnered with the city early on in the revitalization of downtown Manchester, spearheading the rehabilitation of key properties on Elm Street such as the Chase Block, Bond Building, Dunlap Building and McQuades Building along with several properties in the Millyard.

As a long-standing community advisor



GMCC 2009 Citizen of the Year Dick Anagnost accompanied on stage by GMCC Annual Dinner Chairman and President of Southern New Hampshire University, Dr. Paul LeBlanc.

and development pioneer, Anagnost has made a point to offer ingenuity as well as diversity in the many projects he oversees. Whether it is for affordable housing and job creation as exemplified in the proposed Job Corps project, or property investment and technological ingenuity as noted by his development of "The Elliot at Rivers Edge."

When it comes to his community involvement, charitable giving and support of non-profits, very few would know the magnitude of Anagnost's service and his generosity. He is heavily involved in his faith as a Board Member at the St. George Greek Orthodox Cathedral, and as the father of three young boys, he finds time to serve as coach for his sons' sports teams, he works tirelessly for his family and his community.

Anagnost has a deep rooted commitment to community through his involvement

in Veterans Count, The Boys and Girls Club, Families in Transition, and the WZID Christmas for Kids Radiothon, he was also instrumental in moving the concept of a World War II monument to reality in Veterans Park, and can often be found volunteering at the lamb barbeque pit at the Glendi festival.

"Every year the business community comes together to acknowledge and appreciate one person whose contributions and dedication have had a profound impact on the community and on the lives of those around them. Dick's positive contributions to the betterment and vitality of the Manchester community are awe-inspiring," says Robin Comstock, President & CEO of the Greater Manchester Chamber of Commerce.

The Citizen of the Year award dates back to 1954 and recognizes an individual with outstanding leadership and citizenship in the community. This person must demonstrate exemplary vision, civic pride and commitment to the betterment of society.

The 2010 Annual Citizen of the Year Dinner was presented by Centrix Bank. Major sponsors included: Bank of America, Autofair, Citizens Bank, Public Service of New Hampshire, Ocean Bank, a Division of Peoples United Bank, Southern New Hampshire University, Northeast Delta Dental, Lavallee Brensinger Architects, Nixon Peabody LLP, Howe Riley and Howe CPAs, Dartmouth-Hitchcock Manchester, wedü and Printers Square. Corporate sponsors included: Baker Newman Noyes, Catholic Medical Center, Devine Millimet & Branch, FairPoint Communications, Fidelity Investments, Gilbane Construction, Harvey Construction, Harvard Pilgrim Health Care, Manchester-Boston Regional Airport, MVP Healthcare, Roedel Companies, Sheehan Phinney Bass + Green, SilverTech Inc., St. Mary's Bank, TD Bank, Wiggin & Nourie, and Wiggins Airways.



From L-R: Chris Chrisafides, Bill Timbas, Dick Anagnost, Steve Talarico, Steve Schubert.



Chamber members gather during the dessert reception sponsored by Ocean Bank and Public Service of New Hampshire.



Annual Dinner Presenting Sponsor Centrix Bank.



GMCC President & CEO Robin Comstock presents 2009 Citizen of the Year Dick Anagnost with airline tickets donated by Southwest Airlines.

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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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

Manchester's On the Move...

Communities that surround Manchester make up 40% of the Chamber of Commerce membership; and they have a fond saying of "where goes the Queen City ~ goes the region". All of us inside and out believe the same. Manchester's signature economic development projects have a profound impact on the Queen City itself, and every community in the region. Projects like the airport, arena, and stadium are tested and proven economic and cultural engines for all of the Granite State's citizens. Manchester isn't stopping to rest on its laurels of accomplishments; true to its hardworking ethics, Manchester is on the move, and has turned its attention to the University of New Hampshire – Manchester.

With Dr. Kristin Woolever at the helm of the UNH Manchester campus, we are moving into the early phases of an economic development project of enormous positive implications on many levels. This endeavor is planned as an expansion of the current urban center-based campus to provide more jobs, attract more business, create more entrepreneurs, and shape the next generation of our community anchors in applied science technology and business studies. In fact, over 30 area CEOs have already given their input and have asked the University to provide curriculum in each of the areas the school will now turn its attention towards.

UNH Manchester leaders are planning on doubling the enrollment to 3,000 students. The focus will be primarily on both undergraduate and master's level programs and would house state of the art laboratories, classrooms, and faculty offices.

This is a \$30 million dollar project that will certainly have an ROI to Manchester and the surrounding areas of many multiples of the cost. The project during construction and after completion will certainly create jobs and stimulate business while enhancing the cultural fabric of community.

Here's a more detailed look at the University of New Hampshire at Manchester's White Paper:

UNH Manchester's location in the business and technology corridor of the state is a unique opportunity. Our vision is for enhanced community development and economic growth in the city of Manchester and the Merrimack Valley with a Center for Applied Science, Technology and Economic

Development in downtown Manchester. No other college or university in the area is equipped to deliver the kinds of high quality science, technology, and business programs the flagship university of the state can provide. Further, a resource/outreach center focusing on science, technology, and business creates an urban laboratory where students, faculty and business/industry can collaborate on real projects of immediate and future benefits to the state's economy.

Our Partners

UNH Manchester is an educational leader supporting workforce development and students' academic goals. As a partner to business and industry, we have an investment in the region's economic vitality. By expanding programming and physical space, UNH Manchester will be better able to respond to educational and economic opportunities and increase our support for innovation and student access to programs designed and delivered for the future.

Our Mission

The new Center will allow UNH Manchester to offer flexible science and technology programs-undergraduate, graduate, certificate, and continuing education – in an urban campus for the competitive professional workforce and the workforce in transition migrating to Manchester, the Merrimack Valley, and New Hampshire.

Educating the workforce

Competitive companies will face continuous pressure to educate their workforce. To succeed, they need access to flexible, centrally located educational programs focused on science, technology, and business. Beyond skill training, UNH Manchester students find an education that emphasizes an understanding of principles and relationships that prepare them to work with the tools and technologies of today, anticipate the trends of tomorrow, and operate at the leading edge of innovation in the future.

Training new graduates and retraining current employees

Business growth depends on an educated workforce able to adapt to changing times and technologies. UNH Manchester will collaborate with business and industry to offer certificates and graduate degrees that allow employees to upgrade their knowledge and skills as necessary. At the same time, the university will provide a pipeline that sends interns and new graduates into the workforce.

Supporting workforce recruitment and retention

The synergy of higher education in partnership with a vibrant community of business and industry is a powerful magnet for recruiting new workers. Students attracted to UNH Manchester because of the opportunities to learn the ropes via internships, and co-op experiences are more likely to stay in the area and grow their careers in the companies that have helped sponsor their education.

Why new facilities?

UNH Manchester is already space constrained for its evening programs and facilities. Expansion is essential to effectively supporting the academic needs of students, business, and industry. The Center for Applied Science, Technology, and Economic Development will allow the university to provide new and expanded undergraduate and graduate programs in Computer Engineering Technology, Medical Laboratory Science, Chemistry, Biotechnology, Environmental Science, Urban Studies...among many others.

UNH Manchester is currently known for its excellence in teaching and scholarship, the highest quality of service to students, and a strong liberal arts foundation. The addition of the Center for Science, Technology, and Economic Development, UNH Manchester enhances the university as a destination for students to earn associate, baccalaureate, and master's degrees and as a magnet for competitive professional workforce development.

I invite you as a member of the greater Manchester business community to please join me at the upcoming "UNH Manchester and Manchester's Economic Outlook" on March 5, 2010 at 7:30 AM. To reserve your place call Katie Umans at (603) 862-4506 or email katie.umans@unh.edu.

Robin Comstock
President and CEO
GMCC



STATE OF THE STATE/STATE OF THE CITY

Governor John Lynch



Please join us for this Chamber breakfast forum

Thursday, April 1st
7:30-9:00 a.m.

New Hampshire Institute for Politics
Saint Anselm College
100 Saint Anselm Drive, Manchester

\$25 Chamber Members
\$30 Not-yet members

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

Sponsored by:



Mayor Ted Gatsas



AMBASSADOR SPOTLIGHT VALERIE FILLIO, JOBSINNH.COM

This month we introduce you to Chamber Ambassador Valerie Fillio of JobsInNH.com.

Fillio joined the Ambassador Committee in November of 2009. She has been a Training Consultant for JobsInNH.com for six years. JobsInNH.com is the largest job board in NH. Fillio works with businesses throughout NH as well as working with job seekers at schools and colleges.

Besides volunteering her time as an Ambassador, she also serves on the Marketing Committee for the Granite State Human Resource State Conference.

"I have enjoyed the varied programs and events the Chamber has to offer," says Fillio. "There is something to accommodate everyone's schedule and



Valerie Fillio, JobsInNH.com

interests. The Chamber is a great way to meet new people and strengthen relationships," says Fillio.

BREAKFAST FORUM "THE LLC TAX"

An important issue to many small businesses throughout New Hampshire was brought to the forefront on February 17th at the Chamber's Breakfast Forum on the LLC Tax. The forum, which was sponsored by Anagnost Investments, created an environment for a public discussion on the issue and was developed to inform members and to connect them with experts on this important issue.

In the months since the passage of the budget, the Chamber's concern over the LLC tax has grown considerably as the full scope of the tax's impact became clearer and the Department of Revenue began the rulemaking process needed to implement the tax. As you may have seen, we were disappointed this rulemaking process failed to give businesses in Southern New Hampshire a chance to have their voices heard and bused members to the Plymouth Rulemaking hearing.

In January, the GMCC Board of Directors voted to support a repeal of the LLC tax. In addition to concerns about what this tax would mean for many of the Chamber's small business members, the Chamber believes the manner in which the LLC tax was added to the budget did not give small business owners and tax experts an adequate opportunity to participate in the legislative process on this issue. If the legislature truly wishes to pursue this policy fairly, a repeal followed by the issue through the normal legislative process would be the most equitable solution for all.



From L-R: Senator Lou D'Allesandro, Representative David Hess, Attorney John Cronin, Cronin & Bisson P.C., Maurice Gilbert, Director of Taxation, Devine Millimet.

Panelists at the February 17th Forum discussed several legislative proposals pending that may have a significant impact on this issue. They addressed a number of major pieces of legislation intended to deal with the LLC tax issue. The Chamber is certainly hopeful that one of these proposals will alleviate the concerns of the business community surrounding this issue.



MEMBER UPDATES

Local printer cartridge refiller opens new location in Nashua, NH

InkSpot, a cartridge refilling business, has opened a new location in Nashua, NH. InkSpot customers can now have their ink cartridges refilled at InkSpot @ Ace Printing in Nashua, NH. InkSpot refills printer, fax and copier cartridges for consumers and businesses. They also carry a full line of compatible ink and toner cartridges that can save customers on average 25%. Ace Printing has been providing printing and copying services to consumers and local businesses since 1986. "Nashua's Oldest Quick Printer"

Deb Titus Named Outstanding Woman in Business by NH Business Review

Deb Titus, Managing Director of Dale Carnegie - NH, was honored as one of the NH Business Review's Outstanding Women in Business at a ceremony at the Bedford Village Inn. She was one of six business women, chosen from more than 120 nominations, who were honored for their significant contributions to New Hampshire's business community.

Titus is an accomplished consultant with a focus on human capital development, effective engagement and strategies for growth.

Continued on page 4...

Network AM

DOING BUSINESS OVER BREAKFAST.

Come and enjoy a "Suite Start" to your day at the Homewood Suites by Hilton Manchester. You could win an overnight stay in our Manchester hotel, an overnight stay at the beautiful Homewood Suites by Hilton Portsmouth, a \$50 Visa gift card and much more! View our spacious suites with fully equipped kitchens and experience our amenities and services that will make us your home away from home.



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

Thursday, March 11th
Homewood Suites By Hilton
1000 Perimeter Road
Manchester
7:30-9:00 a.m.

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

NETWORK PM

TOMORROW'S WORK STARTS TONIGHT.

Please join us as we celebrate our Spring Break-themed party complete with great prizes, refreshments and drinks! Many of you will see our new Dining Center for the first time! With the help of Sodexo, our food provider, SNHU has created a first-class dining experience and studying environment for our students. In addition, the Center's second-floor Banquet Hall provides the amenities to hold a wide-range of functions from smaller, more intimate gatherings to events for 500 people.



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

Thursday, March 25th
Southern New Hampshire University
Student Dining Center
2500 North River Road
Manchester, NH
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.



Wednesday, April 7th
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



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 & Associates will be on hand to help facilitate the conversation. Space is limited.



Tuesday, March 23, 2010
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-LED WORKSHOP

"Know. Market. Sell."

In a down economy, it's tempting to "wait it out," but have you considered the cost of doing nothing? New tools in ACT! by Sage 2010 help you work faster and focus on the most promising customers, saving you both time and money spent sifting through leads.



Lunch provided by



Tuesday, March 16, 2010
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.

SPOTLIGHT ON BUSINESS

Join us for Spotlight on Business at the Animal Rescue League of New Hampshire. ARLNH is a non-profit organization, incorporated in 1904, with the mission to protect, rescue & adopt animals to the public. Lunch provided by T-Bones.



Tuesday, March 9, 2010
Animal Rescue League of NH
5445 Route 101, Bedford
12:30-1:30 p.m.
Call 603.792.4122 to register or visit
www.manchester-chamber.org

CHAMBER REPORT

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HELP US REACH YOU IN A TIMELY MANNER...
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GMCC MARCH COMMITTEE MEETINGS

3/5	Fri	Government Affairs Committee - 7:30 a.m. - 54 Hanover Street
3/10	Wed	Green Steering Committee - 8:00 a.m. - 54 Hanover Street
3/16	Tue	Executive Committee - 7:30 a.m. - 54 Hanover Street
3/19	Fri	Infrastructure Committee - 7:30 a.m. - 54 Hanover Street
3/23	Tue	Board of Directors - 7:30 a.m. - 54 Hanover Street
3/24	Wed	Leadership Steering Committee - 8:00 a.m. - 54 Hanover Street
3/24	Wed	Metro Steering Committee - 3:00 p.m. - 54 Hanover Street
3/25	Thu	Downtown Committee - 8:00 a.m. - 54 Hanover Street
3/25	Thu	Ambassador Committee - 4:00 p.m. - Homewood Suites By Hilton

GMCC MARCH EVENTS

3/3	Wed	Member Briefing - 7:45 a.m. - 54 Hanover Street
3/9	Tue	Spotlight On Business - 12:30 p.m. - Animal Rescue League, Bedford
3/11	Thu	Network AM - 7:30 a.m. - Homewood Suites By Hilton, Manchester
3/16	Tue	Member-led Workshop - 12:30 p.m. - 54 Hanover Street
3/23	Tue	Lunchtime Connections - 12:30 p.m. - 54 Hanover Street
3/25	Thu	Network PM - 5:30 p.m. - Southern NH University, Manchester
4/1	Thu	Breakfast Forum "State of the State/City" - 7:30 a.m. - St. Anselm College
4/7	Wed	Member Briefing - 7:45 a.m. - 54 Hanover Street

THANK YOU TO RENEWING MEMBERS!

American Red Cross
Baker, Newman & Noyes, LLC
Bellwether Community Credit Union
Berry, Dunn, McNeil & Parker
Centrix Bank
City Year New Hampshire
Franco-American Centre
George's Apparel, Inc.
Home Health & Hospice Care
Howe, Riley & Howe, CPAs
JACKMAN Commercial Realty, Inc.
Lavallee Brensinger Architects
McLane, Graf, Raulerson & Middleton
Michael Thomas Salon
Not So Plain Jane's Salon & Spa
Public Service of New Hampshire
SEA Consultants Inc.
SilverTech, Inc.
United Healthcare

MEMBER UPDATES CONTINUED

Also honored were: Mary DeVeau, of the Concord Regional Visiting Nurses Association; Laurie Ferguson, of New Hampshire Made; Melanie Gosselin, of the New Hampshire Food Bank; Leslie Sturgeon, of Women Inspiring Women; and, Kathryn Underwood, of Ledyard National Bank.

DARTMOUTH-HITCHCOCK MANCHESTER WELCOMES THREE NEW DOCTORS

Dartmouth-Hitchcock Manchester welcomes fellowship trained breast surgeon Roshani R. Patel, MD. Dr. Patel is board-certified in general surgery. Her clinical interests include breast cancer demographics, angiogenesis research, hormonal factors for breast cancer development, and translational research.

Dartmouth-Hitchcock Manchester is also pleased to announce the arrival of Trinh B. Meyer, MD to the Gastroenterology Department. Dr. Meyer is board-certified in both gastroenterology and internal medicine. Her clinical interests include general gastroenterology and viral hepatitis.

Additionally, Dartmouth-Hitchcock Manchester announces the addition of Dr. Robert Aranson to the Pulmonary Medicine Department. He will work alongside William Goodman, MD and Gloria L. Drouin, APRN providing outpatient services, treating diseases of the chest, lungs, and respiratory tract. In addition to being board-certified in pulmonary diseases, Dr. Aranson is also board-certified in internal medicine and critical care medicine.

Please submit press releases to
marketing-pr@manchester-chamber.org.
Updates will be printed on a first come first
served and space available basis.



and



WELCOME NEW CHAMBER MEMBERS!

A Caribbean Affair Restaurant

915 Elm Street
Manchester, NH 03101
Ms. Jackie Hunter
(603) 792-9770
www.acaribbeanaffair.com

American Resource Staffing Network Staffing/Recruiting

165 South River Road, Unit C
Bedford, NH 03110
Mr. Robert Clifford
(603) 606-5886
www.arsnjobs.com

Bedford High School - School to Career Program

Education
Non-Profit Organization
47B Nashua Road
Bedford, NH 03110
Ms. Nicole Mattola
(603) 310-9001 Ext:3423
www.bedfordhighschool.org

Elizabeth's on Elm, LLC

Jewelers/Jewelry Manufacturing
889 Elm Street
Manchester, NH 03101
Ms. Elizabeth Poirier
(603) 626-0688

EPE Corporation

Manufacturers
645 Harvey Road
Manchester, NH 03103
Mr. Jim Bell, Jr.
(603) 669-9181
www.epecorp.com

JJR Productions

Entertainment
P.O. Box 10
New Boston, NH 03070
Mr. James Roach
(603) 487-3000
www.jjrproductions.net

Karma Yoga Center

Yoga Instruction
(Across from Palace Theatre)
83 Hanover Street, 3rd Floor
Manchester, NH 03101
Ms. Kathryn A. Cooley
(603) 714-4142
www.karmayoganh.com

Kitchen and Bath Home Design Center

Kitchen and Bath Dealers
545 Hooksett Road
Manchester, NH 03106
Mr. Bill Norton
(603) 898-5000 Ext:262

Manchester Choral Society

Attraction
Non-Profit Organization
88 Hanover Street
Manchester, NH 03101
Ms. Sasha Kuftinec
(603) 472-6627
www.mcsnh.org

Mutual of Omaha

Insurance
4 Bedford Farms Drive
Bedford, NH 03110
Mr. Mark Bourgeois
(603) 627-7808
www.mutualofomaha.com

Natural Surroundings LLC

Interior Plant Design and Maintenance
Services
PMB 126
497 Hooksett Road
Manchester, NH 03104
Mr. Marc Frappier
(603) 587-0722
www.naturalsurrounding.com

NH Vocational Rehabilitation

Non-Profit Organization
Rehabilitation
195 McGregor St.
Suite 120
Manchester, NH 03102-3749
Ms. Jean Hillier
(603) 669-8733
www.ed.state.nh.us

North Point Mortgage

Mortgages
25 Constitution Drive, # 101
Bedford, NH 03110
Ms. Karen Lagasse
(603) 714-0470
www.trynorthpoint.com

Parsons Brinckerhoff Engineering

Engineer / Consultant
650 Elm Street
Manchester, NH 03101
Ms. Jennifer Mercer
(603) 647-2012
www.pbworld.com

Stirling Coach Transportation

Limousine
48 Langholm Drive
Nashua, NH 03062
Mr. Michael Jacobsen
(603) 369-9645
www.stirlingcoach.com



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