



*Lake Havasu Area
Chamber of Commerce*

*Business Edge
June 2019*



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Stories/Photos courtesy of Stan Usinowicz Communications

Annual Celebration of Business is Exciting and Personal Favorite

Our Chamber has so many fun activities and events throughout the year, but my personal favorite is coming up this month.

The Annual Celebration of Business is exciting in so many ways. Of course, hearing the names being called out for Business of the Year, Citizen of the Year, etc. is so much fun and I love that the winners are kept secret until the night of the event.

It's also very special that the award recipients are nominated and selected by their peers.

The theme of the evening is always interesting and most of the people attending really get into it!

This year did not disappoint in the theme of "Gearhead Sophistication" and really fits our incoming Chair, Mr. Dave McAtlin who I know is going to be a great leader!

I appreciate the opportunity that I had of serving as your board chair this year. It is something that I will be proud of for years to come. I have met some amazing people and learned a lot. I have so much respect for our hardworking chamber staff-Lisa, Kathy, Niki, Amanda and Michelle.



Terry Delia
Chairman of the Board



Chamber of Commerce Core Membership Commitments

- **Creating a Strong Local Economy**
- **Representing the Interest of Business with Government**
- **Political Action**
- **Promoting the Community**
- **Networking and Building Business Relationships**

A tribute to a great non-profit leader

This is the last month of service as Chairman of the Board for Terry Delia. Terry has done a wonderful job and I am grateful to have had the opportunity to work with her in this capacity. While I get to know our board members pretty well throughout their terms, I usually form a pretty strong bond with the chairman of the board over the year we work together on all things chamber.

Terry if you weren't aware, has been the CEO of New Horizons (a center for people with disabilities) for something like 30 years. New Horizons has been working in the Lake Havasu area for 40 years and was founded in part by one of our first Chamber Presidents Les Galst, back in the day, so the connection between our organizations is one of time and trust.

Terry joined our board six years ago. Prior to that time, I had been in a series of meetings with a group of local non-profit leaders (mainly 501c3 charitable organizations – the chamber is a c6) who had a concern their industry was not represented in the chamber's leadership. And they were right, in my tenure we had never recruited a non-profit leader to our board. Long story short, we amended our thought process and included this industry under the category of "professionals" and then Terry was elected to the board the following year.



Lisa Krueger, IOM, ACE
President & CEO



Terry Delia

The real reason this is important – the “non-profit” category includes about 60 local organizations – and that makes it one of our largest industry members. I personally am grateful that the non-profits brought this to our attention years ago. We all know the fabulous work these organizations do in our community on behalf of others, truly putting people before profit.

At the beginning of our 18-19 fiscal year, Terry and the Chamber's biggest goal was to increase our membership base and that has happened. To date, we have joined 121 new members in the past 12 months. It's an amazing feat and one she and I are both very proud of.

Terry will stay on board with us for the next 12 months but then her term will be completed. We have learned from her calm and patient leadership and are so grateful for her desire to support and serve the Chamber of Commerce.

Mission Statement

The mission of the Lake Havasu Area Chamber of Commerce is to enhance and promote the business environment and the economic well-being of our communities.

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Take a peek behind the curtain to take advantage of your membership

We've been conducting frequent Behind the Curtain sessions to explain our program offering insight to all the Chamber tools and how members can use them – through access to our website.

"These sessions are complimentary to existing members as well as new members," says Niki Nickle, Membership Investment Manager, "where we look a little bit deeper into all the benefits of being a member and how to use the website and be part of it."

Chamber members can access the job portal online; place information on the Chamber calendar; make changes to their listing, including leadership or contact information; and more.

"Now you can better use it for better business opportunities," she says.

"When looking at the calendar, we'll go into all the networking opportunities and what they mean. And these sessions always end up in brainstorming between members and staff – how we can better serve our members in the future," said Niki.

And sometimes there's the question: "What the heck do we actually do?" Or, "Who is the Chamber?" For those that cannot physically attend a session, Niki is preparing short video tutorials.

The online tutorial will not replace the monthly one-hour sessions at the Chamber office.

Questions? "I'm always happy to talk with our members," said Niki.



Up with Women finale – a power-packed event

We're counting down the days until The Summit, the wrap-up of our Up With Women series that convenes Friday, June 21 at the London Bridge Resort Convention Center, 1 p.m. to 5 p.m.

The final day to register is Monday, June 17 – there will be no registration opportunity at the door – and interested persons – men and women – may register online at www.havasuchamber.com.

The Summit features The Dr. Kim Experience; Dress for Havasu Success Fashion Show; Grow With Google, a Google Representative Workshop; a Chinese Auction; networking opportunities; and appetizers, hot and cold.

Admission is \$50 per person or \$270 for a table of six, a \$5 per person discount. Businesses are encouraged to send staff representatives and team members to the event. Registration is online at www.havasuchamber.com, and more information is available at 928.855.4115.

"We just had a talk with Dr. Kim, our keynote speaker," Niki Nickle said recently. "She'll be talking on all kinds of workplace challenges and how to overcome them. She had us excited in one 10-minute phone call."

"Dr. Kim" -- Kimberly Ventus-Darks, PhD, -- is President of her own consulting business, The Dr. Kim Experience, LLC, and is known for her confidence, power and passion.

She's associated with the National Association for Training and Development; Toastmasters International, among many other organizations; has been named to Who's Who Among Business Leaders; and was selected by the Governing Body of Editors as Woman of the Year. She's radio and TV personality with degrees in Social Work, Health Care Administration, Business Administration and a PhD in Interpersonal Communication and Administration.

Meet Marie Elena Duron, a Google-supported trainer with the Grow With Google Partner program – our Chamber is a partner.

Duron assists businesses to harness their personal brand, content and referral marketing – clients have included hotels, restaurants, inventors, authors and web site creators.

She will conduct a workshop on using data to drive growth.

Niki credits the high sponsor interest in this event in facilitating it and keeping costs down. Sponsors include Havasu Pest Control, Whettrods, Michael Alan, Horizon Community Bank and Havasu Regional Medical Center.

Oh, and the Chinese Auction at the program's finale? A glass bowl is placed in front of each donated item. Players drop their tickets in a bowl for items they hope to win – they can assess their odds based on the number of tickets played for each prize and improve those odds on a less popular item – "Or put your eggs in one basket," said Niki.

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Mark your calendar for the August Evening Mixer appreciating local educators

Even as the Lake Havasu Area Chamber of Commerce winds up its business year June 30, it's already planning for the annual Chamber Mixer Recognizing Lake Havasu City Educators on Aug. 15.



This will be the customary Thursday evening mixer with Chamber members as well as educators from all Lake Havasu City schools. "This is a fine opportunity for making connections,"

says Kathy Tippett, Chamber Director of Administration. "A Chamber goal is to provide workforce development through its partnership with business and education."

Planning for the event continues with sponsor levels and marketing opportunities available soon.

June PM Exchange at Hampton Inn provides another connection opportunity

Connect with fellow Chamber investors at the PM Exchange on Wednesday, June 12 from 5 - 6:00 p.m. hosted by Hampton Inn at 245 London Bridge Road.

The Chamber's PM Exchange is a function that is a structured event with attendee introductions and commercials beginning at 5:15. Snacks and beverages will be available.

The cost to attend is \$3 for Chamber members with an advance RSVP by 1 p.m., Tuesday, June 11 and \$5 per member at the door. General admission is \$7.

For information about hosting an Exchange, [click here](#), or to view the upcoming exchange schedule [click here](#). #pmexchange #havasupmexchange



Chamber Foundation Begins New Fiscal Year in July

It has been my privilege to serve as the Chairman of the Board for the Lake Havasu Chamber Foundation for Education and Leadership this past year. It has been an incredible year watching our programs grow, while spreading our mission with more and more members and organizations in the community.

Leadership Lake Havasu celebrated their graduation at Mudshark Public House on the evening of May 9th. The Co-Chairs did an excellent job organizing the event, and tied it with the theme of “Changing of the Tide” to the changes in our community and local government. Mayor Cal Sheehy, a Leadership Grad himself, provided a fascinating Keynote on that subject of change. The class, guests, speakers and co-chairs had a lovely evening full of laughs, gourmet pizza, cupcakes and fellowship. We are now accepting applications for the 2019-2020 Leadership Lake Havasu Class. This is the 20th Anniversary of the Leadership Program as we know it!

Our Board will be doing a retreat at Havasu Springs Resort, in early July to align on our mission, message, and to brainstorm ideas for a sustainable revenue stream to support our programs – in particular, the Career Explorations Intern Program. Colleen McShea will be serving as next year’s Chairperson and Nichole Burnett is taking the reigns as Vice Chair. Also, joining the Board this year will be Stephanie Martin and Maria LaFrano; we are so pleased to welcome them along with Becky Goldberg, who will be second in command to our new Education Committee Chair. We want to express sincere thanks to Sarah Messmer and Melissa Underwood, who will be stepping down after serving three years on the CFEL Board. We will miss you both and we wish you the best. As for me, I will be taking over the Education Committee next year, relieving Nancy Darrow of her incredible service to the Education Committee. Hers will be big shoes to fill, however, it is an undertaking that will mean a great deal to me, and to what I am most passionate about, which is helping develop and educate leaders. It has been an honor to serve as the Chairman of CFEL this year, and I truly appreciate the opportunities it has given me and the friends I have made along the way. In with the new...



Allison Paoli
CFEL Chairman of the Board



2019 Leadership Grads



Wednesday, June 19
11:30 - 1:00 p.m.

Facilitator: Nancy Darrow
Topic: “Performance Management – the dreaded employee conversations you’d rather avoid”

The Mission of the Lake Havasu Chamber Foundation for Education & Leadership is to support scholarships/educational programs and workforce/leadership development to increase employment, payroll, business volume and overall quality of life within Lake Havasu City, Arizona.

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Refresh your connections at the June AM Exchange

Meet some new businesses and refresh your connections at Lake View Terrace Memory Care, 320 N. Lake Havasu Ave., at the June AM Exchange on Friday, June 14 from 7 to 8 a.m.

Breakfast and coffee will be available along with the opportunity to strengthen your business network during this structured function. We hope to see you there bright and early!

The cost to participate is \$2 for Chamber members with an advance RSVP by 1 p.m., Thursday, June 13 and \$3 per member at the door. General admission is \$5.

For information about hosting a morning mixer, [click here](#), or to view the upcoming exchange schedule [click here](#). #amexchange #havasuamexchange



The Views at Lake Havasu debuts its new location at the Chamber's June Mixer

The Views at Lake Havasu opens its new property to Chamber members for the June Business After-Hours on Thursday, June 20 at 2110 Swanson Ave., from 5 - 7 p.m.

Tour this new living facility while leveraging your marketing prospects with your brochures and flyers while making connections.

Admission is \$5 for Chamber members and \$10 general admission.

Hors d'oeuvres and beverages will be served at this event.

For information about hosting an evening mixer, [click here](#). To view the upcoming mixer schedule, [click here](#). #HavasuMixer #Afterhoursmixer

Parking? Watch for details the week of the mixer.



Featured Ambassador:

Audrey is an active Ambassador and community member

Audrey Hoyt isn't chained to her desk.

With 11 years as general manager of the 117-room Quality Inn & Suites on South Lake Havasu Avenue, she has stepped outside the office environment to contribute to the community, serving on boards that emphasize business and tourism growth.

And she likes it.

"I've just completed two years of a three-year term on the Chamber Board of Directors," she told us recently. "I love sitting on the board. It's interesting to see how much the Chamber does for our community. The Chamber and the Convention and Visitors Bureau – it we didn't have them, I can't imagine where we would be."

She's dropped a couple of boards that she's served on, she says, but she's still Secretary of the Hospitality Association – the Quality Inn was a founding member – and, of course, she is on the Chamber's Ambassador Committee.

With the Ambassador Committee, she participates in ribbon cuttings, social hours, mixers and special events when she's available. "It's very beneficial to you and your business for anybody who would be interested in serving on the committee. You get to meet people and make new friends, and it benefits you in networking for your own business."

The local hotel has seen changes in the last couple of years. There's been a recent decline which Audrey attributes to the skittish dollar and the increase in gasoline prices. On the positive side, there's this trend: "Extended stays are huge now – not just visitors but people here on business. It's in the mid'30s year round now, not just winter time."

During the winter, the Quality Inn is a magnet for international visitors, and the annual Balloonfest each January fills up rooms.

The number of fulltime employees has climbed to 49.

The latest upgrade in amenities in the hotel is the expansion of Off Track Betting put on by Turf Paradise – they've been approved for sports betting as well as horse racing.

The restaurant is open from 5 to 9 p.m. Tuesday through Thursday, and 5 to 10 p.m. on Friday and Saturday. The Lounge opens at 11 am. daily, with Happy Hour from 2 to 5 p.m.

For a number of years, Audrey's family from Maine – she's originally as "Mainer" – made plans to move to Lake Havasu City. That's now in place – her sister Allison and husband Bill and their daughter, Arianna, are here.

This month, Audrey is looking forward to visiting her son, Brandon Floersh, stationed at Dyess Air Force Base, Texas. He entered the military in 2004 and rose through the enlisted ranks, earning his Masters Degree in accounting. He's been overseas – Qatar, Kurdistan, Guam and Korea, and he's hoping to attend Officers Candidate School.

Audrey moved to Lake Havasu City in 2004 and worked for the then-Ramada Inn – now the Quality Inn – doing evening part-time work on the front desk and moving up through the ranks to general manager in 2008.



Audrey Hoyt



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Jack's Auto Parts boasts more than 400 years staff experience

Dan Esse attributes the success of his vehicle parts store not only to his work ethic – “I’ve never been afraid to work” – and his employees at Jack’s Auto Parts - “We have 23 employees the knowledge, with over 400 years of experience here. Our prices are very low and the quantity of inventory that we carry is very good.”

Since he acquired the business 22 years ago, Dan has merged two stores locally into the current one on Palo Verde Boulevard South; added auto parts stores in Bullhead City, Kingman, Page and Williams; and two years ago, purchased and renamed the 36-hole golf club on South Acoma Boulevard with two partners, Jeff Gilbert and Craig Adams.

Combined, the businesses and the golf course employ 131 people.

Contrast today’s successes with the early days of business ownership – “I worked a lot of hours to make ends meet. Many times I didn’t cash my paycheck for a month. I lived frugally all those years, and being a conservative person is what got me to this period of my life.”

That and his approach to customer service: “There is no such thing as a problem with us.” The employees are knowledgeable, Dan says, and experienced:

- Lynne Rickoff, for example, has been in the business for 40 years, was once an owner and has lived here for 46 years.
- Manager Larry Pancake has 44 years experience in Lake Havasu City.

“They care. It’s a big family and it’s not a big corporation – we try to run it as a family,” said Dan. “We built a team family here and we’ve had a lot of good people. Through the years we’ve had some people leave because they were moving out of town, not because of anything else.”

Challenges in the auto parts industry have mushroomed over the years. Where once a parts store might have 15,000 SKUs – those are part numbers – there are now 900,000 SKUs – “Think about knowing all those part numbers in today’s world with all the vehicle makes and models,” he says.

The auto parts business has been a Chamber member since 1997 and Dan calls it “a great thing for this community” – bringing business people together to brainstorm and to interact.

Dan acknowledges that he loves golf, but deflects questions about his handicap, saying simply, “I used to be very good.”

What happened?

“Work got in the way of it.”

“We built a team family here”



Now there's the newly-owned Lake Havasu Golf Course, where he has been a member for 22 years. "It took a lot of time and effort – two and half years – but we finally got it. We spent a lot of money – June 27th marks our second year – and we've doubled the money that I projected for the first three years.

I'm not a money guy – I like to live comfortably, but this is about being successful."

Signs of success at the golf course? Crowded parking lots; a junior golf program that has grown from 31 to 118 members; rehabilitated landscaping; better pricing in the clubhouse restaurant; and more.

For Dan and his partners, "This is not about a money transaction for us – it's about doing something for the city. For me being a golfer all my life, it's a fun job."

Dan is married to Shari and the couple has a daughter, Siera, a senior this year at Lake Havasu High School. Dan's son, Chad, lives in California.

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Welcome to This Month's New Members

A+ Transmission & Drivetrain
Absolute Nutrition AZ
Allstate Insurance - Trini Tapia
Arizona Recovery Center
Calming Waters Counseling PLLC
Farmers Insurance - Cassie Sotelo Agency
Foundation Home Health LLC
Heather's Water and Ice, Candy and Gifts
idreama Care Management LLC
KelliWallin.com
Mobility Scooters of Havasu
Mohave Mental Health Clinic
Old Republic Home Protection Organization
Red Baron Wings & Pizza
The Hideout Coffee Fudge & SO Much More

Welcome to This Month's Returning Members

Havasu Entertainment DJ
Special Olympics Lake Havasu City

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HERE!**

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This Month's Members Who've Reinvested for Success

A Team Real Estate Professionals - Coldwell Banker
Alpha Properties & Havasu Suites
Arizona Desert Dermatology & Surgery PC
Arizona Watersports Inc
BBVA Compass
Canyon Distributing Co
Coldwell Banker Residential Brokerage - Armando Contla
Del Taco - DTRA Investments
Desert Land Group
Hampton Inn Havasu
Havasu Area Public Art
Havasu Art Center LLC
Havasu Realty-Janice Gould
Havasu Regional Medical Center
Human Bean
Human Bean
Human Bean
J D'Uva Service Plumbing Inc
Jacklyn's Salon Specialists
Jimmy John's Gourmet Sandwiches
Liska's Apothecary Shop
London Bridge Resort
Marathon Staffing
McAtlin Electrical Corp
Mohave Community College
Mohave Security LHC
Movies-Havasu
Paradise Sales & Property Management
Paradise Wild Wave Rentals
Pitzer's One Hour Air Conditioning and Heating/Benjamin Franklin Plumbing
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