



*Lake Havasu Area
Chamber of Commerce*

*Business Edge
March 2019*



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Five Reasons Why Great Companies Have Happy Workers

There are a few thoughts that I came across from the SmartDraw blog....

1. *Practice Open Communication and Trust*

Everyone has ideas. But the most successful firms understand that it's in their best interest to listen to what employees are saying. This goes for everyone in the organization, from front-line workers to C-level executives. In order for open communication to occur, every person must feel comfortable coming forward with a solution or idea. This open-door policy builds trust.

Successful companies foster a "trust triangle" based on three elements: relationships, decisions, and execution. All three are essential. If one is missing, trust won't come easily, or at all.

2. *Create a Career Path*

People strive for a better future, and a career is a big part of it. If you create an environment where each employee can envision their professional future with your company, those individuals will be encouraged to stay. Advanced education opportunities, internal training and mentorship, combined with a documented plan will assist in creating a career path for employees.

3. *Offer Benefits that are Above and Beyond What's Expected*

Perks - a potential employee is always going to want to know what you got! Unique benefits that cater to your employees will go further in hiring those A-players! Flexible work options, education allowances, bonus structures, expense allowances such as transit passes, and other perks will create HR buzz. Be creative with it!

4. *Establish a Conflict Resolution Tool*

Conflict is going to happen, even with a happy workforce. It's important to implement a conflict resolution tool and to train staff how to use. Encourage employees to resolve conflict among themselves before escalating to their manager. Remember: open communication equals a happy workforce.

5. *Celebrate!*

Work hard, play hard. It's important to celebrate success on a personal, team and corporate level. Rewarding your employees will give them recognition for their efforts, and the chance to have fun.

Of course, there are many ways to keep your employees happy but these are a handful to start implementing today.



Terry Delia
Chairman of the Board

Stories/Photos courtesy
of Stan Usinowicz
Communications

Referrals can land you a trip to Flagstaff

Your Chamber is more than midway through a special membership “test drive” and we are happy to report more than 70 new members have made the decision to belong. Our newer member-investors are now happily participating in the Chamber experience and we couldn’t be happier to have them as part of the team.

We are still offering our Test Drive special, where new members can receive a 30-day trial and learn #everythingchamber. You are already a member – and we’d sure appreciate your help. But we also don’t want you to think there’s nothing in it for you so, we’re offering a Flagstaff get away package to the chamber member who refers the most potential members and assists in getting them to belong to the chamber.

The trip to Flagstaff is amazing and easily has a value of several hundred dollars! The winner will receive two nights in a Grand View room at Little America, one of the northern Arizona’s most well-known, luxury properties. The property recently finished a complete remodel and is exceptional. Additionally, the winner will receive certificates for breakfast for two at the hotel’s Silver Pine Restaurant and Bar



Lisa Krueger, IOM, ACE
President & CEO

for each morning of the stay and a \$100 gift card to be used anywhere on the hotel property. And the top member-getter will receive a complimentary entrance to Bearizona, and that alone is a \$120 value.

So please, bring us your referrals. We all have a neighbor or friend who is not a member. Please share your “belong” experience with a prospect, and then help us help them in growing their own business.

Reach out if you have questions!

30 Day **FREE** Trial Membership

Belonging to the Chamber of Commerce can bring the exposure you need to grow your business. Take a 30-Day Test Drive and get your first month of membership free!

During your 30 day “try it before you buy it” you will experience:

- Connection Events
- A hands-on session to learn everything Chamber
- A committee meeting - learn more about the Chamber’s role in the community

Certain restrictions apply - participation in the events listed above required during your complimentary month. Grand openings/ribbon cuttings will occur following the introductory period.



**LAKE HAVASU AREA
CHAMBER
OF COMMERCE**

314 London Bridge Road
Lake Havasu City, AZ 86403
www.havasuchamber.com
(928) 855-4115

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

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I'm Here!

Have you seen or received one of these cards yet?

Ever wonder if you are being visited by a Chamber member?

The Chamber has produced these cards to be shared when doing business with another member.

This is instant notice that your membership has value. The Board of Directors, Chamber staff and the Ambassador Committee have been provided with these cards so be on the lookout.

Please contact the office if you are interested in getting some to let other Chamber members know you are shopping member-to-member and shopping local.



**I'M
HERE!**

I visited your business today because you are a member of the Lake Havasu Area Chamber of Commerce. Please share this with your manager.

Advocacy Day was productive

“Less politics, more policy”. That’s the hope of Senator Karen Fann, R-Prescott, who is the President of the Arizona Senate and that is the message she shared with Chamber of Commerce leaders from across the state at the Feb. 27 Chamber Advocacy Day at the Legislature.

The annual event, with more than 30 years of history, was sponsored by Arizona Chamber Executives, the state’s premier organization for chamber professionals.



Sonny Borrelli, Regina Cobb, Leo Biasiucci

The Lake Havasu Area Chamber of Commerce participated in “legislature day”. Attending were Lisa Krueger, President & CEO; Kathy Tippett, Administration and Technology Director; and Nello Ruscitti, Horizon Community Bank and chairman of the Chamber’s Government Committee. The group met up with representatives from the Chambers in Kingman and Bullhead City at the Capitol as part of the outreach of the Mohave County Chambers Coalition.

During her remarks, Sen. Fann said the state senate is working very cooperatively with only one true freshman and was focusing only on things that matter.

She also gave some highlights on the governor’s budget proposals and said the senate’s five primary goals are education, infrastructure, water, DPS (officers and pay) and paying off state debt.

Participants discussed bills of most importance to the business community; heard an update on water and the Drought Contingency Plan (DCP); and further information on the budget that right now includes \$55 million for K-12 and university and community college funding. The state currently has a \$1 billion surplus.

Daniel Scarpitano, Chief of Staff to Governor Doug Ducey, also addressed the group to discuss the DCP and the proposed budget.

Other legislative concerns discussed were income tax conformity, digital goods, e-commerce and sales taxes, workforce development, association health care plans, and property tax assessments.

The group also enjoyed an informal evening with State Senator Sonny Borrelli R-Lake Havasu City; Representative Dr. Regina Cobb, R-Kingman; and Representative Leo Biasiucci, R-Lake Havasu City. Chamber representatives enjoyed the opportunity to catch up with the legislators and had a chance to discuss issues most relevant to Mohave County’s businesses.

The Lake Havasu Chamber applauded the work of the legislators so far this session and for keeping constituents in the loop on legislation dealing with sales taxes, water, gaming, and education.

The Chamber’s Government Committee meets the second Tuesday of the month at 3 p.m. and Chamber members are welcome to become part of the monthly discussion. For information contact Lisa Krueger, 928-855-4115 or lisak@havasuchamber.com.



ACE Chambers Gather for Chamber Advocacy Day

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Wednesday, Mar. 20

11:30 - 1:00 p.m.

Facilitator:

Nichole Burnett & Niki Nickle



Thursday, Apr. 25, 2019

5:00 - 7:00 p.m.

TBA

Cirque de Havasu Coming in April

The Leadership Lake Havasu Class of 2019 is hosting its Community Event on Saturday, April 6, 2019 from 2 - 6 p.m. at London Bridge Beach.

The LLH Class of 2019 is seeking sponsors to help make this a successful event.

Cirque de Havasu

Sponsorship Levels

<u>RINGMASTER</u>	Your business on all advertising and marketing materials as the Presenting Sponsor*, limited to one sponsor for the honor of Ringmaster, business front-and-center on event banner, opportunity to create and run a game booth	\$2,000
<u>MAIN EVENT</u>	Your logo on event banner, recognition at the event, social media, press release and related media mentions*, sponsor a booth	\$750
<u>ENTERTAINER</u>	Your logo on event banner, recognition at the event, social media, press release and related media mentions* and your organization provides a booth	\$300
<u>SHOWMAN</u>	Your logo on event banner, recognition at the event, social media, press release and related media mentions*	\$200
<u>JESTER</u>	Your logo on event banner	\$150
*excludes Event Flyer		
<u>DONATION ONLY</u>		\$ _____ amount

This event is themed old-time, 1940s circus-style.

All booths will follow the circus-style theme in decoration and activity.

If you sponsor or provide a booth, games and prizes shall be supplied by you, and will be family-friendly. Games and prizes must be approved by a Leadership Lake Havasu representative. You, the sponsor, will be responsible for set-up, operating, and tear-down of the booth.

If you sponsor at the "Main Event" level, we will supply all booth materials, games and prizes. Leadership Lake Havasu representatives and volunteers will be responsible for set-up, operating, and tear-down.

For more information, please contact Mary Delasantos, event manager at mhdelasantos@gmail.com

The proceeds benefit the Lake Havasu Chamber Foundation for Education & Leadership, a 501(c)(3) charitable organization providing leadership and business educational opportunities for Lake Havasu City.

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.

Leadership Link:

Starting the New Year Learning About Learning

by Alicia Napier

In January, the Leadership Lake Havasu session topic was about Life-long Learning: Education/Continuing Education.

The morning started at the Lake Havasu Unified School District, where Jaime Festa-Daigle spoke about mindful listening and leadership. This was a very interesting lesson as this is such an important part of our lives. From there we got to travel to the Lake Havasu High School, where we meet with the student council. The students talked to us about their leadership and how they conduct meetings. It was rewarding to hear these young adults go above and beyond for their student body and how much they enjoy leadership.



LEADERSHIP *Lake Havasu*

We then travelled to the local ASU campus to get a tour of the campus. As a recent graduate from ASU Havasu, this part felt like home. The next stop of the day was the local MCC campus. There we heard from Christina Navaretta on relieving stress in the workplace. She gave us some really interesting tips and tricks. We then heard from Melissa Underwood on staff

development and training. This was an important lesson as well as this is, or should be, a part of our workplace. Afterwards, we got to hear from Jann Woods on professional development and adult educational opportunities, followed by a tour of the campus.



Christina Navaretta provides tips to relieve stress



Jaime Festa-Daigle on Mindful Listening

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Morning begins at the Channel as Southwest Kayaks hosts the April Exchange

Southwest Kayaks will host the AM Exchange on Friday, April 5 from 7 - 8 a.m. at 423 English Village #107. This will be a beautiful beginning to your Friday morning down by the channel.



Southwest

The Chamber's AM Exchange brings new connections and great opportunities in a smaller group setting. Breakfast and coffee will be available.

The cost to attend is \$2 for Chamber members with an advance RSVP by 1 p.m., Thursday, April 4 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

Enhance Your Connections at March PM Exchange

ASU @ Lake Havasu is set to host the PM Exchange on Wednesday, Mar. 13 from 5 - 6:30 p.m. at 100 University Way.

The Chamber's PM Exchange is a function that features 15 minutes of one on one connection opportunities followed by individual introductions to the group. Snacks and beverages will be available.

The cost to attend is \$3 for Chamber members with an advance RSVP by 1 p.m., Tuesday, Mar. 12 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



Chamber Volunteers receive recognition during March Mixer at Milemarkers

Milemarkers will host the March Business After-Hours mixer on Thursday, Mar. 21 from 5 - 7 p.m., located at 1515 N. Lake Havasu Ave. Admission is \$5 for Chamber members and \$10 general admission.

Chamber volunteers are always appreciated and the Chamber is very grateful for them. Volunteers assisting with Desert Bash and Winterfest will be recognized during the evening.



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

Featured Ambassador:

To Ambassador Melissa, our Chamber's benefits are wide-ranging

Melissa Volquardsen will, without hesitation, recite the value of Lake Havasu Area Chamber of Commerce membership for personal and business growth and networking opportunities.

For a recently-arrived – or longtime – business owner unfamiliar with advantages offered by membership: “Come to Chamber mixers – it will convince you to become a Chamber member,” she says.

There's the “Chamber Behind the Curtain” program – sort of a “Chamber 101” program presented by staff that provides insight into this busy organization, its benefits and the wealth of information available on the Chamber website. It promotes the 600-plus members and sends out e-mail blasts with timely information to members, she says.

And the Ambassador committee? “It's a great group of people – we work in all different fields – there's a wide variety of ages – it's very supportive of the Chamber and its events such as Winterfest.”

At Christmas time, members identify local needs, whether it's shopping for toys to take to designated families or items or residents of assisted living facilities. Said Melissa, “You make a lot of friends and you meet all kinds of people.”

The Volquardsens – Melissa and Jerry – moved here in 2009 from Grimes, Iowa – they're native Nebraskans who lived in Iowa for 15 years.

She had worked as one of three accounts payable employees for Kum & Go, a major Midwest company, operating more than 400 convenience stores. He's a software engineer who can work anywhere there's high speed internet service, and he owns three companies – The Claims Bridge International, Dent Estimators and VTISS.

In 2008, Jerry scheduled a six-week business trip to Australia, and he offered a plan to Melissa – she could come to Australia for a week after business was concluded. Or, with the same amount of money, they could spend three winter months and go somewhere to get out the snow and cold. It was an easy decision.

She researched options on the internet – a neighbor recommended Lake Havasu City – and the couple spent three winter months here in 2009. “We really liked the rental home, and we flew my sister Kathy down here for a week for her birthday.”

In that week the two sisters looked all over the city – 30 to 40 homes, she estimates, with the help of Realtor Kim Tippet.

After her return to Iowa, Tippet contacted the couple with information and photos that appeared to match their expressed needs. “In 12 hours we were on a plane. We saw that home – we saw 10 others.” And they closed the deal on the first. “By September 1, we were fulltime residents.”

For a time, Melissa worked at Make-A-Way Charities, where Kathy Baumer recommended she apply to the Ambassador committee.

Today Melissa is employed by Advantage Windshield and Glass, which services everything glass on antique cars to RVs – “Except the rear view mirrors,” she says. The firm also offers residential and commercial glass and mirrors and customized glass showers doors and walls. There's also a showroom.



Melissa Volquardsen

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Welcome to This Month's New Members

AH-mazing Oils
Breathe Clean Air Duct Cleaning
Callagy Construction LLC
Colorado Belle Hotel & Casino
Edgewater Hotel & Casino
Gerber Collision & Glass
Southwest Kayaks
Vacari Vino and Van Gogh
Wild Coffee Mobile Espresso

Welcome to This Month's Returning Members

Lake Havasu Parrot Head Club



UP WITH
Women
PRESENTS



The Summit

Featuring

The Dr Kim Experience

Dress for Havasu Success

Informative Workshop



Admission \$50

Table of 8 \$270

(Includes Hot and Cold Appetizers)

Friday, June 21
London Bridge
Convention Center
1:00pm—5:00pm



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All Green Pest Control
Aquarius Casino & Resort
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Custom Pools of Arizona
Denny's
Dental Specialists of NW Arizona
Desert Resort Properties Inc
Havasu Community Health Foundation
Havasu Doors Inc
Havasu Superior Storage
IMPACT Design Studio
Jester's Kettle Corn
Keller Williams Arizona Living Realty - Lisa Elliott
Law Office of Kenneth E Moyer PLLC
London Bridge Yacht Club Inc
Mohave Electric
Nautical Watersports Center
Northwestern Mutual
Republic Services
Selberg Associates Inc
The Shops at Lake Havasu
TR Orr Inc
Tri-State Rentals
UNS Electric
Western Pyrotechnic Association



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Mark Boockfor has never looked back after going into business in Lake Havasu City

With retirement now on his horizon, All American Battery owner-president Mark Boockfor looks back at his decision to abandon Southern California in 1988 with satisfaction.

"This is just about the best move I ever made, moving to a town like this – the kids grew up here – all the people I know..."

"Living in California, you don't even know your next door neighbor. Here you know everybody."

Mark, now 60, grew up in Pittsburgh and moved to Southern California after high school graduation in 1977. He landed job with at a Chevron oil refinery and over nine years, worked his way up from craft helper to general superintendent.

By then, he says, "I was done with California" and he purchased a home in Lake Havasu City in 1988.

He acquired All American Battery from Phil Vest that year, and with the assistance of employee Phil Hearn, he mastered the battery business. "It didn't take long – batteries are batteries."

As the city's population grew, so did All American Battery, he says – and so, too, did the winter visitor population. That influx and needs of out-of-state RV owners convinced Mark to change battery brands to Deka, the largest battery company in the U.S., and offering a nationwide warranty.

"Now, when snowbirds or summer visitors come in, there's not a worry about being able to get warranty work when they're somewhere else."

And the business has expanded – Mark purchased Arizona Batteries in Parker when it closed its doors.

Services include free battery installation, except for golf carts, and a free checkup of charging systems. If a customer's vehicle battery dies at home or when shopping, "We get them started so that they can get down here – no charge for the service." All American Battery will pick up and deliver golf carts anywhere in the city or on the Parker Strip at no charge.

Additionally, "We do alternators and starters – brand new."

Also available: 12 types of marine batteries, personal watercraft included.

Summer 100-degree plus weather for half-a-dozen months is very hard on batteries, often reducing their expected life. All-American replaces for free any Deka failed battery less than two years old, and prorates the replacement cost up to five years from the purchase date. The toll on battery life in the desert is the most frequent customer complaint,

"Basically, the heat here kills them," said Mark. Another threat to battery life – some manufacturers are now placing batteries mounted just above transmissions, and the heat from the transmission takes its toll, especially in hot weather.

Mark says he plans to retire in a couple of years – “I’m basically retired now” – and turn the business over to his son, Vincent. He also has a daughter, Krystal, and there are five grandchildren. Among his satisfactions, he says, are the friendships he’s developed in this town, including repeat customers, and the friendship and recognition of customers both at the shop and when he’s out and about in the community.



Vincent and Mark Boockfor

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The Human Bean is a franchise on the grow here

Brian and Juls Baumkirchner are in the fast lane in the business world: From the purchase of a Human Bean specialty coffee and drink franchise on Lake Havasu Avenue 12 years ago, they have expanded the franchise to three Lake Havasu City locations; added one in Bullhead City in 2017; and another in Kingman in 2018.

But wait, there's more – another Human Bean opens this month in Bullhead City – and three more are planned in the next 18 months. “That’s 90 employees, all young adults,” says Brian.

The Baumkirchner name is a familiar one – Brian’s dad, Gary, started McCulloch Realty in the city’s early days. The family continued to the own and operate it after Gary died in 2002, before selling the site to Lake Havasu City Properties.

Brian’s background dovetails perfectly into that of Juls. They met while attending Northern Arizona University, where she worked part-time at four different coffee shops. “I loved it,” she said. “I was so excited when this became a venture for us.

After graduation with a major in marketing, Brian came back to McCulloch Realty to sell real estate. The family sold the business in 2004, and Brian started Baumer Realty in 2005, closing it in 2008.

In 2007, Havasu’s first Human Bean, on North Lake Havasu Avenue in a building that had been owned by McCulloch Realty, was failing, and Brian negotiated with The Human Bean corporation to take it over.

The couple had reconnected five years after graduation, and Juls taught in Lake Havasu City for two years before the couple married in Thailand in 2008. After marriage, she went back to Phoenix for eight years.

Brian split time selling real estate here and part of the time in the Valley until 2016, when Juls moved back to Havasu.

Human Bean is a drive through-only business, offering hot drinks, iced drinks, blended drinks, frozen espresso, tea and more. There are also breakfast options.

Customers order when they arrive at the drive-up windows, served one at a time. “It’s an experience,” says Brian. “You get direct interaction with the baristas because you place your order at the window. While they’re making the drinks, they get to know the customers.”

Palette choices? They range from just black coffee to vanilla lattes, coconut milk, non-dairy drinks, almond milk, soy milk, macadamia milk – a variety of options to match individual tastes. There are smoothies for kids and adults alike – a one-stop shop for beverages on the go,” said Brian.

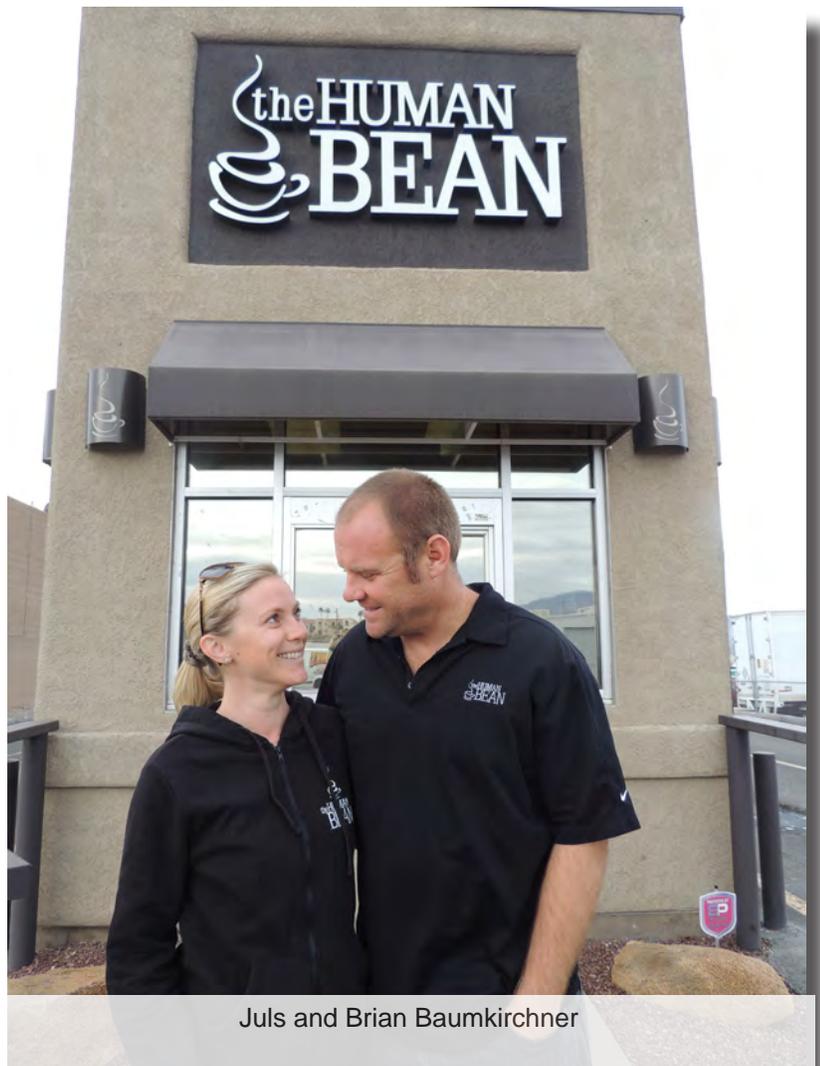
Atop every drink lid goes an espresso coffee bean – “It’s a special touch.”

Human Bean also teaches business acumen which their young employees will have for the rest of their lives, helping them toward future

success, Juls and Brian say. “We’re hoping that down the road these kids are going to grow up and a lot of its future employers will say, ‘Where did you get such good training?’”

Because of her education background – she’s a fourth generation educator – the couple focuses on education, giving back through fundraisers that have meant, for example, a new marquis for Havasupai Elementary School; assisting Calvary Baptist with preschool playground equipment. “Different things every year – we have Havasu Preparatory Academy coming up this spring – I love that,” said Juls. There are other programs they support – Coffee for a Cure (cancer), Cancer Association of Lake Havasu, and Denise’s Day.

The enterprise is also active on social media, including Facebook, Instagram and an App. Special offers and rewards are part of the social media interface, and in turn, Human Bean can track customers – top customers receive different rewards.



Juls and Brian Baumkirchner

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Chamber Members Celebrating Milestones With Ribbon Cuttings



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