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**Chamber After Hours**  
**Merrill Lynch Financial**  
**Advisor Cheryl Muench**  
**Wednesday, June 27th**  
**Starts at 5 p.m.**  
**344 North 5th Street**  
**New Strawn**  
 Please RSVP with the Chamber  
*Join us for this great*  
*networking opportunity!*  
 Members: bring your business card  
 and \$2 for the "Dollar Draw" and  
 "Ad-mania" drawings!  
 Must be present to win.

**Chamber Board of Directors**

- Terri Tweedy, *President* ..... Burlington  
 Darcy Brown,  
*Vice President*..... Burlington  
 Craig Stukey, *Treasurer* ..... Waverly  
 Martha Newkirk,  
*Past President*..... Burlington  
 Judy Bentley ..... LeRoy  
 Larry Kelley ..... Gridley  
 Christi Norman ..... New Strawn  
 Kathy Payer ..... Burlington  
 Jeannene Ryan ..... Burlington  
 Ken Sanford..... Burlington  
 Teri Seaton ..... Burlington  
 Ida Wilson ..... Lebo

June Board Meeting  
 Wed., June 20th at 5:00 p.m.  
 Coffey County Fire District #1 Meeting  
 Room, 113 N 5th St, Burlington.  
 Members are welcome to attend.

Coffey County Chamber of Commerce  
 & Visitor Center  
 Mary K. Walker, Executive Director  
 110 North 4<sup>th</sup> Street, Burlington, KS 66839  
 620.364.2002 or 877.364.2002  
 countychamber@earthlink.net  
**www.coffeycountychamber.com**

The Chamber Connection is published by the  
 Coffey County Chamber of Commerce the first  
 Friday of each month.

**Current News**

- New Chamber Member**  
 The Chamber would like to welcome our first Sponsored Member: **Krazy Karaoke. Steve & Kerry Templeton**, New Strawn, own and run the karaoke and DJ service. Krazy Karaoke recently dee-jayed the "Dance for Hope" dance at the Burlington Elementary School, will be providing the entertainment for the Relay for Life walk at BHS, and currently provides karaoke at Buddies Bar & Grill the first Friday of the month. Please join the Chamber in welcoming our new member and keep them in mind for your next party or event! *Rose Business Solutions is the sponsoring Chamber member.*
- RCIL, Inc** hosted an Open House and Ribbon Cutting Ceremony on Wednesday, May 30th over the noon hour. See the article on page 3.
- Chamber After Hours**  
**Merrill Lynch Financial Advisor, Cheryl Muench** will be hosting the June Chamber After Hours on **Wednesday, June 27th** at 344 North 5th Street, **New Strawn**. *Please courtesy RSVP with the Chamber by phone or e-mail.* Come out for an hour or so and visit with your fellow Chamber Members in a relaxed setting and get to know some of the new members!

Thank you, Chamber Members and guests, for attending the Chamber After Hours hosted by the **Life Care Center of Burlington**. **Donna Bauer** won the "Dollar Draw" and **First National Bank of Kansas**, won the "Ad-mania" drawing (for a second time!).
- Congratulations to Donna Bauer** (First National Bank of Kansas—Burlington) for being the first newsletter reader to call the Chamber and correctly identify the location of the "rambling" wheat stock in last month's Chamber Connection. Call (620) 364-2002 or (877) 364-2002 when you find it. You could be this month's winner if you find it first!
- Chamber Bags** were distributed to the Burlington May Daze Car Show entrants courtesy of **Trophies & Things** (organizers of the car show). The Chamber extends a "thank you" to all members who responded to the request for inserts.
- The **Community Calendar** needs your community events! Let us help promote your event through our website. There is no cost to list your event on the Community Calendar so what are you waiting for? Fax or e-mail your event information to Kenda at (620) 364-3048 or chamber\_assistant@earthlink.net.
- The **Coffey County Library, Burlington Branch**, will be hosting an **Open House** from **9 a.m. to 3 p.m. on Wednesday, June 6th** to preview the new video conferencing room available for meetings. Please call Mary Markwalter at (620) 364-8910 for more information.

**FIRST NATIONAL BANK OF KANSAS**

**Burlington**  
 600 North 4th Street  
 Burlington, KS 66839  
 (620) 364-8472  
 (620) 364-8475 Fax

**Waverly**  
 305 Pearson Avenue  
 Waverly, KS 66871  
 (785) 733-2564  
 (785) 733-2265 Fax

**2 Full-Serve Banking Locations for Your Convenience**

**LOBBY HOURS**  
 Monday-Thursday 8:30 a.m. - 3:00 p.m.  
 Friday 8:30 a.m. - 4:00 p.m.

**DRIVE-UP HOURS**  
 Monday-Thursday 8:30 a.m. - 5:00 p.m.  
 Friday 8:30 a.m. - 4:00 p.m.  
 Saturday 9:00 a.m. - 12 noon

**LOBBY HOURS**  
 Tuesday-Friday 9:00 a.m. - 3:30 p.m.  
 Saturday 9:00 a.m. - 12 noon

**DRIVE-UP HOURS**  
 Monday-Friday 8:30 a.m. - 5:00 p.m.  
 Saturday 9:00 a.m. - 12 noon

Online Banking  
 Free Online Bill Pay  
 Checking & Savings  
 Equal Housing Lender  
 Safe Deposit Boxes  
 Debit ATM Cards  
 Visa GiftVantage Cards  
 MPI Coin Collecting

Visit our website at **www.fnbofks.com**

**FDIC**

First National Bank of Kansas, winner of the May Chamber After Hours "Ad-mania" drawing.



## From the Director

Mary K. Walker, Executive Director

I've seen the pictures on the news, on the internet and snapshots brought back by volunteers, but absolutely none of that prepared me for what greeted me when I came into what was once a quaint town of Kansas, one that had its own style, interesting shops; a busy, bustling community, just as we are fortunate to have in Coffey County. The town is Greensburg.

As I was escorted around town and shown the remains of the courthouse, hospital, schools, fire stations, City Hall, Chamber of Commerce and the Largest Hand Dug Well, I came to realize that there was no defined downtown or residential areas; no trees or street signs. Nothing that defines who they were or what was once their home town remained intact.

Greensburg is a busy, bustling community, but, not with commerce. It is bustling with activity as the multitude of agencies and volunteers from around Kansas and beyond pitch in with front-end loaders, dump trucks and generators to remove the debris and offer whatever assistance they can to help residents recover from the devastation.

Agencies from Coffey County have been and are continuing to respond with fire protection apparatus and personnel, ambulance and medical personnel and law enforcement personnel. Volunteers work against the constant wind, the clock and Mother Nature; the pace is brutal but everyone agrees it is necessary in the effort to rebuild Greensburg. Their determination unites them in the cause.

What happened in Greensburg could happen anywhere in Kansas; it could happen in Coffey County. But what is just as important to note here is that an event of lesser proportions could also cause considerable disruption to any one of Coffey County's businesses—a fire, burst water line, a structural failure. What would you do to keep your business going—especially when it is your livelihood? There is no time like the present to evaluate your business and establish a plan to help you recover from an unforeseen disruption of business.

If you have questions regarding Business Recovery plans, please contact the Chamber and we will provide resources for you. 620.364.2002, 877.364.2002, countychamber@earthlink.net

## Chamber Involvement Quiz

Chamber members are invited to take this quick quiz to see if you are getting the most out of your membership. Give yourself one point for each "yes" answer and let us know how you did!

1. Have you attended at least one Chamber After Hours in the last six months?
2. Have you attended a Ribbon Cutting Ceremony or Open House this year?
3. Are you a member of a committee, task force, or serving on the Chamber board of directors?
4. Do you have a link from your membership directory listing to your web site or a Member Web Page?
5. Do you advertise in the Chamber newsletter, on the Chamber's website, in Chamber Bags, or have you placed your business information in the Visitor Center?
6. Are you letting the Chamber know about your special events so they can be promoted through the Chamber in the newsletter, on the Chamber Page, or on the website?

Scoring:

- |                            |                              |
|----------------------------|------------------------------|
| 6 points = Super Member    | 3 points = Making and Effort |
| 5 points = Active Member   | 2 points = Slacking          |
| 4 points = Involved Member | 1 point = Passive Member     |

**Remember:** Your membership is what you make of it. Your involvement in Chamber activities enhances your visibility among your peers, affords your business free networking opportunities, and your membership affords your business free and/or low cost advertising options in print, on cable TV, and on the Internet.

*We appreciate the opportunity to serve our Chamber Member Businesses!*  
Please contact Mary or Kenda at the Chamber to discuss your member benefit options.  
620.364.2002 or 877.364.2002 or countychamber@earthlink.net

**Beto Junction**  
**Travel Plaza**  
**EXIT 155 on I-35**  
**Interstate 35 & US Hwy 75**  
**Restaurant Open 24 Hrs**  
**Catering**  
**Convenience Store**  
**Fuel & Service**

**(620) 253-6311**  
 2775 Hwy 75, Lebo, KS 66856  
[www.betojunction.com](http://www.betojunction.com)

**The Farmer's Market**  
**Fridays May-Oct**

**Farmers Market starts**  
**the first Friday in May**  
**4 to 7 p.m.**  
 Municipal Parking lot north of the Caboose  
 on 4th Street, Burlington, KS  
 Call the Chamber for more information  
**620.364.2002 or 877.364.2002**

**INSURANCE**  
 Auto | Home | Farm Residential & Commercial  
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 Mobile Homes | Renters

**COFFEY COUNTY**  
**INSURANCE & REAL ESTATE, LLC**

Residential  
 Commercial | Agricultural  
**REAL ESTATE**  
**Gina Berry, Owner/Agent**  
 300 Neosho Street, Burlington, KS 66839  
**(620) 364-5323**  
 VISIT OUR WEBSITE  
[coffeycountyinsuranceandrealstatellc.com](http://coffeycountyinsuranceandrealstatellc.com)

## Feature Business

### Burris Roofing

The time and growth are good indicators of the health of a business and for Kenny Burris, owner of Burris Roofing in New Strawn, business is, well, pretty healthy. In 1997, with not even a ladder, but a desire to work with his hands and be outdoors, Kenny started Burris Roofing from scratch, which is a bit of a surprise when you learn that Kenny has a bachelor's degree in Accounting. Back then, Burris Roofing was predominantly commercial roofing but ten years of business has a way of growing on you.

In 2006, Burris Roofing moved from a home-based office to its present location at 308 North Industrial (on U.S. Highway 75) in New Strawn. With that move, Kenny expanded the business offerings to include residential roofing and seamless guttering. The two products seemed to "go hand-in-hand" and it was an expansion of services already provided.

Burris Roofing installs the popular Tamko Heritage series roofing shingles for residential application that carry a 30-year product warranty. Tamko also offers 50-year, life-time, and designer series roofing shingles. Residential roofing materials includes shake and composite roofing shingles—no metal roofs. Burris offers a 15-year workmanship warranty on residential installations. Seamless guttering is available in 23 colors to compliment your home's exterior. The primary market Burris Roofing serves for residential is northeast Kansas.

On the commercial side, Burris installs PVC and Coating Restoration on metal, asphalt, or old



PVC as well as sprayed-on polyurethane foam (SPF). Commercial roofing materials carry between 10- and 25-year product warranties and Burris warranties workmanship up to 20 years—depending on the product installed.

Burris Roofing offers a free, no obligation estimate and schedules installations around the current work demand. Kenny believes that business is, "all about the customer, you give the customer what they want that is the best product for the value." That's why he will work with clients to get the installation scheduled and completed and "won't tear off what can't be covered in a day" on replacement jobs. Burris Roofing is also Workman's Comp and Liability insured so that the client is not at risk should an accident happen on a job site.

Kenny's seven-man crew is experienced in residential and commercial installations and has been providing roofing maintenance for clients such as the City of Lawrence and Sasnak, a

Wichita based company that owns Carlos O'Kellys and privately owned Applebee's. Burris Roofing sometimes subcontracts other crews to take on large projects like the Jim Stafford Theater in Branson, Missouri.

Burris Roofing is located at 308 North Industrial, New Strawn, KS 66839. Call Kristin between 8:00 a.m. and 5:00 p.m. Monday through Friday at (620) 364-2059 or toll free at (877) 364-2059 to schedule your free estimate. Product and company information is available at [www.burrisroofing.com](http://www.burrisroofing.com).



**Burris Roofing**  
308 North Industrial, New Strawn, KS 66839

**Residential & Commercial  
Roofing**

**Seamless Guttering**

**Kenny Burris**  
**(620) 364-2059**  
**(877) 364-2059**

*Free Estimate*  
*Workman's Comp & Liability Insured*

Call Today *or*  
Visit our website at  
**[www.burrisroofing.com](http://www.burrisroofing.com)**

## Ribbon Cutting Ceremony and Open House Resource Center for Independent Living, Inc.

Burlington, Kansas. There was a great turn out for the ribbon cutting ceremony and open house hosted by RCIL's Burlington location at 410 Cumberland. Fresh baked cookies, sandwiches and beverages were served to the 15-20 guests that attended the event welcoming our new Chamber member and celebrating the recent renovation of the Burlington location.

RCIL, Inc. is a non-profit organization that works with individuals, families, and communities to promote independent living and individual choice to persons with disabilities.

Core services offered by RCIL, Inc. include Information and Referral Services, Advocacy, IL Skills Training, Peer Support Services, and Deinstitutionalization. Additional and special services and qualifications for programs are detailed on the RCIL website at [www.rcilinc.org](http://www.rcilinc.org).



RCIL, Inc. has locations in Emporia, Arkansas City, El Dorado, Iola, Coffeyville, Topeka, and Ft. Scott, in addition to Burlington. The home office is in Osage City.

Pat Pittman, the Independent Living Counselor at the Burlington location, is excited about being able to provide services for those in and around our community. Pat can be reached by phone or e-mail at (620) 364-2263 or [pat@rcilinc.org](mailto:pat@rcilinc.org).

**Friday, June 8, 2007**  
**The Chamber Page**  
**Coffey County Republican**

*Cornet Chop Suey*  
**Saturday, June 23rd, 7 p.m.**  
**Burlington H.S. Auditorium**  
*Presented by the Coffey County Council  
for the Arts and Holtz Foundation.*  
*Call 620.364.2747 for info.*

**\$5 advance/\$7 at the door**  
Tickets available at Hoover's Courtesy Desk  
& from CCCFTA members.

**FISHING DERBY 2007**  
**June 15th & 16th**  
**New Strawn, KS**  
**Tagged Fish**  
**Cash Prizes | Kids Derby**  
**\$10 Entry Fee**  
**6 p.m. Friday Night Hamburger Feed**  
**State Fishing License Required**  
**Contact Gary Otta for info**  
**(620) 364-2955**

## 2007 Coffey County Chamber of Commerce Members ♦ New member 2007

If your business is not listed below, your renewal has not yet been received at the Chamber office. Businesses will be added as renewals are received.

**Tupperware**  
Independent Tupperware Consultant

**Kitchen Gadgets** ✨  
**Cutlery & Cookware**  
**Recipes & Spices**  
**Gift Certificates**  
(for online shopping)

**HOST** a  
**party**  
or Shop at home!

Call  
**Gayle Taylor**  
your local Independent  
Tupperware Consultant  
**(620) 364-2476**

  
**RESOURCE CENTER**  
for independent living

Working with  
individuals,  
families, &  
communities  
to promote  
independent living & individual choices  
to persons with disabilities.



**410 Cumberland**  
**Burlington, KS 66839**  
and 10 other locations in Kansas

Pat Pittman, Independent Living Counselor  
**(620) 364-2263**  
**www.rcilinc.org**

  
**JACKSON HEWITT**  
TAX SERVICE

**(620) 364-8900**

**409 Neosho Street**  
**Burlington, KS 66839**

**\$30 off tax prep fee**  
**with this coupon**

**Coupon Code: LDGV7**

Across the Borders  
Allegre Rexall Drug  
American Red Cross, Coffey County  
Office  
Arnold's Greenhouse, Inc.  
Arrowhead Hills Travel Service  
Atmos Energy  
Bahr Tire, Inc. & Bahr Storage  
Banks Realty, LLC  
Beto Junction Travel Plaza  
Bill's Handyman Service  
BOS Scrapbook Center  
Brown Quality Builders, Inc.  
Burlington Auto Supply  
Burlington Building Materials  
Burlington Construction  
Burlington Tax & Financial Center  
Burris Roofing  
Cactus Shak  
Caldwell Implement Co. & NAPA Auto  
Parts  
Carriage House Glassworks  
Casey's General Stores, Inc.  
*Burlington, Lebo, & New Strawn*  
Celestial Club  
Central National Bank  
Charloma, Inc.  
Citizens State Bank *Burlington,*  
*Gridley, Hamilton, Madison, New*  
*Strawn, & Lyndon*  
City of Burlington  
City of Gridley  
City of Lebo  
City of LeRoy  
City of New Strawn  
City of Waverly  
COF Training Services, Inc.  
Coffey County Airport  
Coffey County Economic Development  
Coffey County Fire District #1  
Coffey County Historical Society &  
Museum  
Coffey County Housing Authority  
Coffey County Insurance & Real  
Estate, LLC  
Coffey County Land Title Co., Inc.  
Coffey County Library *Burlington,*  
*Gridley, Lebo, LeRoy, New Strawn,*  
*& Waverly*  
Coffey County Republican  
Coffey County Transportation  
Coffey Health System *CCH Home*  
*Health Agency, Coffey County*  
*Medical Center, EMS, Gridley*  
*Medical Clinic, LeRoy Medical Clinic,*  
*Sunset Manor, The Meadows, &*  
*Waverly Medical Clinic*  
Country Haven Inn  
Crow-Moddie Chevrolet, LLC  
Crow-Moddie Ford  
Dr. Dale Herder, OD  
Elliott Insurance Group  
Embarq  
Farm Bureau Financial Services *Larry*  
*Gleue*  
Farmers State Bank of Aliceville

First National Bank of Kansas  
*Burlington & Waverly*  
First National Bank of LeRoy  
Flint Hills Subway, Inc. *Burlington*  
Flinthills Eyecare Associates, PA  
Grandma's Daycare  
Heartland Office Systems  
Home Health Care Plus  
Hoover's Thriftway  
Jackson Hewitt Tax Service  
Jamison Farms Plumbing  
Jones Funeral Home  
Krazy Karaoke ♦  
KSNP 97.7 "The Dawg"  
Larry Hargreaves, DDS  
Lebo's Oak Street Cottage  
LeRoy Co-Op  
Lewis Oil Company  
Life Care Center of Burlington  
Lisa I. Garrett, CPA  
Luther's Jerky & Luther's Store  
Lyon-Coffey Electric Cooperative, Inc.  
Made in the Shade Blinds & More  
Mary Kay Independent Beauty  
Consultant, *Terri Tweedy*  
Medical Arts Clinic-Lebo  
Medicine Shoppe  
Meier's Ready Mix  
Merrill Lynch Financial Advisor, *Cheryl*  
*Muench*  
Merry Investments  
Office Supplies Today  
Oklahoma Municipal Power Authority  
Outback Design, LLC  
Pamida  
Pat's Pig Bar-B-Que & Catering II, LLC  
Payer Sales  
Prescription Centre  
Ravin Printing  
Resource Center for Independent  
Living, Inc  
Rock Creek Entertainment  
Rock Creek Realty  
Rocking R Motel  
Rose Business Solutions  
State Farm Insurance, *Patty Ann*  
*Sanborn*  
TEC Satellite Services, LLC  
TECU Credit Union *WCNOC Branch*  
The Appliance Store  
Therapy Services  
Tiffany's Cabinets & Carpet  
Trophies and Things  
Tupperware Consultant, Gayle Taylor  
USD 244 Burlington Schools *District*  
*Office, High School, Middle School,*  
*Elementary School*  
USD 244 Recreation Commission  
*Recreation Center, 21st Century*  
*Community Learning Center*  
Wallace's Dairy Queen  
Waverly Lumber  
Wireless Concepts  
Wolf Creek Nuclear Operating  
Corporation  
Yummy Creations

**SPONSORSHIP OPPORTUNITY**

The Coffey County Council for the Arts and Holtz Foundation presents

**Coronet Chop Suey**

Saturday, June 23 at 7 p.m.  
BHS Auditorium, Burlington

Your \$10 sponsorship will get your name or business name, address and/or website included on the back of the program distributed at the event. \$10 per listing; space is limited. Please call or e-mail Helene Couture-Hall at 620.364.2747 or knhhall@terraworld.net

Concert tickets are available at Hoover's Courtesy Desk and from Arts Council & Holtz Foundation Members. Coronet Chop Suey is a jazz band from St. Louis.

**Chamber Stats**

During the month of May, the Chamber:

- Sold \$1,006 in Chamber Bucks.
- Mailed out 6 information packages.
- Stuffed 50 Chamber Bags for distribution.
- Acquired 5 new memberships.
- Sold 1 new newsletter ad.
- Provided 1 ribbon cutting ceremony.
- Attended the SEKTR meeting in Independence.
- Hosted the Senior Honors Banquet.

**BUSINESS APPRECIATION PICNIC**  
**June 15th 11 a.m. to 1 p.m.**  
**Kelley Hall in Kelly Park,**  
**Burlington**  
*Sponsored by the*  
*Mayors of Burlington and New Strawn*

**Web Watch 2007**

- **Page Requests by Month**  
 Jan: 3,222      Apr: 3,586  
 Feb: 2,508      May: 4,209  
 Mar: 3,408  
 \*1Q07 Most Requested Quarter to-date.
- **Visits to web pages on the website**  
 About Us, 405  
 Chamber News List, 510  
 Chamber Pages, 733; Newsletters, 475  
 Community, 427  
 Community Calendar (all months), 2,781  
 May, 421; Apr, 384; Jul, 347; Mar, 289; Jun, 238;  
 Feb, 230; Aug, 167; Nov, 158; Oct, 148; Sep, 144;  
 Jan, 133; Dec, 122  
 Member Directory, 1,409  
 Member Web Page List, 609  
 Member Web Pages (combined), 1,012  
 Banks Realty, 520; Rose Business Solutions, 262;  
 Caldwell's, 176; Grandma's Daycare, 54  
 Membership Information: 395  
 Recreation: 501  
 Request Information: 262
- **Web Ad Views (ad appears on this page)**  
 First National Bank of Kansas\*, 611 (*Home*)  
 Rose Business Solutions\*, 605 (*Home*)  
 Coffey County Insurance & Real Estate, 105 (*Chamber News*)  
 Country Haven Inn, 933 (*Member Directory*)  
 Therapy Services, 415 (*Member Directory*)  
 \*(*Home*) Ad-Mania Advertising Winners.
- **Event Views from any link on the website**  
 American Red Cross Fundraiser Coupon, 52  
 Coffey County Fair Info & Schedule, 143  
 May Daze, 124  
 May Daze Car Show Registration, 31  
 Museum Recipe Info & Form, 86  
 Senior Honors Banquet Recap & Pics, 224  
 Wild Blue BBQ Class & Entry Form, 99

**GRANDMA'S Day Care**

**NOW HAS OPENINGS!**  
**Infant to 11 years old**  
**6:30 a.m. drop-off**  
**5:30 p.m. pick-up**

Licensed SRS Certified Fun Activities & Learning

**1827 TREFOIL RD NE WAVERLY**

Convenient Location

**Call Today!**  
**(785) 733-2272**

**CHAMBER**  
**2007 Advertising Rates**  
**Website**  
**\$45 (3 mos.) / \$80 (6 mos.)**  
**Newsletter**  
**\$15 (3 mos.) / \$20 (6 mos.)**  
**Call today!**  
**620.364.2002 or 877.364.2002**  
 Chamber Member Rates

**Chamber Bags**

The City of Lebo has requested 125 Chamber Bags to be distributed at the upcoming car and tractor show to be held June 30th in Lebo. Please bring your info to the Chamber office **by June 19th** (the bags will be picked up June 22nd). We appreciate your participation in this advertising opportunity!

**Chamber After Hours**

Life Care Center of Burlington hosted the May Chamber After Hours on Thursday, May 24th. **Donna Bauer**, First National Bank of Kansas, won BOTH drawings (the "Dollar Draw" and "Ad-mania") This is a second Ad-mania win for **First National Bank of Kansas**.



Thank you, Chamber Members, for attending!  
 Coffey County Economic Development: Jon Hotaling  
 Embark: Rick Grabill  
 First National Bank of Kansas: Donna Bauer  
 Grandma's Daycare: Anna White  
 Life Care Center of Burlington: Martha Newkirk  
 Coffey County Chamber: Mary K. Walker

**June 2007 Chamber After Hours**  
 hosted by  
**Merrill Lynch Financial Advisor, Cheryl Muench**  
 Wed., June 27th, 344 North 5th Street, New Strawn.  
 Please courtesy RSVP @ 620.364.2002 or 877.364.2002

*Designer look without the designer price!*

**Farah Naylor**  
 Your Independent Dealer  
 for custom  
 window treatments  
 from   

**Free In-home Consultation**  
**Professional Measuring**  
**Installation Included**

 

**Call or e-mail Today!**  
**620.392.5969 888.392.5969**  
**far\_naylor@yahoo.com**

**www.coffeycountychamber.com/madeintheshade.html**

**OUR MISSION**

**The Coffey County Chamber of Commerce** *is dedicated* to establishing and maintaining itself as **the primary advocate, voice, and resource** for **promoting** the *businesses* of Coffey County by **cultivating** *community involvement,* **encouraging** *business alliances,* **nurturing** the *growth and development* of new and existing businesses, and **creating** *educational opportunities* for the youth of our *communities.*

## The President's Corner

Terri Tweedy, Chamber Board President



This month's topic is about customer service and loyalty. Typically, 80 percent of our business comes from 20 percent of our customer base. Efforts to build customer loyalty will go a long way in building and keeping your clientele. It has been said that for every, dissatisfied customer that expresses their concern to you, there are at least five more that have that same concern or opinion. Those five probably won't make you aware of their dissatisfaction but may tell everyone within listening distance how unhappy they are with your service or product. This is not they type of "word of mouth" advertising we get excited about!

There are ways to deliver top notch service so that your customers want to come back again and again. Think of a business you enjoy patronizing and really think about why you do repeat business with them. Is it because they know your name when you enter their establishment? Do they honor their word – such as delivering your purchase on the day scheduled and communicate honestly should something go wrong? Do they keep adequate inventory and offer incentives? Is the staff friendly, courteous and knowledgeable? Is the building inviting and welcoming? Is the inventory neatly organized and clean? When a concern is brought to your attention, is the customer satisfied when they leave?

Incorporate some of your favorite customer service practices into your business and see if it makes a positive difference. Take care of your customers and show sincere gratitude for their patronage. Don't neglect the "little things"—they go a long way toward great customer service and repeat patronage.

### June 2007 Community Calendar

Visit the Chamber's website @ [www.coffeycountychamber.com](http://www.coffeycountychamber.com) for more event information.

| Sunday   | Monday | Tuesday   | Wednesday  | Thursday                               | Friday  | Saturday   |
|--|--------|---|--|--|---|--|
| ARC=American Red Cross   |        |   |  |  | 1<br>Newsletter<br>Farmer's Market 4p   | 2<br>Lebo City-wide Garage Sale                                      |
| 3<br>Facing the Giants movie @ Christian Church 6:30p 1401 Cross St Burlington | 4      | 5   | 6<br>Open House @ CF Co Library- Burlington 9a-3p<br><br>ARC Disaster Casework 2 6p  | 7                                      | 8<br>Farmer's Market 4p<br><br>Chamber Page*  | 9  |
| 10   | 11     | 12<br>ARC Babysitter Training 8:30a                         | 13   | 14<br>ARC Caregiving Session 1 6-9:30p | 15<br>Burlington/New Strawn Business Appreciation Picnic 11a<br><br>New Strawn Fishing Derby 3p<br><br>Farmer's Market 4p | 16<br>New Strawn Fishing Derby ends 3p                               |
| 17<br>Father's Day   | 18     | 19<br>Chamber Bag info due in Chamber office for Lebo event | 20<br>Chamber Board Meeting 5p   | 21<br>ARC Caregiving Session 1 6p      | 22<br>Farmer's Market 4p<br><br>Chamber Bags to City of Lebo  | 23<br>ARC First Aid... 9a<br><br>Coronet Chop Suey 7p BHS Auditorium |
| 24   | 25     | 26  | 27<br>Chamber After Hours 5p (Merrill Lynch)<br><br>ARC Shelter Ops Overview 6-9:30p | 28                                     | 29<br>Farmer's Market 4p  | 30<br>Transportation Show & Bob Ellis Memorial Tractor Show, Lebo 9a |

Is your Coffey County event on the Chamber's website? The Chamber can help get your information out via the Web. E-mail Kenda at [chamber\\_assistant@earthlink.net](mailto:chamber_assistant@earthlink.net).

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