

Outlook News



Greater Keene Chamber of Commerce 2011 Golf Tournament

Perfect weather set the scene for this year's golf tournament. From the onset the mood was fun and it just went up from there! Golfers of all skill levels were present and everyone enjoyed a great day of friendly competition in the sun.

We would like to thank all our generous sponsors for helping make this wonderful outing possible.

We also would like to thank the local businesses that donated all our great prizes. We had over 50 raffle prizes in addition to several big ticket silent auction packages!

This important fundraiser for the Greater Keene Chamber of Commerce is made possible every year through the hard work of a committee largely comprised of members, in addition to all the support of all our sponsors. We want you all to know how much your support is appreciated. Our success depends on your involvement!

For more pictures and to get a complete list of the winners, please see our website: (<http://www.keenechamber.com/golftournament.html>) or "like" us on facebook!

Enjoy a video of the festivities at www.youtube.com/watch?v=XnZEXB3Si-k courtesy of David Teubner of Keene Online.



Brian Donovan, Sue Silver, Mary Patria,
Laura Keith King, Glenn Galloway



Susan Newcomer, Alice Fuld,
Susan Silk, Amy Bodwell,

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COMMITTEE

Lynn Thomas (Chair)

Sue Silver

Tom Eaton

Jessica O'Connor

George Foskett

Julie Cashin

Christine Greenwood

Christine Hadlow

Julia Kowalski

Leadership Monadnock 2011/2012 is coming

Past participants have this to say:

"Leadership Monadnock is an inspiring journey – offering a unique opportunity to 'get behind the scenes' at a variety of organizations and connect and learn from many great minds in our region." Dawn Thomas-Smith, Cheshire Medical Center.

"Leadership Monadnock was a very rich, rewarding, and empowering experience - each session inspired and invigorated

Leadership continued on page 3

Thank You to the Keene Sentinel

The Greater Keene Chamber of Commerce would like to thank the Keene Sentinel for the enormous help they provided with the new Outlook News design.

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Who is the new Chamber President? On several occasions since I started here in June, I've been asked to tell about myself.

Both my parents' families are from New England and my mother grew up on a farm in Hopkinton, so I have deep roots in New Hampshire. After college (Mount Holyoke, Harrow College of Art - near London, England, and The University of Rhode Island), I settled in Southern New Hampshire. I raised children here, and have worked and volunteered here for over thirty years. In my combined family, including "step" and "biological" kids, I have five children, three grandchildren, and two grand-dogs. (But seriously... I insist grand-dogs don't count, no matter what my smart, beautiful and outspoken daughter says. There are also a few friends of my children who call me "Mom" just because.

My work experience is varied. From high school and through the years, I've had numerous careers and occupations including sales in a gift shop, answering phones and running a switchboard, bookkeeping, designing and estimating plumbing for a large construction company, selling real estate, selling advertising, teaching second grade, painting and selling commissioned portraits and landscapes, managing volunteers for RSVP and Crocheted Mountain, directing a non-profit arts organization, and locally representing the Fresh Air Fund of New York City. I've served on several non-profit boards, and founded and helped manage an electrical contracting company with 30 employees and gross annual sales of two million dollars.

During the twenty years when our children were young, my husband and I were regular church-goers, attending the Dublin Community Church every week, serving on boards, and singing every week in the choir. I've been an involved member of the Monadnock Rotary Club since 1998.

Most recently, I worked for the Greater Peterborough Chamber of Commerce, where I believe I made a positive impact, and I learned what an impact a good Chamber of Commerce can have in the community. I learned a great deal from Jack Burnett, the GPCC Executive Director, as well as from their dedicated board of directors and friendly, committed business members. Many of the GPCC members are members of the GKCC as well, and it's a pleasure to continue seeing them.

That covers "Where I'm from", and "What I've done", but does it answer, "Who am I?"

That's a huge philosophical question, but here's how I describe myself. About three months ago I met with a friend over lunch. She had called to say she was discouraged with the economy and all the talk of gloom and doom, she needed to talk to an optimist, and she thought that I was one. "Yes," I said, "I am an optimist, but I'm a Pragmatic Optimist". I know

View *continued on page 14*

GKCC officers

Chair - Brian Donovan, Connecticut River Bank
Past Chair - William O'Meara, KIPCO
Vice Chair - Tom Minkler, Clark Mortenson
Vice Chair - Kristen Goodenough, Markem-Imaje
Vice Chair - Bob Cox, Monadnock Radio Group
Treasurer - Lynn Rust, Lynn C Rust CPA PC
Secretary - Laverne Ells, StingRay Optics

directors

Harry Ahern, The Woodward
Sue Blothenburg, PSNH
Jason Chagnon, Masiello Employment Services
Tom Eaton, Eaton Associates
George Foskett, Masiello Group
Malcolm Katz, Katz Architects
Don Driscoll, MSA Group Insurance Co.
Amy Lehr, Savings Bank of Walpole
Maryann Lindberg, Keene State College
Denise Meadows, First Course Culinary Training
Lisa Nugent, Peoples United Bank
John Schlegelmilch, Cheshire Medical Center
Lynn Thomas, DLC Investments
Sarah Kossayda, The MacMillin Company
Jessica O'Connor, Monadnock Developmental Services
Beth Bendel, Monadnock Aviation
Stephanie Osterhout, Timken
Bryan Granger, C&S Wholesale Grocers
Christine Greenwood, Hampshire First Bank

Leadership *continued from page 1*
me to do more and be more, not just in my profession or as a leader, but also as a member of our community." – *Becky Fonda*, Timken Aerospace.

"The Leadership Monadnock program is fantastic! My professional and personal networks have grown through introductions to classmates and community leaders. As someone new to the Monadnock Region I was looking for a way to learn about regional issues, develop a network and become an involved citizen, and hoped Leadership Monadnock would provide those opportunities. The program exceeded my expectations and even led to my appointment on the Southwest Region Planning Commission." *Kelly Graham*, Keene State College.

We are now taking applications for the 2011/2012 class of Leadership Monadnock (LM). LM is a 9 month journey of full day meetings designed to immerse participants in the truly critical aspects that drive the dynamic nature of the regional economy and quality of life. Each session is structured to present all aspects of each

issue through a combination of presentation by industry experts, group discussions, field trips and other experiences.

Applications are available on our website – www.keenechamber.com. Highlight "Business Resources" and scroll to Leadership Monadnock. Applications are due no later than September 30, 2011. Completed applications can be mailed to the Chamber office or emailed to infor@keenechamber.com. If you have questions or would like to talk with someone who has graduated from Leadership Monadnock, please call the Chamber @ (603) 352-1303.



WORKFORCE DEVELOPMENT COORDINATOR UPDATE:

Why is it that September always feels like the busiest month of the year? I think it is because school starts and since we all spend so many years in school, our real year really begins in September and ends in June.

GKCC is planning many new programs, new workshops, and new breakfast forums/lunch & learns! As we solidify our plans for all of these new and exciting programs, we will keep you well informed through Blast emails, our website, news releases and, of course, our Outlook newsletter.

First and foremost in our plans: it is now time to apply for the 2011/2012 Leadership Monadnock program. Our website has been updated, and news and information will be sent to all of our members as well as past Leadership Monadnock participants. The application is on our website – just go to Business Resources, scroll down to Leadership Monadnock, and voila – it will all be there! If you have questions or would like to talk with someone who has graduated from Leadership Monadnock, please call the Chamber at (603) 352-1303.

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By David Rambo

Sept. 14-25

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Shows are 7pm Tues, 8pm Wed-Sat, 4pm Sun. Tickets: \$40, except Saturday: \$42

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www.PeterboroughPlayers.org



Upcoming Quickbooks Classes

QuickBooks I Class -
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QuickBooks II Class -
October 20th, 2011

QuickBooks Payroll Class -
October 27th, 2011

Classes are \$80 and run from 9:00 am - 12:00 noon at 217 R. Old Homestead Hwy in Swanzeey

For more information contact Peggi Brogan at (603) 358-6565 or email: pbrogan@lrcpa.com

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It was a great night for baseball on July 14 for **Chamber Night at the Swamp Bats!** Thanks to our co-host Monadnock Developmental Services for inviting former Special Olympians to serve as "baseball buddies" at the game. Over 1,500 fans cheered the Swamp Bats to victory and participating members

were pleased with the foot traffic around their tables.

Thanks also, to Donna Watterson and Justin Lonardo-Roy for all their help with the event and congratulations to the Swamp Bats on their third New England Collegiate Baseball League championship in franchise history!



Sherryl Bemis, Julie Cashin, Joelle Phippard and Beth Mullen from Masiello Employment (photo courtesy of Sandy Morelli – Swamp Bats photographer)



Chris McLaughlin and Ben Wheeler from TD Bank (photo courtesy of Ed Thomas)



My head is still spinning (in a good way) after spending the past 2 ½ hours being educated by Charlie Downey from Downey Insurance, on the virtues of Social Media Marketing. Although Charlie is President and CEO of an insurance company that was started by his grandfather in 1928, his passion isn't just insurance – it's teaching that the marketing paradigm has changed and, for a company to be successful, it needs to embrace the new social media marketplace. He travels around the country teaching seminars about this shift and even offers "new marketing" strategy training for his insurance clients. He also conducts a "Blow up your Traditional Marketing Methods" Training and Development course for Chambers of Commerce and their members.

On our scheduled meeting day, Charlie walked into the Chamber, flip video camera running, to record a YouTube video to help optimize the chamber. Definitely NOT what I expected! Since I'm new to social media it was great to learn from

an expert. Just some of the advice I received: post on the Chamber's facebook page every day and start a GKCC blog. In fact, Downey's employees are required to contribute to the company's blog: www.greatinsurancepeople.com.

The benefit of social media for Downey Insurance is impressive: 12% of new business in the last 18 months has come through social media channels. Another notable statistic is an agency-wide closing rate of 93%. One key to their success is a simple philosophy: create real relationships and help people. It does this through three divisions: Corporate Insurance, Personal Insurance and Financial Planning/Wealth Management; and three locations: Keene, NH, Marlboro, MA and Brattleboro, VT. They don't just quote insurance, why would they? They professionally manage insurance portfolios for people. You can visit www.downeyinsurance.com for a complete list of services.

Although Charlie is pleased that he and his team at Downey Insurance have been written about in three of the major insurance journals for exemplary service and forward thinking business practices, he is quick to point out that it isn't about favorable press, it's about helping the

next person and being exemplary. The company's current clients are very satisfied to be part of the Downey Family with 64% of business coming from referrals and existing clients.

Be sure to visit downeyinsurance.com and sign up to be a partner (under the service center menu). This is a free service for local businesses.

Downey Insurance also has an approved 10% discount on Auto and a 10% discount on Home insurance for GKCC members (all employees of a member organization are eligible).

Thank you Downey Insurance Group and their team at 45 Summer Street in Keene, for helping not only with insurance needs, but social media marketing needs as well! For more information visit www.downeyinsurance.com or call (603) 439-2022.

By Chistine Hadlow
Membership & Marketing Coordinator

upcoming **events**

**Hannah Grimes
September Workshops
and Classes**

Entrepreneur Project Info Session
Thursday, Sept. 8, 10a.m. – Noon

Four Things to Consider Before Starting Your Own Business Workshop
Thursday, Sept. 15, 2-4 p.m.

Green Architecture Workshop
Thursday, Sept. 15, 6:30 - 8p.m.

Write to Sell Workshop
Monday, Sept. 19, Noon - 1:30 p.m.

Five Steps to Business Freedom Workshop
Tuesday, Sept. 27, Noon - 1:30 p.m.

For more information and to register, visit the Hannah Grimes website at www.hannahgrimes.com

**U.S. Cellular to offer free
device workshop at
Keene location**

U.S. Cellular is hosting a free workshop on Thursday, Sept. 15 from 12:00 p.m. to 2:00 p.m. at 294 West Street in Keene to guide attendees through all of the features and functions of the company's Android™-powered, Windows® Phone and BlackBerry® devices that can enhance their lives.



Associates will answer questions and demonstrate common features such as e-mail access, web browsing, calendar synchronization, browsing for apps and how the device can be personalized to fit their lifestyles. Attendees can learn about U.S. Cellular's high-speed nationwide network, which has the highest call quality and network satisfaction of any national carrier. They can also learn about the

unique benefits of being a U.S. Cellular customer, including new phones faster without continuously signing contracts, Battery Swap and Overage Protection.

The Device Workshops are open to current smartphone owners, as well as those interested in upgrading to a smartphone. Attendees do not have to be a U.S. Cellular customer. All smartphone accessories will be 25% off. For more information call (603) 357-0300.

Farm-to-Table at Nicola's Trattoria

A popular trend in restaurant ingredient sourcing over the past few years, "Farm to Table", is now being embraced by Nicola's Trattoria in Keene. Nicola's uses high quality ingredients and fresh organic produce sourced directly from local gardens such as Green Wagon Farm in Surry, and Wichland Woods, Raenette Shaw's Gardens and Bencivenga Gardens in Keene. Produce is also purchased from the Keene and Walpole Farmers' Markets. This farm-to-table approach is good for everyone, from farmer to chef to diner. You will find local ingredients on their menu and in nightly specials.

Nestled in the heart of Main Street in Keene, Nicola's is located at 51 Railroad Street. The restaurant features live music in the Tuscan room and new patio seating. Walk-in diners are welcome, but reservations are suggested on weekends. Hours are Tuesday-Sunday starting at 5pm. Call (603) 355-5242 for more information.

Baybutt Construction Corporation

The Baybutt Construction Corp. of Keene, NH, has been selected as Construction Manager for the new Monadnock Community Market in Railroad Square in the heart of Keene. The 14,000 square foot cooperative store is being designed by Scully Architects for Monadnock Economic Development Corporation and is scheduled to be open for next year's local harvest. Baybutt is also building the new \$10 Million Brattleboro Food Co-op on Main Street in the heart of downtown Brattleboro. The new four story facility will replace the existing Co-op and will also include 31 apartments on the top two floors. The project is designed by Gossens Bachman Architects and is scheduled for a spring completion. For more information please contact Fred Baybutt, at (603) 352-6846.

Monadnock Waldorf School Appoints Elizabeth White

Liz White has been appointed to the position of Development and Marketing Leader at Monadnock Waldorf School in Keene. She will take charge of the Annual Fund Campaign, host outreach events, encourage the wider community to learn more about Monadnock Waldorf School, maintain a close connection to the school's 350 graduates, build the tuition assistance endowment, and support the continued development of school's website and social media opportunities.

Liz White has experience at the Humane Society of Greater Nashua and at the Family Center of Greater Peterborough where she was Executive Director. She has professional development training in non-profit management, board development, and fundraising. She completed the Giving Monadnock training and is currently enrolled in an MBA program in Social Media Marketing at Southern New Hampshire University.

She is the mother of three sons and three step-sons and lives in Peterborough with her family.

To learn more about Waldorf education or Monadnock Waldorf School, visit monadnockwaldorfschool.org.



ATTEND AS OUR GUEST FOR UP TO TWO MEETINGS!

▲ Meetings held second Wednesday each month September – June at Keene Best Western Sovereign Hotel. Sign in / network 7:30 am; Meeting 8:00 am. We look forward to meeting you.

▲ For information about Greater Monadnock Society for Human Resource Management, meetings, programs, guest policies, membership, sponsorship and more visit us at:

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**Ed Thomas
Photography**

Ed Thomas is a Photo Illustration graduate of the Rochester Institute of Technology and began his photography business in 1982 in Hartford, CT. Today he works out of his home in Marlow, NH and although most of his clients are in NH and VT, he still has a handful of faithful and devoted customers in CT.

His studio serves many regional and national clients in the retail, industrial, architectural, editorial, and advertising sectors. Most of his jobs involve catalog, industrial, architectural or corporate work.

His clients include the Vermont Country Store, W.S. Badger Company, NH Ball Bearing, Joseph A. Bank, Natural Patches, Bensonwood, Duncraft, Orvis, EMS, and Burdick Chocolates.



Ed says: "Every project I work on is important to me, no matter how large or small. My job is to help you, the client, communicate about your product or service. I take that very seriously and my goal is to solve your communication challenge in a creative and professional way.

I keep up with trends and technology and am always thinking of new and better ways to create a dynamic photograph."

In addition to being an accomplished professional, Ed demonstrates his commitment to the community in his free time, by volunteering for several local organizations including: Monadnock Habitat for Humanity,

Marlow 250th Anniversary Committee, Marlow Odd Fellows, Keene Boy Scout Troop 18 Venture Crew, Pitcher Mountain CSA, Marlow Conservation Commission, Monadnock Greenway Club. He

believes that volunteering in the community is just as important as being successful in business.

He also likes to have fun - so, get ready for a great shooting experience! If you would like to contact Ed Thomas Photography about your photography needs call him at (603) 357-5939, email:

ed@edthomasphotography.com or visit his website: www.edthomasphotography.com.

A business
that makes nothing
but money is a poor business.
Henry Ford

Keene YPN
YOUNG PROFESSIONALS NETWORK

This summer, Keene Young Professionals Network (Keene YPN) partnered with Monadnock Habitat for Humanity and Southwestern Community Services for their annual build. Six Keene YPNers spent a Saturday at the build suite in Troy. In addition to learning some great painting skills, the group enjoyed working side-by-side with the future home owner.

Keene YPN also volunteered at Southwestern Community Services Head Start Early Sprouts Garden. "We were delighted to have the Keene Young Professionals participate in a community service opportunity with SCS Head Start," said Jennifer Kozaczek, Head Start's Nutrition Services Manager and Early Sprouts Coordinator. "Community involvement is a cornerstone of our program, and the Keene Young Professionals Network lent their energy and talents to Head Start while learning more about our program, which is a free, comprehensive child development program for preschool children from lower income families in the community." To learn more about upcoming Keene YPN community outreach and events, visit: www.keeneypn.org.

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Girl Scouts of the Green and White Mountains

Girl Scouts of the Green and White Mountains are pleased to welcome Maureen McIntyre as the Manager of Membership Growth and Community Development to the Keene, NH office. Maureen plans to connect to the Keene Chamber of Commerce and find new ways to strengthen the connection between for-profit businesses and non-profit organizations like the Girl Scouts.

Look for an invitation to meet Maureen and enjoy milk and cookies with Alumnae this fall as Girl Scouts begin a year-long 100th anniversary celebration.

MoCo Arts Fall Class Schedule Available

It takes courage to try a new skill but the rewards of moving and expressing yourself will transform your life. Every September, students of ages 18 months to 80 years decide to take the leap into the arts by walking through the doors of MoCo Arts, a multi-arts organization in Keene. MoCo Arts is offering classes in

dance and theatre this Fall. For students under the age of 7 years, MoCo holds special classes as a part of their Young Arts program.

For more information on classes, please visit MoCo Arts at 76 Railroad St., call (603) 357-2100, or log on to www.moco.org. Scholarships and pricing packages are available.

Antioch Event Will Honor Local Humanitarians

On Friday, September 16, Antioch University New England (AUNE) will hold a major new fundraising event at the Keene Country Club in Keene, NH, to benefit student scholarships. The 2011 Horace Mann Spirit of Service Awards dinner will honor individuals who have made a difference in the lives of others and who embody the spirit of Horace Mann, abolitionist, educator and the first president of Antioch College (1852-1859).

Richard Ober, president and CEO of the New Hampshire Charitable Foundation will be the keynote speaker.

The event benefits the Antioch University New England Scholarship Fund and is open to the public. To attend, contact

Faith Linsky, AUNE Alumni relations, at (603) 283-2163 or email: flinsky@antioch.edu.

The Colonial Opens Its New Season!

The Colonial's 2011-2012 season gets started in September! A wide sampling of the human spirit delivered in song, dance, spoken word, theatre and moving image by world-renowned artists, The Colonial's season provides world class cultural options that would normally require a trip to New York, Boston, or beyond – right here in your backyard. As a nonprofit organization, they are reliant on membership (both individual and corporate), to bridge the gap between programming costs and income from ticket sales. It is this vital link that allows them to offer such extensive programs throughout the coming season, from sizzling Cuban import Kings of Salsa (Oct. 11), to NPR icon Ira Glass (Apr 28) to modern dance legend Martha Graham Dance Company (Jan 28). The variety continues with eclectic popster Bruce Hornsby (Apr 21),

Colonial continued on page 15

The Greater Keene Chamber of Commerce

Business After Hours

Sept. 21, 2011 5:30-7:00 pm

The Greater Keene Chamber of Commerce cordially invites you to join us for its September Business After Hours, hosted by AT & T Mobility-346 Winchester Street. (a few stores down from WalMart)

AT&T welcomes the members of the Greater Keene Chamber of Commerce to our store. This AT&T Experience Store features interactive touch-screen displays



along with over 80 live devices all designed to help you stay connected to your world. The staff and management will be available to answer any questions you may have and will be happy to show you some of the latest and greatest devices.

There will be door prizes along with amazing food catered by Nan's Italian American Deli & Pizzeria. We hope to see you there!

Yes! I will attend the **September Business After Hours from 5:30 to 7:00 p.m.**

name: _____

company: _____

Please RSVP to the Chamber office at
48 Central Square, Keene, NH 03431, no later than Monday, Sept. 19th,
(info@keenechamber.com), fax this coupon (358-5341), or by call us at 352-1303.



Located at 428 Winchester Street in Keene, Fit Nation is a full service fitness facility offering equipment, amenities and programs like no other health club in the area. Their equipment is state of the art and their amenities and programs are cutting edge. Join for only \$14.99/month, or \$1 down and \$19.99 per month for guest privileges with each visit. See the membership page of their website, www.ourfitnation.com, for more details on these offers. Phone: (603) 355-2341

Keene Apartments

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Pedraza's Mexican Restaurant

Located on Central Square in downtown Keene. Their food is meticulously prepared fresh daily with the finest ingredients and their sauces are made from scratch using our own special recipes. Not all Mexican food is hot! All of their dishes have an authentic yet mild flavor. For those who like it hot, they put hot sauce on the table. www.pedrazasmexicanrestaurant.com Phone: (603) 352-3199



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is expanding high-speed Internet access through hybrid solutions using Fiber and Wireless technologies to deliver the next generation of broadband to businesses and communities. They currently provide some level of service in 25 communities in Southwestern NH. They offer consulting and design services to municipalities, and continue to provide services that are unavailable over the local wired infrastructure. To learn more visit their website at www.wivalley.net and be sure to complete their survey to find out if service is available where you work or play.

WorldWide Computer Solutions



is a leading IT services/solutions provider offering professional and comprehensive IT services to business customers throughout the Northeast. WWCS offers technology & IT support services including software development, application integration, application management, network design & integration, and much more. For a complete list of services, please call (603) 358-6776 or visit www.wwcs.com.

Trinity Copier/ Printer Repair and Supplies (TCPRS)

Owner David DeYoung, with 26 years of experience as a service technician, offers repair and service for printers, copiers and fax machines. He also carries a wide range of products, including toner and ink, to meet any budget. His toner and ink cartridges are a great value and 100% guaranteed. Trinity Copier/Printer Repair and Supplies is located at 11 Centerview Circle in Swanzey, NH. Phone: (603) 283-7921 www.trinityprintersupplies.com



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Communicators Group is a 13-person branding and marketing communications firm located at 9 Church Street in Keene. From brand identity, to website development, to integrated advertising & public relations campaigns, they help clients increase awareness, sales and profits through powerful marketing communication programs. For more information visit www.communicatorsgroup.com or call (603) 357-5678.



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Deep Roots Massage & Bodywork is a growing therapeutic massage practice at 272 Main Street in Keene. They offer the highest quality professional massage at their office and currently provide popular on-site employee massage programs at Cheshire Medical, C&S Wholesale Grocers and Markem-Imaje in Keene. Voted the "Best of Monadnock" in the 2011 Shopper News Readers' Poll, Deep Roots helps people to reduce stress, recover from injury, reduce chronic pain and enhance sport performance. Their Nationally Certified and NH State Licensed therapists tailor each massage session to meet your specific needs ~ every time you visit.

You can read over 75 rave reviews, purchase gift certificates and schedule a massage directly from their website at www.DeepRootsMB.com. The massage modalities that we employ include Deep Tissue, Swedish, Trigger Point, Myofascial Release, Sports Massage and Cranio Sacral. They offer massage for expectant mothers and appointments for couples to enjoy in their newly renovated space.

On-site workplace massage is a zero cost health care benefit, a highly regarded tool for maintaining personal wellness and a great reward for hardworking employees. Deep Roots now offers on-site massage to any local company or work group. Sessions can be set up weekly, monthly or on an ad hoc basis. Please visit their website or call (603) 352-0734 for more information.

Deep Roots maintains a philosophy of giving back to their community through volunteer work at local charity events, fund raisers and a local hospital. They are proud members of the Greater Keene and Peterborough Chambers of Commerce, The Keene Downtown Group and Monadnock Buy Local.

Monadnock Community

Monadnock Community Market Co-op



The Monadnock Community Market Co-op is a cooperatively owned full-service food store opening in downtown Keene in summer 2012. It will provide the Monadnock Region with local, high quality food.

For more information and to contact our new members, please visit the GKCC website at www.keenechamber.com

New occasions teach new duties,
time makes ancient good uncouth;
They must upward still and onward,
who would keep abreast of truth.

James Russell Lowell

member news

Budget Blinds At Lebanon, NH Airport

Budget Blinds, the largest and fastest growing window covering company of its kind in the United States, was asked by Lebanon NH Airport Manager Rick Dyment to address selected window coverings at the airport that were in dire need of replacement.

Larry Sportello, owner and operator of the local Budget Blinds franchise, offered to supply the treatments at no charge in exchange for the marketing opportunity. Sportello noted that "Being able to get our message out, especially in an area where there are opportunities for travelers to see our product at work while awaiting flights, it made perfect sense for us to help the airport spruce up its terminal."

For more information about Budget Blinds, call (603) 354-7801 or email: Lksportello@budgetblinds.com, or visit www.budgetblinds.com/keene

Short News Items

- Congratulations for 25 years in the Keene community!



- Welcome Jess Gerrior-Baribault – newly appointed Project Manager for Monadnock Community Market!
- Please note that Susy Thielen's contact information in the July/August Newsletter was incorrect. She can be reached at (603) 352-1449 or email susy@headingforhome.org
- It's official - the event license for Pumpkin Festival 2011 (to be held on October 23) was approved by City Council!

Cornerstone Management Consulting offers “Wall-to-Wall Review”

Cornerstone has been working with companies for years helping to provide clarity where uncertainty exists. Their “Wall-to-Wall Review” is a way to help you understand where you are, and develop a “go-forward” actionable plan. This review is a critical examination of the essential elements of an organization - your strategy, processes, resources and structure, by a professional who understands where there may be disconnects and shortcomings. The final deliverable is a report card presentation that assesses your current organization against best practice principles.

The process doesn’t take long. In fact, they can provide a high level assessment of your organization - a report card- in very short order. For more information or to arrange a meeting call (603) 499-6550, www.Cornerstone-CMC.com



Exploring Local Economies and Vibrant Communities

Presented by The Hannah Grimes Center, the 6th annual CONNECT 2011 will feature Michael Shuman, one of the nation’s leading experts on community economics. Shuman will discuss how a community can build a strong network of locally-owned businesses that contribute to a vibrant community and thriving regional economy. An economist, attorney, author and entrepreneur, Shuman is Director for Research and Public Policy for the Business Alliance for Local Living Economies (BALLE).

If you have an interest in the long-term economic health and vitality of the Monadnock community, you’ll enjoy CONNECT 2011 and Shuman’s presentation.

CONNECT 2011 will be held Wednesday, October 12, 2011, beginning at 5:00 p.m., at Alyson’s Orchard in Walpole, NH. Everyone is welcome.

For more information and to register, please visit www.HannahGrimes.com or call (603) 352-5063. This evening event will include delicious food and great networking with other community-minded people. Early Bird registration is \$25/person (before September 23).

Tammy Richards Joins CBI

Tammy A. Richards, AVA, CMAP has become an associate of CBI (Country Business, Inc.).

Mrs. Richards has spent the past 15 years in investment banking and business valuation. She worked for Citigroup in New York where she spent 5 years in the Acquisition Finance Group working closely with private equity firms in valuing and financing buyouts of middle market and large-cap companies. She then became Vice-President in the Global Loans Portfolio Management Group where she managed a portfolio of leveraged corporate loans. After moving to Vermont with her family, Tammy worked for a leading regional accounting firm providing business valuations of family-owned and closely held businesses for sales and acquisitions, estates, gifting, and other tax related purposes. Tammy can be reached at (802) 254-4504 or trichards@countrybusiness.net.

For more information about CBI, please visit their website at www.countrybusiness.net.

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Wings of Freedom Coming to Keene



Monadnock Aviation is thrilled to bring the Collings Foundation Wings of Freedom Tour to the Keene area. The skies over Keene will be graced with a B-24J Liberator, a B-17G Flying Fortress, and a P-51C Mustang named "Betty Jane". These beautiful pieces of living history will be on display at Monadnock Aviation at the Keene Airport on September 28, 29, and 30.

The Wings of Freedom Tour has two goals: to honor the sacrifices made by our veterans that allow us to enjoy our freedom, and to educate the visitors, especially younger Americans, about our national history and heritage. Visitors are encouraged to tour the planes, talk to the veterans who come to visit the aircraft, and participate



in a "flight experience".

Monadnock Aviation offers introductory flight lessons, full flight training, scenic flights, photography flights, aircraft management and other aviation related services. We can be reached 7 days a week from 8AM to 5PM at (603) 357-7600, email Beth@MonadnockAviation.com, or stop in and visit us in the terminal building at the airport, 80 Airport Road. Our website is www.MonadnockAviation.com.

RJ SPORTS

has been providing schools, organizations, businesses and individuals with quality personalized awards, uniforms, sporting goods and clothing since 1984. While outfitting recreation leagues and schools with uniforms and equipment has been RJ's specialty, RJs offers a wide variety of personalized gifts for individuals, weddings and corporate recognition; awards for sports and academic achievement; to identification plates for our local manufacturers; and signage. They offer custom screen printing, embroidery and engraving services all at a very reasonable price and excellent service. Their custom work is done on the premises giving us full control of quality and delivery.

RJs engraving and awards department creates custom awards and personalized gifts designed to accommodate every budget. Come in for a free consultation and let them help you select the right gift or set up an awards and recognition program that is right for your school or business. With a large selection of gifts, awards, uniforms, or clothing to choose from, their engraving, embroidery and screen printing departments can create that special something for you.

Located at 626 Rt 10 in Gilsum—10 minutes north of Keene. Hours are Monday through Friday 8 AM to 5 PM & Saturday 9 AM to noon • rjsports.com • sales@rjsports.com
• (603 352-7217



The award winning Connor team of AdviCoach® has expanded!

Not only do Ann and Michelle help existing businesses grow and become more profitable, they have now added The Entrepreneur's Source® for individuals who have always dreamed of being in business for themselves! In this economy, unemployment has been at an all-time high, but at the same time, so are new business starts. The entrepreneurial spirit is alive and well. Folks are taking control of their own destiny by becoming self-employed rather than going back into the uncertain job market.



Michelle is now heading up this new division for the Connor team. She offers a no-cost service to help individuals access their goals and expectations for their future then find opportunities that meet those goals. Ann continues to work with new and existing businesses, for-profit as well as non-profit organizations with strategic planning, improving sales, marketing strategies and much more. Now, with their Entrepreneur's Source® division, making success happen is their only business! They now take individuals from Employment to Entrepreneurship! For more information call AdviCoach at (603) 239-3693.

Those who have succeeded
at anything
and don't mention luck
are kidding themselves.

Larry King

Those who have succeeded
at everything
never tried much
or delude themselves.

Laura King

View continued from page 2

it's a tough economy and we're all scrambling and have to work smart. We're often reinventing our businesses, and sometimes we even have to reinvent ourselves first. Businesses have had to change their strategies to survive, but I have seen that those who can change can even thrive. In my life, I have reinvented myself quite a few times, but my core self has always remained a "Pragmatic Optimist".

My goals are these, and they have served me well. Whenever possible leave things better than you found them. Work hard. Work smart. Be grateful. Be honest.

And always be kind.

*Warmly,
Laura*

Darin Elliott Joins Sovernet Communications

Sovernet Communications is pleased to announce that Darrin Elliott has joined the company to serve the Keene, NH, business community as an Account Manager. Elliott has an extensive background in telecommunications having worked for Choice One Communications and Fairpoint in the past. He will be offering Sovernet's DSL, T-1, and telephony products directly to Keene businesses.

Now Keene businesses can take advantage of the benefits of the high capacity, low cost options for telephone and high speed broadband services that Sovernet provides. For more information, please visit; www.sovernet.com. Darrin can be reached directly at (802) 460-9108 or by e-mail: delliott@sovernet.com.

Genesis Keene Center wins the "2011 Best of the Best"

Keene Center is located only half a mile from Cheshire Medical Center and Dartmouth-Hitchcock Clinic. Recently renovated, Keene Center provides skilled nursing, medical and rehabilitative care for patients and residents.

They offer a full complement of rehabilitation services, including Physical Therapy, Occupational Therapy, Speech Therapy and Respiratory Therapy. In addition, the center provides a range of services to long term care customers, and short term respite care for families needing temporary assistance caring for a loved one. Keene Center was also awarded 2011 "The Best of the Best for Best Nursing Facility".

Genesis Keene Center is located at 677 Court Street, Keene, NH 03431 or call Bonnie Riley at (603) 762-5978.

Custom Window Blinds, Etc.

Have you ever wanted to put your own design, custom graphics or MLB or NHL logo on a window shade? Jon Streeter of Custom Window Blinds, Etc. is excited to offer a new and innovative program that allows you to do just that. PERSONAL shades have everything you need for design inspiration: colors, patterns and textures allowing you to create window shades that are uniquely your own.

During October and November they are offering FREE cordless upgrades on roller and cellular shades. Don't forget to ask them about FREE installation.

Customer service is their number one priority. Jon's 38 years of experience brings you the professional service you deserve. On site consultations at your home or business allows them to offer you personalized support. Contact Custom Window Blinds, Etc. at (603) 357-6262 or visit their website at www.cwbetc.com.

Enrollment at River Valley Community College

Enrollment continues to grow in the Monadnock region by leaps and bounds. The city of Keene and the surrounding River Valley Community College towns now account for almost a third of their credits enrollment, and RVCC continue to add courses based upon local feedback from students and employers.

Their outreach to business and industry is also expanding with more attention to the needs of regional manufacturers. Thirteen new machine tool operators completed their training in July and all have been employed locally. RVCC continues to work with the Keene Public Schools, Keene State College, and the Chamber of Commerce on improving their services to business and industry. They are accomplishing this through a coordinated response that involves the sharing of facilities as well as each institutions expertise.

The colleges and the school district are also improving their instructional connections by enhancing the transferability of course credits between institutions.

With a gift from the Timken Foundation, the college has continued the refurbishment of their facility at 438 Washington Street. The Timken gift was made specifically for the construction of an office of business and industry outreach programs designed to better serve existing and new business customers. Please give them a call at (603) 357-0408.

Luca's Mediterranean Cafe Celebrates 11 Years

Luca's Mediterranean Café is celebrating their 11th Anniversary. Luca and Lindy Paris, both graduates of Johnson & Wales University, moved up to Lindy's hometown with a dream of opening a fine dining Mediterranean restaurant and they did just that, 11 years ago on August 12, 2000.

"We can't believe how fast the time has gone by," says Luca Paris, "It seems like just yesterday we were doing the demolition inside to create our vision!" The business grew from a 45 seat restaurant into an 80 seat restaurant when they expanded into the barber shop to the right of the original space. They have also grown by venturing into award winning catering services and opened The Market at Lucas 6 years ago.

"We are thrilled to have won so many awards and accolades including Best Restaurant in the Monadnock Region and Best Caterer in New Hampshire by New Hampshire Magazine. In addition we have won Excellence in Dining and Best Service by Market Survey's of America for 9 years! Some of our favorite awards are those voted by the community such as the "Best of Monadnock" taking Gold in the Restaurant, Service and Catering categories." says Lindy Paris, "We have incredibly loyal customers, friends and staff, we are truly fortunate."

Since coming to the Keene area, Luca has been involved with numerous community events and activities such as starting the Keene Ice and Snow Festival and Taste of Keene, he has served on the Board of Directors for the Greater Keene Chamber of Commerce, is part of the Downtown Keene Group, has created the Culinary Journey Scholarship Fund, for a local high school student going to culinary school, and is a constant supporter of locally owned businesses. Luca organized a week of segments featuring Keene Restaurants on the local ABC affiliate WMUR Channel 9 and continued that theme earlier this year with a week long push for locally owned restaurants with Keene Restaurant Week.

Over the past 11 years there have been many changes to the downtown area and Luca's has been a staple. You can see the pride that Luca and his staff take in their establishment and the service they provide. "We have always felt that the experience our guests have at the restaurant is as important as the food itself," says Luca, "Our General Manager of Properties, Laura Hoffmann, has been with us for 10 years, and has been instrumental in our success!"

There have been some changes to the menu over the years, but the quality of ingredients, using locally grown when ever possible has stayed the same! Luca and Lindy are looking forward to the next 11 years and can't wait to see what is next on their culinary journey.

For further information, please call Lindy Paris at (603)-762-1792

Granite Gorge Ski Area

Granite Gorge Ski Area is kicking off the 2011-2012 Season with big improvements! The base lodge has been expanded to include Men's and Women's Restrooms, expanded floor area and the all new Lookout Lounge. Also new for 2011-2012 is the Granite Gorge Bag Jump, a 10 foot high stunt bag designed for learning new freestyle skiing and snowboarding maneuvers in a safe environment. The Bag Jump is also available, on select weekends in a free-fall set-up for the summer. Participants are lifted on a scissor lift to heights of 10', 16' and 23', and then plunge into the bag! Granite Gorge Ski Area is located at 341 Route 9 - Keene/Roxbury, NH. For information on rates and events visit www.granitegorge.com, call (603) 358-5000 or email info@granitegorge.com.



The future belongs to those
who believe
in the beauty of their dreams.

Eleanor Roosevelt

Colonial *continued from page 9*

trailblazing comedienne Lily Tomlin (Nov 10) and Joan Rivers (Mar 15), and enriching programs like multi-Grammy winning jazz vocalist Dianne Reeves (Feb 23) and Met Opera Live in HD - new this year to The Colonial lineup.

To purchase tickets or purchase/renew a membership, visit TheColonial.org, call 603/352-2033 or stop by their Box Office at 95 Main Street.

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