



# MAYFIELD CHAMBER NEWS

## Mayfield Area Chamber of Commerce

*Serving the communities of: Mayfield Heights, Gates Mills, Mayfield Village and Highland Heights*

**FEBRUARY - 2013**

MONTHLY CHAMBER PROGRAM:

## How Northern Ohio Area Chamber of Commerce Works for You

Our MACC is honored to have as our February speaker, Vicky Hawke, Executive Director of NOACC (Northern Ohio Area Chamber of Commerce). MACC is a member of NOACC, the largest independent chamber association in the United States. NOACC currently offers superior business benefits to almost 35,000 employer groups through the membership of more than 120 chambers of commerce in Northern Ohio. As a member of NOACC, your chamber also partners with other community-based chambers. Through this group partnership, your chamber access to substantial savings and additional benefits and services to provide to you.

Join your fellow chamber members as you will hear how NOACC works for your business.

Date: Thursday, February 14th, 2013 (Valentine's Day)  
Location: Holiday Inn – Mayfield Village  
Address: 780 Beta Drive, Mayfield Village  
Time: 11:30am – 1:00pm  
Cost: \$20.00 per person  
Speaker: Vicky Hawke, Executive Director of NOACC

Vicky became Executive Director in March 2002. She has been the NOACC Chairperson since January 2000. During that time she was serving as the Executive Director of the Parma Area Chamber of Commerce, a position she held for nearly 17 years from 1985. Ms. Hawke also attended the Institute for Organization Management, sponsored by the U.S. Chamber of Commerce, and has been a member of the Chamber of Commerce Executives of Ohio (CCEO). Vicky's interests include playing violin in the Parma Symphony Orchestra for the past 10 years, is an avid boater with her husband Dick, and her family includes three grown daughters.

Please RSVP your attendance for this informative luncheon/program by Monday, February 11th to the chamber voicemail: 216-556-4598 or e-mail Jim Spring at: [jasspring@aol.com](mailto:jasspring@aol.com).

**Reminder: "NO SHOWS" will be billed unless cancellations are made 24 hours in advance.**



## Groundhog Day!



**Mission Statement: To promote the growth of businesses in our communities and invest in programs that support our community development.**

**Mayfield Area Chamber of Commerce**  
1284 SOM Center Road #308 • Mayfield Hts., Ohio 44124  
216-556-4598 • [www.mayfieldareachamber.org](http://www.mayfieldareachamber.org)

**Thanks to Host: Holiday Inn – Mayfield;  
Speaker – Rayola Dougher with  
American Petroleum Institute; and  
Sponsor – Crane Enterprises LLC**

All who attended this luncheon/meeting were warmly welcomed and served a delicious meal at Holiday Inn – Mayfield. A very informative power point program was presented by Rayola Dougher, senior economic advisor at the American Petroleum Institute.

Thanks to our January luncheon sponsor Crane Enterprises, LLC. You can see Alter Ego live at one of the upcoming February shows listed below. Like them on Facebook and see where they are playing next!



**Shots at Freeway Lanes Solon**

33185 Bainbridge Road • Solon, OH 44139 • (440) 248-4080

**Saturday, February 9<sup>th</sup> • 8:00 pm - 11:00 pm**

**South East Gears & Cheers**

23333 Aurora Rd. • Bedford Heights, Ohio 44146 • (440) 232-0029

**Saturday, February 23<sup>rd</sup> • 9:00 pm - Midnight**

**[www.facebook.com/alterEGOcleveland](http://www.facebook.com/alterEGOcleveland)**



**New Members**

*Welcome New Members (January 2013)*

(Please cut out and insert into your member roster for future use)

**CDS Assistance Services LLC**

Charles Strawbridge

6409 Old Woods Road

Ashtabula, OH 44004

Senior Care

440-992-3916

Fax: 440-992-3916

e-mail: strawchas@hotmail.com

**Reminder to Pay  
2013 MACC Dues**

To be part of the February 2013 MACC Lottery Fundraiser please pay your dues and add that \$25.00 amount for those lottery tickets (and possibly be \$100.00 winner). Overdue Dues Notices have been mailed. Payment to be received by **February 1st for lottery entry deadline.**

**MACC 20th Annual  
Charity Golf Outing**

It is not too soon to get your August calendar in front of you. Our golf outing will be held on August 19th at StoneWater Golf Club. We really want you to start thinking about your foursome for golf as we get these occasional warm days in February. Mark that calendar now!!!



## From the Executive Director

*Jim Spring*

### Happy Workers, Happy Profits.....

I recently saw this article and felt it might be of use to some of the membership....Conflicts of the workplace usually don't get the same attention as other problems, such as losing a key client. Yet disputes among workers can be just as detrimental to a company's bottom line. Smart bosses can take simple steps to defuse hot spots in the office by using these three tips.....

**Spot the pink elephant.** Acknowledge when someone is upset by saying something as simple as "You seem very angry" or "I see you're crying. Are you feeling hurt?" While it may feel awkward, this communicates that you recognize the person is frustrated and can empathize with him or her.

**Stay off anger mountain.** The best time to effectively discuss issues is either before anger reaches its climax or afterward. Think of rising anger as a mountain. Studies suggest that humans lose their ability to reason or communicate effectively at the peak of the mountain. If someone seems too angry, you can say, "I'd like to talk more with you about this. You seem upset now. Let's pick this up after we've calmed down a bit."

**Peel the onion.** Ask clarifying questions to determine underlying interests. Questions such as "Why is that important to you?" or "In an ideal world, what would you like to see happen?" identify hidden concerns that are easily overlooked during a conflict. Once known, these interests form the basis of a workable solution. There's a real payoff to resolve conflicts. Small companies that master these conversations and can skillfully develop creative solutions will be successful in all market conditions.

## "Our Town & All Around" Dining Books

Still "ON SALE" are the 2013 "Our Town & All Around Dining" plus much more books. A portion of every book sold comes back to the chamber to help support our fundraising program. These books are on sale for \$28.00 each and can be delivered to your place of business by contacting Jim Spring at 440-449-5099 or e-mail Jim at: [jasspring@aol.com](mailto:jasspring@aol.com). Make checks payable to: MACC.



# HONORING PRESIDENT'S DAY



## President's Message

John Swartz,  
Hamilton Insurance  
Partners

I'm going to take the opportunity with this month's letter to encourage all of our members to seriously consider coming to this month's luncheon. **If there's one luncheon that you can't afford to miss, it's this one!**

So many times when we're talking to prospective members we get the **question "What can the Mayfield Chamber do for my business?"** We have current members who aren't familiar with the many benefits they can access either. Frankly, I had forgotten about some of the things that we have available until the Board of Directors got a refresher course from Vicky Hawke, Executive Director of NOACC (Northern Ohio Area Chambers of Commerce) at our meeting last month to review everything that's available to the membership. Your membership in the Mayfield Chamber gives you automatic membership in NOACC and there are **more than a dozen highly discounted services available to save you tons of money** (potentially many, many times what your annual membership costs!).

Here's a quick list:

- 1) A special group discount on Health, Life and Disability Insurance from Anthem Blue Cross/Blue Shield.
- 2) A Workers Comp Group Rating Program from Benefits1Group.
- 3) A Managed Care Organization from University Hospitals Comp Care.
- 4) Discounted office supplies from Independence Business Supply.
- 5) Discounted Credit Card and Payroll Processing from Heartland Payment Systems.
- 6) Discounted Accounts Receivable & Collections Management from AmerAssist.
- 7) Up to 25% savings on worldwide shipping from ctLogistics.
- 8) Up to 27% savings on shipping from FedEx (I just signed up for this one)
- 9) Competitive rates on web sites & email marketing services from GHI Internet Services.
- 10) Wellness Programs from the Wellness Council of Northeast Ohio.
- 11) Other programs that are added during the year.

The testimonials on NOACC's web site rave about the savings members have achieved. **A law firm saved \$10,000** on their health insurance premium and **a manufacturing firm saved over \$3,000** on the shipping costs! **What could some of these services do for your bottom line?**

Please take a minute right now to make your reservation for the February 14th luncheon at the Holiday Inn-Mayfield! Call to the chamber voicemail: 216-556-4598 or e-mail Jim Spring at: [jasspring@aol.com](mailto:jasspring@aol.com)



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XLVIII

Super Bowl  
Sunday

# MEMBER TO MEMBER DISCOUNTS

## (As of February 1, 2013)

Aladdin Rents 10% off any rental order for chamber members. This does not include any sale items or delivery fee.	440-942-4100	Liberty Mutual Insurance – Joe Corradetti 10% discount on Auto, Home & Renters Insurance.	440-785-3157
BatteriesPlus Save 10% on any instock batteries from laptop computer, cell phone, automotive, backup systems even wheelchairs w/chamber ID .	440-449-5555	Marshall Carpet One & Rug Gallery Call Steven Glass for 10% off all area rugs.	440-449-4977
Bogart, Cunix & Browning, LLC Call Dave Cunix to access your Anthem chamber discount for group Health insurance.	216-292-8700	Mayfield Brainard Collision & Paint 10% off your insurance deductible on collision repairs.	440-442-4772
Marie A. Calabrese, D.M.D. General Dentistry \$500.00 off Invisalign (clear braces).	440-646-0477	Mayfield City Schools 10% off ads in Mayfield City School Community Education & Recreation brochure.	440-995-7600
Deacon's Chrysler-Jeep Inc. 20% off service work for Chrysler & Jeeps.	440-442-0424	Miklus Florist – Free rose with purchase.	440-442-0777
Dr. Gen Orthodontics. \$200 off comprehensive orthodontic treatment (child or adult ) . \$100 off interceptive phase I treatment.	440-442-3525	Minotas Trophies & Awards Save 20% on Advertising Specialties (min. qty. 300) Save 15% on Plaques.	440-720-1288
Eastern Boger & Gower Insurance Call Kathy Lanese to lower your personal auto premium up to 20% while keeping a close eye on teen drivers, with IntelliDrive.	440-442-5573	Morgan Stanley Wealth Management – Donna K. Leseman 216-523-3110 Free asset scan, a portfolio analysis tool powered by Morningstar.	440-995-7600
FASTSIGNS – Edward Davis 15% off in-house signage with a minimum purchase of \$75.00.	440-461-4445	Network Payment Systems Free equipment replacement program available for credit card/ check imaging terminals, includes free receipt paper & supplies. Merchant processing agreement required.	440-473-9477
Harry Buffalo in Highland Hts. 10% off any purchase at the Highland Hts. location.	440-868-0088	NPS Global Systems, Inc. Credit Card Merchant Processing *waiver application fee - \$125 value *free analysis of current processing set up.	440-646-9966
Hamilton Insurance Partners Call John Swartz to get your Chamber Discount on Anthem/Blue Cross' Group Health Insurance.	440-461-8010 Ext. 111	Physicians First/Gallucci Chiropractic Clinic Complimentary Health Pass (a consultation and health history, a 10 point spinal exam, two spinal x-rays, if appropriate and a soothing muscle treatment.)	440-461-4848
Hillcrest Atrium Pharmacy Warren Friedman has free prescription deliver in the Mayfield Heights area.	440-605-1611	Rouhier Advertising Specialties Free screen charge with purchase.	440-461-9213
Hillcrest Family YMCA – Alvin Austin 50% off your initiation fee when you are a new member.	216-382-4300	School of Rock 10% discount on (1) month tuition.	440-684-7625
Hilton Garden Inn Mayfield Village Frank Mancini or Gayle Galvin. 10% off in the GREAT AMERICAN GRILL RESTAURANT.	440-646-1777	Security Self Storage, Ltd. No administration fee for members – save \$15.00.	440-684-9393
Howard's Jewelry Center Additional 10% discount & Free jewelry inspections and cleaning.	440-473-5626	Sherwin Williams – Golden Gate 20% off list price items and 5% off sale items.	440-449-0910
Howard Sonenstein 3 months No Charge Rent with a 5 year lease in both Office & Retail space.	440-343-0008	Skoda Minotti 1 hr free tax or financial services consultation	440-449-6800
Laronge-Wagner Realty – Michael Wagner 10% rebate on commission when sale is made.	440-449-3850	Teresa's Pizza 10% off regular menu price orders.	440-449-7400
		Total ID Solutions Mike Sloe - 15% to 25% off employee ID cards.	440-449-8000

# MEMBER TO MEMBER DISCOUNT PROGRAM

**There's still time!**

Join the Member to Member Discount Program and your business with us.

Just completely fill out this form and FAX to: Jim Spring – 440-449-5869

Name: \_\_\_\_\_

Business: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Your product/service discount or offer \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Questions? Please call Jim Spring at the chamber office 216-556-4598.

For changes or new member to member discount additions just complete  
and fax this form to Jim Spring at 440-449-5869



# UPCOMING EVENTS & MEMBER NEWS

## SAVE THESE DATES...

February 14	11:30am	Vicki Hawke - NOACC	Holiday Inn - Wilson Mills
March 14	11:30am	Carol Ganser & Associates	Holiday Inn - Wilson Mills
April 11	11:30am	Diane Helbig - Lemonade Stand Strategies	Holiday Inn - Wilson Mills
April 17		2nd Annual Pizza BakeOff	Mayfield Village Community Center
May 9	11:30am	John Grabowski-Migration	Holiday Inn - Wilson Mills
June 13	11:30am	Suzanne Johnson - MACC Web Site	Holiday Inn - Wilson Mills
July 11	11:30am	Summer Mixer	Staybridge Suites
August 8	11:30am	Browns-ESPN Reporter	Harry Buffalo
August 19		Annual MACC Golf Outing	StoneWater Golf Club
September 12	11:30am	State of the Cities	Holiday Inn - Wilson Mills
October 10	11:30am	Cleveland Sports	Holiday Inn - Wilson Mills
November 14	11:30am	Hillcrest Hospital	Hospital Auditorium A & B
December 12	11:30am	Holiday Party	Landerhaven

*Submit your upcoming event or member news! E-mail to: [byron@craneenterprises.org](mailto:byron@craneenterprises.org).*

*Copy must be in a word document and any photos must be a separate file. Copy may be edited for content and space restraints.*

*Please patronize our members. To place an ad, call: (216) 556-4598.*



**(440) 461-0770**

355 Bishop Road  
Highland Heights, OH

### COMMERCIAL STORAGE

DOCUMENTS • INVENTORY • OFFICE  
FURNITURE

*FREE MONTHLY PICK UP AVAILABLE!*  
DOOR ALARMS • CLIMATE CONTROL  
*Residential Storage Also Available*

### 2012 Board of Directors

#### Officers:

President - John Swartz 440-461-8010  
Hamilton Insurance Partners

Vice-President - Mary Jo Vleck 440-461-1360  
Charter One Bank

Secretary - Patti Bednar 440-442-7753  
Dollar Bank

Treasurer - Bruce Bechhold 216-573-2330  
Walthall, Drake & Wallace, LLP

#### Board of Directors:

Byron Crane 440-552-2105  
Crane Enterprises, LLC

Michael LaMarca 440-449-1516  
LaMarca's Master Pizza

Vice-President - Donna Leseman 216-523-3110  
Morgan Stanley Wealth Management

Marybeth Mack 440-312-4784  
Hillcrest Hospital

Shelly Norehad 440-684-7625  
School of Rock

#### Executive Director:

Jim Spring 440-449-5099  
Creative Visions Cell 216-402-4167  
Fax 440-449-5869

*Deacon's*  
"The dealership that service built"



**Jeep**

835 SOM Center Road Mayfield Village, Ohio  
(440) 442-0424 [deaconschrysler.com](http://deaconschrysler.com)