



MAYFIELD CHAMBER NEWS

Mayfield Area Chamber of Commerce

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

FEBRUARY - 2014

MONTHLY CHAMBER PROGRAM:

"Cleveland Indians" ... Can Spring Be Coming Soon ??!

Our February program meeting welcomes Joel Hammond, Coordinator, Communications with the Cleveland Indians. With this wicked winter we have had, what better program to be thinking spring is on its way. Talk of Indians Spring Training is heard on the radio and TV stations here in Cleveland. Who will we see and have excitement in the air all about our Tribe? Joel will be with us and answer many of our questions about this upcoming baseball season.

Date: Thursday, February 13th, 2014
Location: Holiday Inn – Mayfield Village
Address: 780 Beta Drive, Mayfield Village
Time: 11:30am – 1:00pm
Cost: \$20.00 per person
Speaker: Joel Hammond, Cleveland Indians
Sponsor: Teresa's Pizza – L. David Erste

Joel is in his second season with the Cleveland Indians, joining after nearly seven years with Crain's Cleveland Business, a weekly business newspaper located in Cleveland, where he specialized in sports business reporting. Hammond is a native of Austintown, OH where he graduated from Austintown Fitch High School in 2000 prior to attending Bowling Green State University; he graduated from BG in 2004 with a degree in Print Journalism.

Please RSVP your attendance for this luncheon/program by Monday, February 10th to the chamber voicemail: 216-556-4598 or e-mail Jim Spring at: jasspring@aol.com and make payment at the sign-in table with cash, check or make charge payment with VISA, Master Card or Discover Card (but not American Express).

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

Valentine's Day
February 14, 2014



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

New Members

Welcome New Members (December 2013)

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

Piccolo Restaurant LLC

Chris Licht

1261 SOM Center Road
Mayfield Heights, OH 44124
Full service restaurant
440-646-1383
E-Mail: chrislicht@aol.com



From the Executive Director

Jim Spring

RETAIN CUSTOMERS BY WALKING IN THEIR SHOES....It's easy to take your eyes off an important and profitable aspect of your business: CUSTOMER RETENTION. And the first step in customer retention is providing a great customer experience. In order to understand things from our customer's perspective, it helps to step outside of your roll and pretend you are the customer.

Creating a great customer experience means fitting the right pieces together. Those pieces include the products you sell, your expertise, your sales technique and how you handle complaints.

Make them happy...provide optimal service...treat your customers as you would want to be treated. Keep your commitments. Realize that superior service can set you apart from your competition. Listen to your customers and act on their suggestions. Remember that your customers are the reason for your success. Reward and acknowledge employees who provide great customer service. Continually evaluate your level of service. Commit to being the best at what you do.

Remember why you are into business in the first place. If you love what you do, there's a better chance your customers will love the work you do for them.

Roster Change

Change contact name for:

us bank:

Joseph Welling

e-mail: joseph.welling@usbank.com

Change contact name for:

Manor Care, HCR:

Abby Lang

e-mail: abby.lang@hcr-manorcare.com

Business name change for:

Walthall, Drake & Wallace, LLP

Change to: Walthall CPA's

Address change for:

Platinum Home Health – change to:
5813 Mayfield Rd., # 201, Mayfield Hts., OH 44124

E-Mail address for

Scott A. Mills is:

Scott@

[MaverickInsuranceGroupLLC.com](mailto:Scott@MaverickInsuranceGroupLLC.com)

Teresa's Pizza February Luncheon Sponsor

Teresa's Pizza is located on the corners of Lander and Mayfield Roads in the heart of Mayfield Heights. 2014 marks Teresa's 19th year of business in Mayfield Heights and also brings with it a new look as we are just completing an expansion and renovation project.

We are excited for the future with our expanded kitchen allowing us to open up our catering menu and soon to offer pizza by the slice and other delicious lunch options.

Owners, David & Lindsey Erste and their M.A.C.C. award winning Pepperoni Pizza look forward to serving the Mayfield Community for years to come.

2014 MACC Overdue Dues Mailed

Your MACC 2014 dues reminder notices are being mailed to those who may have overlooked the first bill sent the end of November 2013. We value your membership and hope that you will continue your support and participation in both helping to build a stronger business community as well as helping to enrich the Mayfield Area School system. If you would like to make a charge payment you can do so by calling Jim Spring at 440-449-5099 and charge over the phone using our EMS credit card system. A receipt will be sent via e-mail following your charge payment. Use a VISA, Master Card or Discover Card only.

Thanks to Holiday Inn & Dr. Ronald Balas, PhD

Another wonderful luncheon was provided by the chef and servers at Holiday Inn-Mayfield. Dr. Balas provided our member with a variety of activities he is involved with now and many years ago from his combat action, to his support of Awesome Heroes Program and his World Class Martial Arts System.



**Our January speaker Dr. Ronald Balas, Ph.D.
with Attorney friend, Michael Lograsso**

PRESIDENT'S **DAY**

February 17, 2014



After Hours Networking Event

Join your fellow MACC members for this special After Hours Networking event.

When: Wednesday, February 19th
Where: JoVann's
Address: 6260 Mayfield Road, Mayfield Hts.
Time: 5:00 – 7:00pm

Free wine tasting, free appetizers (food supplied by Arrabiata's Restaurant) and cigar sampling.

"Our Town & All Around" Dining Books

Still 'ON SALE' are the 2014 "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 programs. These are on sale for \$28.00 each and can be delivered to your business and can be paid by cash, check, or charged on EMS charge system by contacting Jim Spring at 440-449-5099 or e-mail Jim at: jasspring@aol.com. Make checks payable to: MACC.



THE **YELLOW**
BOOK THAT SAVES
YOU **GREEN!!**

Mayfield Heights Fire Department • CPR Classes for 2014

CPR – HCP (Health Care Provider).....Jan. 8th, April 9th, July 9th, Oct. 8th
CPR – Heart Saver AED.....Feb. 12th, May 14th, Aug. 13th, Nov.12th
CPR – Friends & Family.....Mar. 12th, June 11th, Sept. 10th, Dec. 10th

All classes start at 6:00pm and will be held in the Fire Department Training Room.

To register, or for more information, please contact:

Dennis Linsky 216-287-3194,
Justin Gvora 440-221-0257 or
Matt Bobinski 440-339-8668

MEMBER TO MEMBER DISCOUNTS

(As of February 1, 2014)

| | | | |
|--|-----------------------|--|--------------|
| Aladdin Rents 10% off any rental order for chamber members. This does not include any sale items or delivery fee. | 440-942-4100 | Marshall Carpet One & Rug Gallery Call Steven Glass for 10% off all area rugs. | 440-449-4977 |
| BatteriesPlus Save 10% on any instock batteries from laptop computer, cell phone, automotive, backup systems even wheelchairs w/chamber ID . | 440-449-5555 | Maverick Insurance Group/FARMERS A complimentary Auto/Home insurance review and a copy of the Home Organizer! (\$49.95 value) This program will allow/assist you in building a digital file cabinet of all your important information. Call: Scott Andrew Mills | 440-895-5200 |
| 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. Free initial evaluation including digital imaging and x-rays. \$250 discount off our full fees for comprehensive or 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 |
| FASTSIGNS – Edward Davis 15% off in-house signage with a minimum purchase of \$75.00. | 440-461-4445 | Morgan Stanley Wealth Management – Donna K. Leseman 216-523-3110 Free asset scan, a portfolio analysis tool powered by Morningstar. | |
| Fioritto Funeral Service \$100.00 off of our services with full-service pre-paid Funeral Service, and \$50.00 off of our services with a Standard Cremation Service. Mario A. Fioritto, Jr. | 440-442-5900 | 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 |
| Golden Gate Gardens Miriam Goloboff announces that if you refer someone to us who signs a 12 month lease, you will receive \$300.00. | 440-442-1913 | NPS Global Systems, Inc. Credit Card Merchant Processing *waiver application fee - \$125 value *free analysis of current processing set up. | 440-646-9966 |
| Harry Buffalo in Highland Hts. 10% off any purchase at the Highland Hts. location. | 440-868-0088 | Oppenheimer & Co., Inc Complementary: Retirement Outlook Report. An analysis to help review retirement roadblocks, resources and needs. | 216-765-5942 |
| Hamilton Insurance Partners Call John Swartz to get your Chamber Discount on Anthem/Blue Cross' Group Health Insurance. | 440-461-8010 Ext. 111 | Perrino Furniture & Fine Interiors 10% discount on all furniture and accessories (does not apply to any on sale items). | 440-919-1000 |
| 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 – Chris Scheuer 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. 10% off in the GREAT AMERICAN GRILL RESTAURANT. | 440-646-1777 | Schulte & Mahon – Murphy Funeral Home \$25.00 Gift Card for a funded pre-need funeral contract. Contact: Mary Murphy. | 440-442-0000 |
| Howard's Jewelry Center Additional 10% discount & Free jewelry inspections and cleaning. | 440-473-5626 | Security Self Storage, Ltd. No administration fee for members – save \$15.00. | 440-684-9393 |
| Howard Sonenstein 3 months No Charge Rent with a 5 year lease in both Office & Retail space. | 440-343-0008 | Sherwin Williams – Golden Gate 20% off list price items and 5% off sale items. | 440-449-0910 |
| Laronge-Wagner Realty – Michael Wagner 10% rebate on commission when sale is made. | 440-449-3850 | Skoda Minotti 1 hr free tax or financial services consultation | 440-449-6800 |
| Levin Mattress \$50.00 off any purchase of \$499.00 or more. Chamber members, Families, and Friends. Offer NOT VALID on selected special purchases. | 440-947-0047 | Teresa's Pizza 10% off regular menu price orders. | 440-449-7400 |
| Liberty Mutual Insurance – Joe Corradetti 10% discount on Auto, Home & Renters Insurance. | 440-785-3157 | 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 13 | 11:30am | Cleveland Indians | Holiday Inn - Mayfield |
| February 19 | 5pm-7pm | After Hours Networking | JoVann's |
| March 13 | 11:30am | Mayfield City Schools – Dr. Kelly | Holiday Inn - Mayfield |
| April 10 | 11:30am | Leadership-Pat Perry | TBA |
| April 16 | 5:00pm | 2014 Pizza Bake Off | MV Community Center |
| May 8 | 11:30am | TBA | TBA |
| June 12 | 11:30am | TBA | TBA |
| July 10 | 5:00pm | After Hours Networking | TBA |
| August 14 | 11:30am | TBA | Harry Buffalo's |
| September 11 | 11:30am | State of the Cities | Holiday Inn - Mayfield |
| October 9 | 11:30am | Hillcrest Hospital Update | Hillcrest Hospital- L. Level |
| November 13 | 11:30am | TBA | Holiday Inn-Mayfield |
| December 11 | 11:30am | MACC Holiday Party | TBA |

Submit your upcoming event or member news! E-mail to: 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

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Dollar Bank

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

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Morgan Stanley Wealth Management

Marybeth Mack 440-312-4784
Hillcrest Hospital

Shelly Norehad 440-684-7625
School of Rock

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

Deacon's
"The dealership that service built"



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(440) 442-0424 deaconschrysler.com