



**Congratulations!** Your business has been **nominated** as one of The Best of Wheaton, the annual award celebration presented by the Wheaton Chamber of Commerce in participation with the Downtown Wheaton Assoc., Danada East, Danada West and Town Square Wheaton.

Please complete this questionnaire to be considered for the 2018 ballot and to give your business the best light in our program. Feel free to use the reverse side to add more information.

***It is IMPORTANT to note, along with the popular vote, the quality of your questionnaire will be a key factor in determining placement on the ballot and the award recipient.***

**Completed questionnaire must be received by 11:59 pm Sunday, January 28, 2018 by post to the Wheaton Chamber of Commerce or by email to [marycarol@wheatonchamber.com](mailto:marycarol@wheatonchamber.com). Thank you for your participation. Good Luck!!!**

**Describe your business in seventy-five (75) words or less** (this description will be used in the Best of Wheaton keepsake program)

Dry City is a family owned craft brewery, tasting room, live music venue, and all around fun place to be.

**Describe your Customer Service philosophy/policy**

Aside from crafting great ales, we measure our success through the relationships we develop with our patrons, and the relationships our patrons develop amongst each other. On any given day, you will find strangers discussing whatever comes to mind, and becoming friends over records, live music, and of course beer (or cream soda).

**Tell us what sets you apart from your competition**

As a craft brewery, our menu is constantly changing as we strive to create new and exciting ales. In addition, we seek to consistently feature the best in live local music and art, with plans to (literally) expand this element in early 2018.

## **Describe your business' Community Involvement**

We pride ourselves on being a meeting place and social hub of downtown Wheaton. From showcasing local artists on our walls and our stage, to donating items and space for charitable events, we know that the community is the reason we exist. In addition, we enjoy collaborating with other local businesses whenever possible. We designed "Providence Milk Stout", to utilize coffee from our neighbors at River City Roasters, and formulated "Ivy Ale" specifically to the tastes of Ivy Restaurant.

## **Why is Wheaton the place where you want to do business?**

We were born and raised in Wheaton, and chose to make Wheaton our home. Dry City is the type of place that we wanted to spend time at, but wasn't available, so we made it happen.

## **How many employees do you have (both full-time and part-time)**

Five.

## **Share your favorite testimonial?**

"Great beer, great atmosphere and great people! It really doesn't get better than that. They have a small outdoor seating area which was perfect on a nice Fall Friday night. The inside is also small but very quaint. The beers were also very good. I had the Providence which is their Coffee Stout and is one of the best coffee beers I've had in a while. Apparently, it is one of their signature beers and I can see why. I also had the Octonaught and my wife had the IPA and the Pale Ale, all of which were very flavorful and good! They only had one guy working and he was extremely friendly and happy to help choose beers if need be. We'll be back and I highly recommend a visit to anyone looking for a good brewery!!" –Yelp User

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- The nominee's membership account must be in good standing.
- The nominee must be in business since March 1st, 2017 or earlier

Wheaton Chamber of Commerce  
108 E Wesley St  
Wheaton IL 60187  
630.668.6464

# Best of Wheaton:

## Jersey Mike's Subs

- 1) Jersey Mike's Subs was started in 1956 in Point Pleasant New Jersey. We use the highest quality of meats and cheeses slicing and grilling right in front of the customer to order. We take great pride in our freshly prepared subs and top line quality customer service. We look for every opportunity to connect with the customer and look for ways to create an incredible customer experience.
- 2) Our customer service philosophy is one of experience. We prefer Jersey Mike's as a destination not just somewhere to quickly get your lunch/dinner at. We train and focus our daily work to include the customer interaction. We train and hire employees that will share a little bit of their life and personality with the customer in hopes of making that 5 minute interaction memorable. We focus on listening to the customer and follow our training to insure mistakes aren't made, get them through the ordering process quickly all the while making it enjoyable. If we can change a customer's mood for the better while they are in our store we have done our job!
- 3) What sets us apart from our competition is 3 main points and in this order of importance. 1) Employee experience, 2) Customer Experience, 3) Community involvement.  
The employee experience is the most important because if we don't take care of our employees then they won't give the best customer experience that they can. We want to teach the employees lessons about the work force and customer service in hopes they become better people. If they take what we teach them and move onto bigger and better jobs then we have been successful. If they chose to stay long term we work to give them a path to management and then hopefully ownership. Customer service is stated in our #2 question. Community involvement is very important to Jersey Mike's as we will explain in the next question answered.
- 4) Community Involvement is at the core of what Jersey Mike's' stands for. We are always looking to get involved and help out. The Wheaton location is owned and operated by a Franchisee that takes this to heart. We work with

countless organizations and schools in the area to help with their fundraising raising over \$10,000 a year in local schools and organizations. Every March we partner with Laurie's Children's Hospital to donate 100% of all our sales the last Wednesday of the Month. We also collect donations all month that will also go towards the Hospital. More importantly we donate our time. We collect and buy 100 teddy bears and all of our managers make 3-4 trips to the Hospital to pass the teddy bears to the children. This is a great way to show our staff what we are raising money for and what truly is important.

5) Wheat is the place where we want to do business because of the community. There is a great infrastructure of people and organizations that care about people. Yes, it's an opportunity to be successfully for our brand but more importantly it give our brand the tools to connect with. If their weren't as many schools or chamber to work with we would not be here

6) 3 Full time employees  
10-12 part time employees

7) My favorite Testimonial involves our fundraisers and in particular going to children's hospital and passing out teddy bears. The look on the children's faces are priceless and they make you want to work even hard to raise money for them.

One in particular was coordinating a fundraiser for a mother whose daughter was sick. She was asking for some free sub vouchers and at the end of the conversation we had set up a huge fundraiser for her. She was so thankful and tearful it made us feel good to be able to help them out!



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Steamboat BBQ is a counter service restaurant and catering company that specializes in smoked meats. We cook fresh daily on hickory wood and use personally crafted seasoning blends and sauces to produce the finest, authentic southern style BBQ with regional flare. We are passionate about our processes and methods and believe that BBQ is best shared with family and friends.

### **Tell us what sets you apart from your competition**

To be honest, from a competition aspect, we are not here to compete with anyone. We are here because I have a passion for producing the highest quality BBQ possible. The methods I use I have crafted over 30 years of trial and error and there is nothing I enjoy more than sharing the results of that passion with others. I feel fortunate to be able to turn my passion into a business and have some successes at it. People have told me that if you can find something you love and turn that into your business, then you will never work a day in your life. I would probably respectfully disagree with that. I believe if you're going to try to turn what you say you love into a business, you will work harder at that than any other thing you have done in your life. If you fail at that, then what are you going to tell people?

### **Describe your business' Community Involvement**

To name a few, we are and have been actively involved in fundraising and support efforts for the following local groups:

Wheaton North High School, Wheaton Warrenville South High School, St. Francis High School, Wheaton Academy, Wheaton Christian Grammar School, Washington Elementary, Wheaton College, Bridge Communities, Northern Illinois Food bank, Wheaton Fire Department, Carry Someone Dodgeball Tournament, Outreach Community Services

## **Describe your Customer Service philosophy/policy**

Simply put my philosophy is- Take care of my food, take care of my customers and keep the place clean. When you are done with that list start over on it. I don't agree that the customer is always right, but if you are going to tell me my customer is not right, you better not be wrong!

## **Why is Wheaton the place where you want to do business?**

I grew up in a community that was considerably smaller than Wheaton. It was a fairly tight knit community and it gave you the feeling that someone was always looking out for you. That the people in the community genuinely cared and looked out for each other. I get a lot of those same feelings in Wheaton.

## **How many employees do you have (both full-time and part-time) 20**

## **Share your favorite testimonial?**

Annd... we have a winner for the best barbecue place in the area. I'm not sure it's worth bothering to compare them with anyone else. Holy cow. Steamboat BBQ makes me happy to be alive. I don't mean to focus attention on myself here, but I recently found out that I'm going to be a dad, and when I think about the burnt ends sandwich, all I can think is that I can't wait to share the experience with my kid in a few years. Or, with the aid of a Vitamix blender, possibly earlier. Steamboat is a "through and through" BBQ restaurant. It's unassuming, smells thoroughly of smoke, has plastic tablecloths, a multitude of delicious proprietary sauces and awards plastered on the wall. Look, it's not a first or second date restaurant, but if you need to unwind and eat a good piece of meat, this is where you go. Let's talk flavor. Sweet mercy. The meat melts in your mouth. All except the delicious smoky burnt ends in the burnt ends sandwich you purchased. Because why did you bother with anything else? Burnt ends are where it's at. If by chance you got pulled pork, you're excused. And you're also probably delighted. I'll also happily endorse the onion rings which are some of the best in the area- certainly the best battered (not breaded) rings, which taste wonderfully of beer. If you choose to put them on your sandwich, all the better. I usually write more for my reviews but there's not much more to say other than "you need to try this food." I love reviewing food. I'm highly critical. I wouldn't steer you wrong. Enjoy.

I was raised in a relatively small community where people really seemed to care for each other and look out for each other. I spent a lot of time over the course of 20 years in my previous career traveling from town to town, city to city. Very few places during those times on the road ever really gave me that feeling from when I was young. Although somewhat larger than the town I grew up in, I just get the same vibes from the way I see people treat each other here.

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