



May 2019
Newsletter

Please Welcome Our Newest Members

The South Shuswap Chamber is pleased to welcome five new organizations to our membership this month! Welcome to **The Tapped Truck** and **Stratis Mediterranean Grill**.

Balmoral Corner Advocacy Continues

On May 7th the South Shuswap Chamber Board of Directors will meet with Ministry of Transportation officials to discuss the first draft of a redesign of the Balmoral Road and Trans Canada Hwy intersection. Also at that meeting, a date for a community meeting to discuss the upcoming redesign will be established. Watch local papers and the South Shuswap Scoop and South Shuswap Chamber facebook pages to learn about the meeting date.

Meet One of Our Newest Board Members, Rob Shakespeare

Having moved to the Shuswap in 2017, Rob Shakespeare of Shakespeare Measure and Design, has moved his family and has started his business. He brings 13 years of diverse and complex structural and architectural experience to the table having worked on new home builds, multi-unit residential buildings, restaurant renovations, retail space design and even a retractable roof for an outdoor ice rink. Rob's clients count on his design expertise, in-depth knowledge of building codes and his technical saavy.

Rob joined the South Shuswap Chamber Board of Directors in March of this year. He believes in

building a sustainable community of business here in the Shuswap region. Rob also sits on the newly formed South Shuswap Housing Society where he will share his expertise and experience with others.

It's not all business all the time for Rob! He's been married to his wife Jody for 7 years. Jody is also a new member of the Chamber - watch for her venture The Tapped Truck to take off this summer!

Rob is a sports junky: NFL and NHL top the list. Living in the Shuswap means more fishing, more campfires and more time outdoors which suits him just fine. And working from home means you'll find him at the local park around lunchtime with their Bernese Mountain Dog Maddie, the real boss of the Shakespeare household. Please welcome Rob, Jody and Maddie to the Chamber!



Super Host Training Now Available Through the South Shuswap Chamber

The South Shuswap Chamber is now a Training Provider for the newly revamped Super Host Foundations of Service Quality and Destination Ambassador Programs. A wide variety of training dates are available (see below).

Foundations of Service Quality

This course is a practical introduction to customer service skills including:

- Communication etiquette and teamwork
- Business case and return on investment (ROI) of customer satisfaction
- Service recovery and problem solving



The course is ideal for people who are entering the workforce for the first time or are fairly new at working in a customer-facing role.

COST for Chamber Member Businesses: \$45.00 / 6 Hour Course (includes Certificate) (REG \$75)

COST for Non-Chamber Members: \$60.00 / 6 Hour Course (includes Certificate) (REG \$75)

Destination Ambassador Program

This program is a fun and interactive half-day classroom course that covers key topics that make for memorable visitor experiences:

- The role of local ambassadors in the visitor experience
- The importance of tourism and how it benefits a community
- Different visitor profiles and reasons they visit your area
- Products and services your community has to offer visitors
- Where to access information and how to provide helpful service to others



COST for Chamber Member Businesses: \$45 for Half-Day Course (inc Certificate) (REG \$75)

COST for Non-Chamber Members: \$60 for Half-Day Course (inc Certificate) (REG \$75)

UPCOMING DATES FOR DESTINATION AMBASSADOR TRAINING:

- **Friday May 10 2:00 pm to 6:00 pm Enderby Chamber of Commerce**
- **Monday May 13 9:30 am to 1:30 pm South Shuswap Library – 6 spots available**
- **Saturday May 25 9:00 am to 1:00 pm South Shuswap Library – Open to Teens 14-18**
- **Saturday June 8 8:30 am to 12:30 pm Scotch Creek Community Hall – 12 spots available**

TO REGISTER: 250.515.3276 or email: manager@southshuswapchamber.com

This program is strongly supported by Shuswap Tourism & the CSRD

Registration Now Open: Summer KickOff Community BBQ & Party

Registration is now open to be a part of the Summer Kick Off Community BBQ & Party on the grounds of Sorrento Centre to be held Thursday June 27th from 4:00 to 8:30 pm. The community, its businesses, its halls, its businesses, non-profit organizations, service providers including the CSRD and others, will be on site to meet and greet the public and to share their community roles.

Sorrento Lions will have the BBQ's out for dinner. Arts Council for the South Shuswap will arrange the live music concerts. A wide variety of kids' activities will also be provided. This will truly be a multi-generational celebration of our community and what there is to see and do in the South Shuswap!

If you would like to get involved in the planning of this special event OR to register your business or organization to have a booth or place on the grounds, **please visit southshuswapchamber.com** There is no cost to participate. A printable registration form for your organization also appears at the end of this newsletter.

Two More Visitor Information Kiosks Being Installed This Spring



Another two of our community Visitor Information Kiosks are being installed this Spring. The first will be built at the Blind Bay Marketplace Mall (construction starts this week) and the second will be installed later in the Spring at Dreamcycle Motorcycle Museum. These information kiosks are a wonderful solution to ensuring that our visitors have all of the information that they need to make the most of their experience here in the South Shuswap.

Businesses who are Chamber members enjoy a complimentary listing on the kiosk directory with their membership. Non-members can certainly be part of the kiosk directory as well; the cost is the same as an annual Chamber membership, so why not take advantage of the benefits of being a member?!

You will find the Visitor Information Kiosks at Eagle Bay Mercantile Store, Balmoral & Blind Bay Road (Mailboxes), Pebble Beach on Blind Bay Road, Balmoral Chevron & Store, Dreamcycle Museum, Blind Bay Marketplace Mall, White Lake Community Hall, Sorrento Blind Bay Park, Sorrento Village Mall, Race Trac Gas Squilax (collaboration with North Shuswap Chamber) and Sunnybrae Regional Park. These kiosks are only made possible through support from the CSRD and Shuswap Tourism.

TO JOIN THE CHAMBER: southshuswapchamber.com or call Karen: 250.515.3276

Your Invitation to Participate In the South Shuswap's



The South Shuswap Chamber of Commerce, in collaboration with the Sorrento Retreat & Conference Centre, the Arts Council for the South Shuswap, the Columbia Shuswap Regional District and Shuswap Tourism, will be hosting a **Community Summer Kick Off BBQ & Party on Thursday June 27th from 4:00 to 8:30 pm on the grounds of Sorrento Centre.** Let's celebrate the South Shuswap and the lifestyle that we are all so fortunate to experience.

This will be a day of discovery! What services are available in our community? What types of recreational programs and events are there to partake in? A relaxing stroll through the community booths on the stunning grounds of Sorrento Centre will raise awareness to the amazing impact that our non-profits & community halls have.

Giving back to one's community will also be the focus; June 27th will serve as a community-wide volunteer recruitment day, putting people and their interests together. Opportunities to become a Shuswap Destination Ambassador or a Super Host in our community will also be presented. Our goal is to promote the Shuswap as a warm and welcoming destination to all who choose to visit!

The day's events will be complimented by a community BBQ and live music. The Arts Council for the South Shuswap, as an extension of their popular Music in the Bay program, will be presenting a complimentary live concert featuring local bands and an amazing headliner. Performances will be on the Sorrento Centre Bandshell Stage.

THIS IS YOUR INVITATION for your business or organization to participate in this wonderful community event. There is no cost for you to be a part of this day, however it is up to each individual organization to supply their own tent (advised), table and chairs. Each organization will have a 12 x 12 area to set up and exhibit. If you have an activity that you'd like to provide or entertainment to showcase, that's available to you. Please note that there are no direct sales on the field permitted.

For more information or to register your organization, please visit: southshuswapchamber.com Click on the **SUMMER KICK OFF** link on the Chamber homepage to take you to the online registration form or fill out the form on the next page, scan and email to manager@southshuswapchamber.com.



COMMUNITY BBQ & PARTY
JUNE 27TH, 2019
ORGANIZATION SIGN-UP

Name of Business/Organization _____
 Contact Name _____
 Phone # _____ Alternate # _____
 Email Address _____

Each organization will be given a 12 x 12 area to exhibit in the NPO area on the grounds of Sorrento Centre. If you require more space, please indicate below.

LOGISTICAL INFORMATION	
	We will be bringing a tent for shade/rain protection
	We do not have a tent but will require one (Cost \$15/day)
	We do not have a tent and do not require one
	We will be bringing a table to exhibit
	We do not have a table but will require one (Cost \$10/day)
	We do not have a table and do not require one
	We will be bringing any chairs that we need
	We do not have chairs but will require chairs (Cost NIL)
	We do not have chairs and do not require any
	We will require power for our area; ampage required:
	We will not require power for our area
<p><i>NOTES – Please indicate here if you have any further requirements. If you are running an activity, please indicate here what your activity plans are.</i></p>	