



Your Chamber

At Work

Hardin County Chamber of Commerce

320 Main Street * PO Box 996* Savannah, TN 38372

www.hardincountychamber.com

April 2014

Professional Administrative Assistants:

Annual Luncheon is April 23

"Let's Flamingle!"



To pay tribute to today's administrative assistants on Wednesday, April 23, in honor of Professional Administrative Assistants Day, the Chamber will host our 12th annual luncheon.

First United Methodist Church of Savannah will be the setting for the springtime event, "*Let's Flamingle!*"

Our caterer will be preparing a tastefully delicious tropical buffet for you to enjoy.



This year we are offering attendees an exciting event! Guest speaker is Chancellor Carma Dennis McGee of the 24th Judicial District.

The luncheon will be fun, colorful and informative! Attendees will be entered for all kinds of door prizes! The fun begins at noon!

So, bosses, make your plans now!

Reservation deadline is April 15. The cost is \$15 per person or bring the entire staff by reserving a table of 8 for \$115. Bosses, support staff, retired workers ...all are welcome.

Also, now through April 15, the Chamber is accepting nominations for Hardin County Assistant of the Year. Please fill out the form below and pay tribute to your assistant. The Assistant of the Year will be announced at the luncheon and presented a plaque and gift.

Call the Chamber at 925-2363 for your reservations!!



Enter your admin for *ASSISTANT OF THE YEAR*

Assistant name _____

Business _____

Phone _____

Please include a brief paragraph honoring your nominee!

Fax form to the Chamber 925-8069 or mail to PO Box 996, Savannah, TN 38372
info@hardincountychamber.com *Before April 15! Luncheon is April 23*



**Hardin County
Chamber of Commerce**

PO Box 996
320 Main Street
Savannah, TN 38372
731-925-2363
Fax: 731-925-8069

Info@hardincountychamber.com

BOARD OF DIRECTORS

Kyle Etheridge, President
Jerry Taylor, Vice President
Allison Mathis, Treasurer
Jim Burcham, Secretary
Paula Woodruff
Diane Bellis
Paige Ashe-McLean
Arrita Summers
Tony Alcott

CHAMBER STAFF

Beth Pippin
Executive Director

Administrative
Assistant
Kim Gobie



Thank You for your renewals!

The Chamber is funded through the dues investments of our members.
We sincerely thank these –and all members– for their continued support of this organization!

- | | |
|---|--------------------------------------|
| Hardin County Senior Center | Pieceful Quilters Guild |
| Jack Adams, Individual | Daisy Dreams Floral |
| Savannah Lion’s Club | May Rose Apartments |
| WRAP | Hands for Health Therapeutic Massage |
| AFC Security | A T & T |
| Savannah Food Company, Inc. | Jim Kerr, Individual |
| Southwest Human Resource Agency | Lifespan |
| Jackson Generals Baseball Club | |
| Main Street Pharmacy | |
| Oil Express | |
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Libby Adams | |
| Dr Richard Rogers, OD | |
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8:00 AM to 5:00 PM

5910 Hwy 57, Counce, TN



SPECIAL CALLED MEMBERSHIP MEETING :
TUESDAY, APRIL 8, 2014

Location: Hardin County Chamber Boardroom 5pm
320 Main Street, Savannah

The Board of Directors for the Savannah/Hardin County Chamber of Commerce wish to amend the by-laws in order to structure the organizational management of operations to a fiscal year. Article IX Section 7 reads:

Article IX

Finance

Section 7.

The fiscal year shall be the calendar year.

The Board wishes to amend the wording to read:

Article IX

Finance

Section 7.

The fiscal year of the Hardin County Chamber of Commerce shall be set by the Board of Directors.

FYI :

ARTICLE XI

Amendments

SECTION 1. These bylaws may be amended by a majority vote of the members in good standing in attendance at any regular membership meeting, or at any special meeting called for that purpose, provided that for amendments to be made at any special meeting, such proposed amendments shall be plainly stated in the call for the meeting at which they are to be considered.

Article V

Membership Meetings

SECTION 3. At all membership meetings, ten percent of the members in good standing shall constitute a quorum. Members may be present in person or may be represented by proxy.

This also is the regular monthly meeting of the Board of Directors. All members are invited to attend.

For more information, call the Chamber at 925-2363.



The Generals Breakfast
Saturday, April 5th • 9 a.m.
Cherry Mansion - Savannah, TN
Tickets \$10 • 731.925.8181
tourhardincounty.org



USEFUL TIPS FOR SMALL BUSINESS OWNERS/MANAGERS

Ron Acree, TN Small Business Development Center 'THE CUSTOMER SERVICE MENTALITY'

Customer service should always be in the forefront of every business owner/manager to ensure that the existing customers continue to be 'your' customer. Many of the potential new customers will be there because of referrals from existing customers who have been treated well throughout their tenure with your business. Here are some ideas for you to consider with your policies:

EMPATHY. This may be the most important trait or characteristic when serving customers. Much of the time you get **APATHY**, the exact opposite of **EMPATHY**. The meaning of this is, simply stated, 'putting yourself in the other person's shoes.'

ENTHUSIASM. Appropriate enthusiasm cannot be replaced. It is a 'giving service' that means- 'Going above and beyond'! When a customer feels you are enthusiastic for them, they become your marketing network. Generating enthusiasm with a customer is perceived as their having made the right decision. It is a confirmation that they have done the right thing and everyone likes that.

RESPONSIBILITY. Being responsible is extremely important. This means living up to a previously agreed commitment which can be a large responsibility or a small one. When you agree to do something for a customer, or even a co-worker, you must be responsible and keep your commitment.

RESILIENCY. Problems can occur at any time but the proper handling of any situation is what makes the situation good or bad. If you have something happen that you weren't planning on, it's up to you to bounce back. Be resilient. The customer should never know that you may be disappointed.

BALANCE. It is very important that we balance our own

workload versus the needs of the customer.

There is a fine line between pleasing the customer and losing money for the business. When a customer needs something, we do our best to take care of the customer's needs, but if we go over the line, it become unbalanced and is neither fair to the customer or the business.

OWNERSHIP. This is the proverbial, 'it's not my job' or 'I don't know anything about that' statement. Customers could care less if you were on vacation or just busy with other duties, when something happens and they need help. You are waiting on them NOW! They are depending on YOU!

ADAPABILITY. This service mentality may need to be practiced more often but it is another important ingredient, (trait), of the customer service mentality. We need to adapt to their particular problem. Ask a person with whom you are conversing to restate their needs if you don't understand. If you encounter a 'slow talker', you must remember that they don't like to be rushed. On the other extreme is the 'fast talker' who may require more adaption.

If you would like more information on this or other topics regarding your business, a **FREE** and **CONFIDENTIAL** visit with Ron Acree, Director of the TN Small Business Development Center, (JSCC), may be helpful. Contact Hardin County Chamber of Commerce at 925-2363 to schedule an appointment. This counseling is offered as an additional service of the Chamber. Acree's next visit is Wednesday, April 16.



River City Realty
1465 Florence Road
Savannah, TN 38372

Robert Hicks, broker/owner

(731) 925-7900 office (731) 925-7901 fax

(731) 925-LAND (5263) home

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Leadership



~Spotlight on a Leader~

Name: Jim Burcham
Company: RiverWick Assisted Living
Administrator

Areas of Expertise:
marketing, building rapport with residents, family and staff

Other Interests:
time with family, painting furniture, working in the yard

Year Graduated: 2013

Why did you join Leadership Hardin County?

I joined because I had heard previous graduates speak of the many benefits of Hardin County Leadership

Something you learned about Hardin County:

One of our local industries, Savannah Food Company, produces 3,000 delicious hushpuppies per minute. **That's one million, four-hundred-forty thousand hushpuppies every eight hours!**

Favorite Session Day: Agriculture

Share a Leadership Quote:

"A great leader is one who knows how to manage his weaknesses and his strengths."

Ronald Reagan

Leadership Hardin County is a 6 month adult leadership class, which runs July- December. Class participants meet one day per month for full days with class membership averaging 12.

LHC provides an opportunity for participants to develop and enhance their leadership skills through a series of skill-based sessions. In addition, the program provides an opportunity to experience and understand the challenges and success of the community through issue-based sessions that include Government, Education, Tourism, Agribusiness, Healthcare and Industry.

2014 recruitment will begin in May. If you or your business is interested in joining or becoming a sponsor please contact the Chamber at info@hardincountychamber.com for more information.

HARDIN COUNTY CANCER ASSOCIATION
PROUDLY PRESENTS

20 HEE HAW 14 

FRIDAY & SATURDAY
APRIL 4 TH & 5 TH
PRE-SHOW: 6:00 PM
SHOW TIME: 6:30 PM
HARDIN COUNTY HIGH SCHOOL
\$5 Adults • Kids 5 & Under Free

KORNFIELD KUNTY KUNTRY KIDS
 **SUNDAY APRIL 6TH**
SHOW TIME: 2:00 PM
HARDIN COUNTY HIGH SCHOOL

\$1.00 Chances on an **iPad**
\$1.00 Chances on a **FLAT SCREEN TELEVISION**
\$1.00 chances on **2 GRAND OLE OPRY TICKETS & HOTEL ACCOMMODATIONS**

HARDIN COUNTIANS HELPING HARDIN COUNTIANS

WHAT'S COMING UP...

April 5

Spring Bazaar at First United Methodist Church, Savannah, Fellowship Hall
9am-2pm benefiting Relay for Life
Contact Pam Wolfe 607-2545

April 5-8

Shiloh NMP 152nd Battle Anniversary
nps.gov/shil

April 12

Dogs in the Park Pooch Parade
Saltillo. All proceeds go to Hardin County Animal Shelter and Humane Society.
10am-1pm call Carolyn Wood for info
731-439-6593

April 12

1st Annual Daddy Daughter Dance
Benefiting Hardin County Carl Perkins Center
925-2252

April 14-18

Holy Week Services in Savannah
First Baptist Church noon each day

April 19

Pickwick Landing State Park annual Easter Egg Hunt 689-3149

April 20

Happy Easter

April 26

Hardin County Bank Cruz'n for a Cure Car Show.
All proceeds to St Jude Children's Hospital.
Wayne Road Branch. 925-9001

May 31

Grand Opening TN Street Park

June 7

Green Acres RV Park Battle of the Bands
Raise the Flag Countywide Celebration

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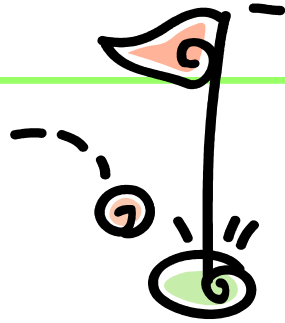
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GOLF
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- April 11**
Pickwick
Parrotheads
Pickwick State Park
- May 21**
Hardin County Bank Classic
Shiloh Golf in Adamsville
Proceeds to HC Cancer Assoc
- May 28**
SWTDD Golf
Pickwick State Park
- June 11**
Team Hardin County Golf
Pickwick State Park
- July 16**
Hardin County Chamber Golf
Pickwick State Park

HILLSIDE NEW BEGINNINGS
EQUINE ASSISTED PSYCHOTHERAPY AND LEARNING

PLEASE COME JOIN US

Spaghetti Supper and Family-Friendly Variety Show!

Food, Special Music, Comedy Act, Testimonials and Program

Saturday, April 12, 2014
Faith Pointe Church - Adamsville, TN
Doors Open 6 p.m. Dinner Served at 6:30

MAGIC!
The MAGIC of
DAVID WILLIAMS

INTERNALLY KNOWN COMEDY!
Brad Tassell

(tickets can be purchased at door)
Adults (11 & up) - \$10. Kids 10 and under Small Donation
Please contact Rachel Bailey to RSVP: 731-439-6591 or email us at:
hillsidenewbeginningsorganization.com

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Savannah Rotary Club's Shiloh "Run in the Park" 4 Miler

SavannahRotaryRun@gmail.com

When: Saturday, April 12, 2014

Start: 9:00 A.M. Registration begins at 8:00 A.M.

Where: Shiloh Church, Shiloh National Military Park on TN Hwy 22

Fee: \$20

Awards: Trophies will be given to Top 3 male/female, Masters male/female, Grand Masters male/female, Top 3 male/female in Under 10, 10-14, 15-19, 20-24, 25-29, 30-34, 35-39, 40-44, 45-49, 50-54, 55-59, 60-64, 65-69, Over 70, and 1st Wheel Chair.

ALL RUNNERS GET A COOL T-SHIRT! Sizes guaranteed only for those preregistered.

Course: The course is a 4 mile loop run mostly on new asphalt. The start is located at the intersection of Corinth-Pittsburgh Landing Road and Hamburg-Purdy Road. The course runs west past Shiloh Church and then will continue always turning left, finishing in front of Shiloh Church. **Times Up Race Solutions** will be timing our event. **Certified course TN10008MS.**

Notes: Water station on course, split time, and food & refreshments at finish!

Clip and Mail

ENTRY FORM

may be duplicated

Official Use Only

Date _____

Cash _____ Check # _____

Last Name _____

First Name _____

Address _____

City _____ State _____ Zip Code _____

Phone _____

Email _____

Male ___ Female ___ DOB _____ Age on 04/12/14 _____

T-Shirt Size ___ S ___ M ___ L ___ XL ___ XXL

I am enclosing an added donation of \$ _____ to Rotary Foundation.

Waiver: I desire to enter and participate in the Savannah Rotary Club's Shiloh "Run in the Park" 4 Miler (the "race"). I know that running and walking are potentially hazardous activities. I should not enter and run or walk unless I am medically able and properly trained. I agree to abide by any decision of a race official relative to my ability to safely complete the race. I hereby certify that I am in good health and have trained to run or walk the distance of the race which I am entering. I assume all risks associated with running or walking in this race including but not limited to: falls, contact with other participants, the effects of weather, including high heat and/or humidity, traffic and the conditions of the road, all such risks being known and appreciated by me. Having read this waiver and knowing these facts and in consideration of your accepting my entry into this race, I, for myself and anyone entitled to act on my behalf, waive and release The Rotary Club of Savannah, TN, its officers, directors, agents, volunteers and employees, all sponsors, their representatives and successors, and Times Up Race Solutions, from all claims or liabilities of any carelessness on the part of the persons named in this waiver and I further agree to indemnify and hold harmless the same for any and all losses or claims. I grant permission to all of the foregoing to use any photographs, motion pictures, recordings, or any other record of this event for any legitimate purpose.

Please make checks payable to **Rotary 4 Miler Walk/Run.**

Mail completed form and payment to:

Rotary "Run in the Park" 4 Miler

Post Office Box 993

Savannah, TN 38372

Your cancelled check is proof of your entry.

Signature _____

Parent's Signature _____

(required if participant is under 18 years of age)

Date _____