

Keeping in Touch with Fellow Traders

Networking- working for you and your customers!



The Connecting Nillumbik Networking Night was a great success.

The Street Life Networking event on June 27th at Ballara Receptions was a great success. This fantastic event hosted renown speaker Tricia Olsen, CEO and founder of International Customer Services Professional (ICSP) who wowed us all with her enthusiasm and positive look at how each and every one of us can provide better customer service.

"It was very energetic and revitalising." commented Ellen from local business, Sew Quick.

Congratulations to Sue Schrieber from Advanced Fireworks Australia who won the **Connecting Nillumbik Business Excellence Award** in recognition of her contribution to the community and business in Nillumbik. It was obvious to all in attendance that she was very deserving.

Judy from Kids of Eltham said that she came away from the networking with one golden rule in mind— always look after your long time loyal customers.

"It was very informative and I got a lot of information out of it." added Tina from Shekinah.

This event has inspired the Chamber of Commerce to develop a special award of their own in honour of the inspiration no doubt born from Tricia Olsen's presentation. The Community Newsletter which will be distributed within the Diamond Valley Leader on the 19th July will provide consumers with the opportunity to nominate Businesses who they believe provide exceptional customer service. Consumers who nominate go into

a draw for a \$100 Eltham Town Shopping Voucher. The winning Business will be announced at the Eltham Town Gala Dinner on September 16th.



Julie French, Sue Schrieber, Chris Chapple, Tracey Olsen and Jan Soltani.

For more inspiration about customer service go to www.icsp.com.au

From the President

There are a lot of things happening at the moment so I would encourage you to take the time to check out the information in this newsletter. Some highlights are:-

ADVERTISING. The relaunch of the Community Card is about to happen with 25,000 copies of our Community Newsletter to be delivered in a week's time. We plan to produce the newsletter four times a year. Check it out and consider how the next issue might help your business. Get in early and call Lucy to discuss your ideas.

NETWORKING. Knowing about each other's businesses and products is probably the easiest way to generate sales. This traders' newsletter, which is produced monthly, is available for you to share your news with your peers at no cost. Just send an email to Rosie or call Lucy.

We have another networking night on 26th July – 6pm at Lazanya's and then there is the Chamber Gala Dinner – September 16th at Ballara – with "Black Cat Bone". Put these dates in your diary NOW!

RUBBISH. The Chamber is continually raising the issues of rubbish, graffiti and garden maintenance with Council. We are pleased to see that the recent budget promises a big increase in this regard and we can expect a much more presentable Eltham Town in future.

Chris Chapple
President
Eltham Chamber of Commerce & Industry.

Business Development Committee Members:

Chris Chapple (Sew Quick) - Chair

Jo-Anne Revill (Eltham Village Centre Manager)

Melissa Anderson (Harvey World Travel)

Bernadette Robinson (Petticoat Junction)

Coordinator:

Lyn Clarke (Eltham Dress Up Box)

Lucy Anderson

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Traders Around Town....

Congratulations to....

Fiona at Harvey World Travel who had a bouncing baby boy in March who she named James. Both baby and Mother are well.

Belinda and Cameron at Harvey World Travel who are now engaged.

Natalia from Eltham Village who had a baby boy.

Jo-Anne Revill who has settled well into her role in Eltham Village as Centre Manager.

Bernadette from Petticoat Junction who sold a whopping 17 hankies in her first half hour of trading when she had her sale!

Michelle Paul (formerly from Andresen – McCarthy Accounting and Chamber Treasurer) who is pregnant.

Ellen from Sew Quick who bought a new house.

Eltham Delli who opened on 3rd July.

DID YOU KNOW... Coxy's Big Break has been filming in Eltham, at Volumes, The Park, and Montsalvat and will be on T.V. in roughly six weeks.

Next Casual Networking Drinks: 6pm on Wednesday 26th July at LaZanyas.



Community Card Update

The Community Card re-launch is a feature of the Community Newsletter being distributed to all households this month.



With 57 traders providing benefits to Community Card holders and the chance for all community card shoppers to win delightful prizes and be in the running for a special draw prize, please ensure that you are all of your staff are well aware of how the benefits work.

The Scratch n Grin promotion will run until the end of August. If you are a participating business, you will be provided with Scratch cards and promotional posters very soon. If you have ANY questions please do not hesitate to ask Lucy.

Eltham Town Square Events!

8th July: Elf Sneakybottom was roaming.

Plus Eltham High School Pre-Shave BBQ included face-painting and school band.

22nd July: Pirate Pete (11 – 2pm)

12th August: Eltham High School BBQ/Band

16th Sept: Eltham High School Dreadlock Shave

18th – 19th Nov: Rotary Eltham Town Festival

23 – 24th Dec: Carols

26th – 28th Jan 2007: Eltham Jazz Festival

Community Newsletter!

The Eltham Chamber of Commerce will be distributing the Community News First Edition Newsletters on July 27th within the Diamond Valley Leader, to Eltham Residents highlighting events, Traders and community news.

This exciting new project will include information about the new Community Card, providing each household with a new-look card which will be attached to the front.

If you would like to advertise in the next edition or if you have a story or event to include, please contact Lucy Anderson.



Contact Us



If you have any stories, events, information or questions for this newsletter please feel free to contact us!

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Next Committee Meeting (all welcome)
Tuesday 1st August 6pm at The Lane