

THE Voice

Official Publication of Grand Forks - East Grand Forks Chamber of Commerce

Vol 6 Issue 8

September 2010

Mark Your Calendars! Wake Up to UND Breakfast

Featuring UND President, Dr. Robert Kelley

October 8th, 2010

7:30am

UND Wellness Center

801 Princeton St.

\$15/person

✓ UND Wellness Center tours offered after the breakfast/program

✓ FREE, on-site, no hassle parking

Invitations and more info coming soon....or rsvp now at
info@gochamber.org or 772-7271.

Hosted by:



Sponsored by:



EAPC Architects Engineers ~ Frandsen Bank & Trust

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Mission Statement

"The Chamber of Commerce creates an environment that encourages business success while enhancing the quality of life in our region."

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Chamber News

Chamber Board Nominating Committee Appointed



Chamber Board Chairman, Barb Schultz appointed the 2011 nominating Committee. The committee, chaired by Board member Thane Bergh of American Federal, will meet in mid September to select

five Chamber Board members for three year terms and seven for one year terms. If you are interested in serving on the board or would like to suggest someone, please feel free to contact Thane or Chamber President, Barry Wilfahrt with your suggestion.

Senator Dorgan Recognized for 40 Years of Service

The Chamber and EDC recently co-sponsored an appreciation luncheon for retiring US Senator Byron Dorgan.

More than 225 attended the appreciation luncheon recognizing Senator Dorgan's 18 years in the US Senate, 12 years in the US House of Representatives and his public service as ND Tax Commissioner before that. Longtime Chamber Member and friend of Senator Dorgan; Hal Gershman (Happy Harrys) did a fantastic job introducing and thanking Senator Dorgan on behalf of the Chamber and EDC.

Senator Dorgan's leadership and efforts on behalf of North Dakota and particularly Grand Forks Air Force Base will be missed.

Downtown Parking Solution Sought

The Chamber hosted two meetings in August aimed at gathering input and making suggestions on how to ease the special assessments on businesses downtown. The groups also look at the future costs of maintaining the two city owned downtown parking ramps. (The third ramp is owned by the County) It is clear there will be no inexpensive or easy solutions. The group agreed with Urban Development's proposals to spread ramp operating costs to every business, property owner and individual who benefits from parking space in downtown Grand Forks.

Once the first steps of spreading the cost is accomplished., the next step will be to look at long term maintenance, the central school districts parking shortage and how the special assessment district applies to each type of business. The current formula is based on a model approved in the 70's and actually written in the 1960's. The downtown and the way businesses operate have changed significantly since then so it is time to take a look at the whole assessment model.

While progress has been made over the past year, there is much more work to do to keep parking costs reasonable so the downtown will remain an attractive location option for new and existing businesses.

West Visits East Breakfast

On Monday, October 4th all Chamber members are invited to participate in a West meets East breakfast meeting at Altos in the Canad Inn. Topics to be covered at the 7:15 a.m. breakfast are: "Why contractors work in Western ND" and "Understanding Oil and Gas Activity in Western North Dakota." Watch for details in upcoming Chamber "Friday Member to Member emails".

You may recall more than 30 business, UND and community leaders traveled to the oil basin over the summer as part of the Chamber sponsored East meets West Trip. The reciprocal visit is planned for October 3rd and 4th with approximately 30 business people, legislators and community leaders from Western North Dakota expected to attend. On the 3rd the groups will attend the UND hockey game and attend a social event. On the 4th the group will start the day with a community breakfast followed by tours of the energy department at UND; Core and Sample Library and the EERC. At noon, local legislators and community leaders will be invited to meet with the group to discuss Western ND infrastructure needs and talk about the oil booms implications for all of ND.

Please contact Barry at the Chamber with any questions. The event is being organized in cooperation with Bruce Gjovig from the Center of Innovation and Mike Jacobs, Editor and Publisher of the Grand Forks Herald.

Retail Task Forces Forming

The Buxton Company from Fort Worth Texas has begun the process of assessing retail leakage from the Northern Valley to other regions and the internet. Their recommendations will be out later this Fall.

In preparation for the results, two task forces are being formed. The first will develop strategies to provide the information in meaningful ways to existing businesses. The second will look at Buxton Company identified holes in the northern valley's current retail base and develop strategies to encourage new retail business to start or locate here.

If you are interested in serving on either task force please feel free to let Retail Task Force Chairs Mayor's Brown and Stauss know. You can also contact the chamber office for additional information or to volunteer to be on a task force.

25th Year of Chamber Leadership Kicks Off

The 25th year of The Chamber's Leadership Training Program has officially begun with the first class being held on September 8th, 2010 at Bremer Bank.

The 8 session program of skills training, leadership training and community awareness is a popular program that The Chamber's Leadership Committee has organized for the past 25 years.

Gwen Klawon is the facilitator of the program again this year. An orientation picnic was held last week. Each session is held at a different location in our community. A graduation will be held at the conclusion of the program in December.

With this being the 25th year of the program, the plans are to invite graduates from the program over the past years.

Watch next months newsletter for a listing of the 35 participants of the program.

Thank You For Renewing Your Membership

The following businesses know the value of their Chamber Membership and have renewed their membership in The Chamber - GF/EGF. Please visit them for your purchasing needs.

Artistic Floral
Bank Forward
Bert's Truck Equipment
Bud & Ralph's Appliance Service
Coldwell Banker First Realty -Encore
Employer Support of the Guard & Reserve
First Command Financial Planning
Forks Chem-Dry
G.W. & Sons Construction, Inc.
Giltner, Eric & Mary
Hilton Garden Inn Grand Forks/UND
Hitch 'N Go
Lithia Ford Lincoln Mercury of Grand Forks
Millennium Systems Technology
Nate's Canopy & Tent Rental
Overmoe & Nelson, Ltd.
Pins & Needles
Prudential Cray Real Estate - Elsie Johnson
Qdoba Mexican Grill
Robbin A. Rendahl, CPA
Widseth Smith Nolting



Leadership Orientation



Welcome New Members

Edward Jones – Ken Johnson

Ken Johnson
117 N Washington
Grand Forks, ND 58203
701-775-7824
ken.e.johnson@edwardjones.com
As a Financial Advisor with Edward Jones Investments, my business involves developing and implementing financial plans for businesses and individuals - providing various financial services, including business retirement plans, insurance, personal financial investments, and financial planning/managing retirement risk.

LA Weight Loss

Heather Hanson-Ramstad
1375 C South Columbia Rd
Grand Forks, ND 58201
701-795-1501
heather.lawl@gmail.com
www.laweightloss.com
LA Weight Loss is a one on one nutritionally based program that allows a person to eat everyday foods from the grocery store and lose weight! We are focused on helping people not only achieve their weight loss goals but also learn how to keep their weight off for life! The best thing about LA Weight Loss is that you have to EAT to LOSE!

Biliske Group

Dennis Biliske
1425 S Columbia Rd Ste 2
Grand Forks, ND 58201
701-757-4015
dennis@biliskegroup.com
Biliske has been a name synonymous with auctions in the upper Midwest and Canada since 1985. The Biliske Group consists of Biliske & Merrill Land Sales and Biliske - Schuster Auctioneers and is headquartered in Grand Forks.

Individual member - David Sprague

701-330-6783
dsspsprag@aol.com

Restaurant Technology Services

John Friend
322 DeMers Ave 3rd Floor
Grand Forks, ND 58201
701-780-3801
john.friend@seillc.com
www.rtsanswers.com
Restaurant Technology Services LLC was formed in 2010, yet the roots of the company have a 25+ year history working with the McDonald's system to provide IT support services that include Help Desk services, problem management to diagnose and resolve root cause issues, remote monitoring, self help tools, and asset management. Restaurant Technology Services LLC and its subsidiary have over 500 employees in the US and UK who serve more than 15,000 restaurants across three continents and employ about 100 employees in Grand Forks.

TrainND Northeast

Dale Knutson
1501 28th Ave S
Grand Forks, ND 58201
701-350-0810
lrsc.dale.knutson@lrsc.edu
www.lrst.edu/workforce

Lithia Grand Forks

2273-2473 32nd Ave. South
Grand Forks, ND 58201
701-787-7257
www.LithiaGrandForks.com
sleventes@lithia.com
Lithia Grand Forks is Grand Forks – we're proud to serve you. We're your friends and neighbors, ready to give you the best possible car buying experience and Lithia's best prices. You'll find photos and prices online at www.LithiaGrandForks.com, and friendly faces at our stores: Lithia Chrysler Jeep Dodge, Lithia Ford and Lithia Toyota - on 32nd Avenue South.

Backspin Productions

Mike Harman
1807 DeMers Ave
Grand Forks, ND 58201
701-757-4300
mike@backspinproductions.com
www.backspinproductions.com
Backspin Productions is the areas premiere entertainment solution for all occasions. We offer a wide range of services such as DJ's, Karaoke, Game Shows, Audio/Visual Rentals, Photography, and Video Productions services! We are also proud to introduce our new exclusive "Photo Booth" rentals services. Visit us at 1815 Demers Ave Grand Forks or online at backspinproductions.com.

Valley Fun Source

Doug Runyan
1717 Central Ave NW
East Grand Forks, MN 56721
218-793-0350
dougr@valley-truck.com
Valley Funs Source is a factory authorized dealership for Suzuki Motorcycles, & ATV's, Mercury & Suzuki outboards, Crestliner boats, and Lodge Fish Houses.

Brad Durick Outdoors

Brad Durick
1640 King Cove
Grand Forks, ND 58201
701-739-5808
braddurick@gmail.com
www.redrivercatfish.com
Brad Durick Outdoors LLC is a full service guide service which offers catfishing and river tours on the Red River. We offer the perfect step away from the norm for treating customers, employees, and family members to a high quality outdoor experience without leaving the city.

Ambassador's Around the Town



Hugo's Wine & Spirits

The Ambassadors help celebrate the Grand Opening of 32nd Ave. S. Hugo's Wine & Spirits with a ribbon cutting.



Ferguson Books & Media

The Ambassadors help welcome new business and new Chamber Member, Ferguson Books & Media, with a ribbon cutting at their location.



ND Division of Vocational Rehabilitation

The Ambassadors help celebrate the new name of Northeast Human Service Center with a ribbon cutting.



Stray Media

The Ambassadors help welcome new business and new Chamber Member, Stray Media, with a ribbon cutting their downtown location.



Valley Dairy

The Ambassadors help celebrate the Grand Opening of the new Valley Dairy on 24th Ave. S. with a ribbon cutting.

A Month in Pictures



MAC Golf Outing 2010



Canad Inns Business After Hours



2010 Cats Incredible



MAC Golf Outing 2010



Senetory Dorgan Reco Luncheon

A Month in Pictures

MAC Golf Outing 2010



Canad Inns Business After Hours



Canad Inns Business After Hours



2010 YP Chili Challenge

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MAC Golf Outing 2010

Alerus Financial Hires and Promotes

Cari Mack has joined Alerus Financial as the Receptionist/Administrative Assistant at Alerus' downtown Corporate Center branch location.



Mack is responsible for greeting and directing customers to the appropriate areas and providing administrative support to the relationship managers, product specialists, and staff areas.

Mack previously worked a development coordinator at the UND Foundation and prior, as an administrative assistant to the controller at Ecolab. She joins Alerus with 7 years experience in the financial industry and is a graduate of Interstate Business College in Fargo. Mack is a member of the Empire Arts Center and lives in Grand Forks with her husband, Steve, and their two children.

Rochelle Kuntz has accepted a new role with Alerus Financial as the Electronic Banking Manager.



Kuntz is responsible for servicing online customer experiences and managing online product offerings including mobile access, e-mail, text, and other means to conduct banking. Additionally, she will

develop and execute strategies for electronic delivery methods and educating customers. Kuntz will continue to manage corporate projects.

Kuntz has 24 years experience in the banking industry. She has held various positions in her 20-year career with Alerus including Retail Administration Manager, Call Center Manager, and Project Manager. Kuntz and her husband, Scott, live in Grand Forks with their four children.

Sue Burke has joined Alerus Financial as the Graphic & Interactive Designer. Burke is located at Alerus' Corporate Center location in downtown Grand Forks.

Burke is responsible for designing print, electronic, and promotional marketing materials including brochures, direct-mail,

email marketing communications, newsletters, flyers, signage, and logos.



Burke joins Alerus with 10 years experience in graphic design. She previously did independent contracting and consulting in Seattle, WA as well as graphic design and multimedia advertising for the

University of Colorado. Burke attended Bismarck State College and received a Bachelor of Arts degree from the University of Colorado where she majored in linguistics with an emphasis in Japanese. She is a member of the Greater Grand Forks Young Professionals. Originally from Bismarck, Burke now resides in Grand Forks.

Alerus Financial is pleased to welcome **Jonathan Rentz** as a Staff Accountant at its Corporate Center location in downtown Grand Forks.



Rentz is responsible for supporting the internal accounting operations of Alerus Financial, including reconciliation of internal accounts, general ledger posting and balancing, pledging for public deposits, and government and regulatory reporting.

Rentz joins Alerus with 3 years experience in the financial industry. He previously worked in public accounting where he focused on audit and attestation services. Rentz holds a Bachelor's of Accountancy and B.B.A. Managerial Financial/Corporate Accounting degrees from the University of North Dakota. He currently resides in Grand Forks.

Alerus Financial is pleased to announce the promotion of **Brenda Sem** to Trust Manager.



Previously a Trust Administrator, Sem's new responsibilities include the administration of corporate trust, monitoring trust laws and regulations in conjunction with internal process

changes, working with all mineral interests held in a trust, and serving as a project

resource for product, service, or process changes within the trust department. Additionally, Sem will continue to administer assigned trust accounts.

Sem has more than 10 years experience in the financial industry, 7 of those with Alerus. She holds CPA and CIA designations, and is currently working towards attaining the CTFA (Certified Trust and Financial Advisor) designation. Sem holds a Bachelor's degree in accounting from North Dakota State University, is a member of the North Dakota State Society of CPA's, and currently serves as Chair on the Public Relations Committee. She and her husband, Stacey, live in Thompson with their three children.

Alerus Financial is pleased to announce the promotion of **Donna Frushour** to Lead Customer Service Supervisor.



Previously a Customer Service Supervisor, Frushour's new responsibilities include overseeing the customer service areas in the Grand Forks and Northwood branches to ensure extraordinary customer service and

strong branch performance. Additionally, Frushour will continue to manage the customer service area at Alerus' downtown Corporate Center branch location.

Frushour has been with Alerus for 12 years. She previously worked in the Customer Care Center and Human Resources department before moving to retail/customer service two years ago. Frushour holds a Human Resources/Management degree from Park University and currently resides in Grand Forks with her husband, Paul.

AE2S Hires Grubb

AE2S (Advanced Engineering and Environmental Services, Inc.) has hired



Ryan Grubb as an Engineer in its Grand Forks, ND office. Ryan is a native of Tioga, ND and earned his Bachelor of Science Degree in Civil Engineering from the University of North Dakota (UND).

Ryan served as an Engineering Intern at AE2S prior to being hired as an Engineer, working on the new Northwood School,

the Ashtabula Wind Farm, the Red River Valley Water Supply Project, and the Rugby City-Wide Street Improvements. In his new position, Ryan will be initially working on the \$14.6 million Water Treatment Plant Improvements project for the City of Valley City, ND.

Panzer Honored for Ten Years Service

Choice Financial Investment Services recognizes **Jay Panzer**, who was recently honored for ten years of service as a registered financial advisor through Investment Centers of America (ICA).



ICA is a full service brokerage firm committed to helping clients potentially attain financial independence and establish a higher standard of living. As a member of ICA's financial advisor network, Panzer provides investment

advisory services and is headquartered at Choice Financial Investment Services in Grand Forks, N.D.

EAPC Hires Pederson

Brian Pederson, AIA, NCARB, joins EAPC Architects & Engineers as a senior project architect. Brian was a senior architectural



project coordinator for OPUS Architects and Engineers in Minneapolis since 2000. Prior to his employment at OPUS, he was an associate for DLR Group in Minneapolis for 10 years. Brian graduated with a Bachelor of Architecture

in 1990 from NDSU and also received a Bachelor of Science in Environmental Design in 1989.

Amy Carrol Joins Bremer Financial Services

Bremer Financial Services has hired **Amy Carroll** as a mortgage loan officer in Grand Forks. Carroll, who was previously employed by Bremer Bank, will work to service client's mortgage needs.



A native of Forest River, N.D., Carroll previously worked at Bremer Bank in the student loan department. Before joining Bremer, she worked at the University of North Dakota in Grand Forks, N.D. She has a

bachelor's degree in business administration and management from Minnesota State University Moorhead and a master's degree in management from the University of Mary in Bismarck, N.D.

"Amy will be a great addition to our mortgage lending team in Grand Forks," said Brian Stousland, senior vice president in residential real estate with Bremer Financial Services. "Having spent many years working at Bremer previously, she is very familiar with our organization and our clients. This will be a natural progression and we look forward to her contributions to the team."

Altru Hires Rodman, Anderson and Askvig

Stephanie Rodman, DPT, recently joined the staff of Altru's Rehab Outpatient Therapy Services. She will provide services at Altru Rehabilitation Center in Grand Forks, North Dakota.

Stephanie holds a doctorate of physical therapy (DPT) both from University of North Dakota. Her past work experience includes two years at Altru Hospital as an inpatient physical therapist.

Altru's Rehab Outpatient Therapy Services recently welcomed **Cassie Anderson**, speech language pathologist (SLP) to its department. Cassie holds a bachelor's degree in communication sciences and disorder and a master's degree in speech language pathology from the University of North Dakota.

Cassie will be providing services at Altru Rehabilitation Center in Grand Forks, North Dakota.

Janelle Askvig, PT, DPT, joined Altru's Rehab Outpatient Therapy Services team. She provides physical therapy services at Altru Rehabilitation Center in Grand Forks. Janelle holds a doctorate in physical therapy (DPT) from the University of Mary in Bismarck, North Dakota.

Dr. Kaushik Joins Altru Health System

Dr. Shivu Kaushik joins Altru Health System's pulmonology and critical care departments. After receiving his doctorate in medicine, he completed a residency in pulmonary medicine at

Vallabhbhai Patel Chest Institute, a part of the University of Delhi, in India. He then completed an internal medicine residency with the University of Virginia at the Carilion Roanoke Memorial Hospital in Roanoke, Virginia. Dr. Kaushik's fellowship in pulmonary and critical care medicine was done at the Medical College of Georgia in Augusta, Georgia. He is board certified in pulmonary medicine with the American Board of Internal Medicine.

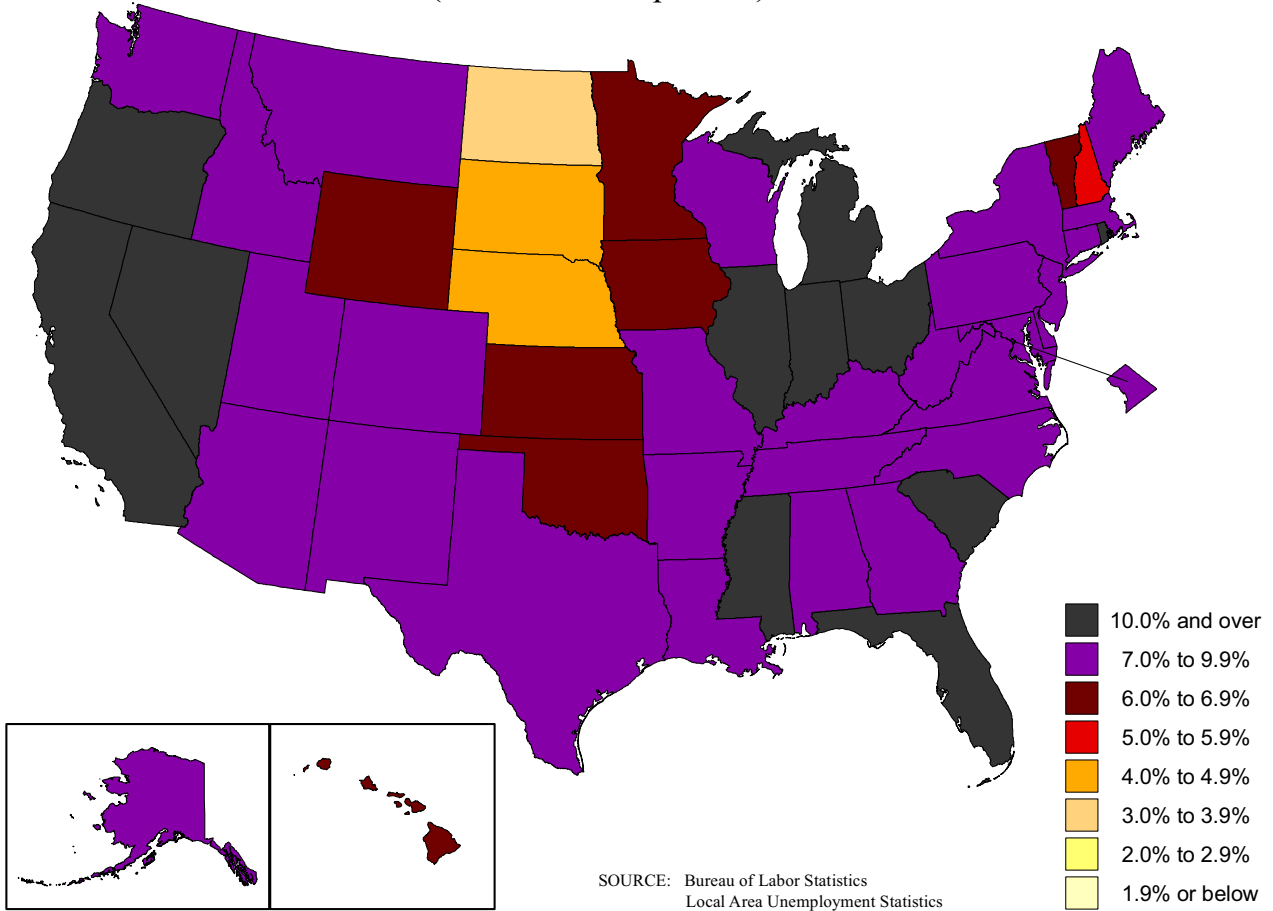


We'd love to share your good news!

If you have a Business News Item you'd like included in the Business Briefs, send it to Lisa Swanson at lisas@gochamber.org

Unemployment rates by state, seasonally adjusted, July 2010

(U.S. rate = 9.5 percent)



10 Tips for Successful Business Networking

by Stephanie Speisman

Effective business networking is the linking together of individuals who, through trust and relationship building, become walking, talking advertisements for one another.

Keep in mind that networking is about being genuine and authentic, building trust and relationships, and seeing how you can help others.

Ask yourself what your goals are in participating in networking meetings so that you will pick groups that will help you get what you are looking for. Some meetings are based more on learning, making contacts, and/or volunteering

rather than on strictly making business connections.

Visit as many groups as possible that spark your interest. Notice the tone and attitude of the group. Do the people sound supportive of one another? Does the leadership appear competent? Many groups will allow you to visit two times before joining.

Hold volunteer positions in organizations. This is a great way to stay visible and give back to groups that have helped you.

Ask open-ended questions in networking conversations. This means questions that ask who, what, where, when, and how as

opposed to those that can be answered with a simple yes or no. This form of questioning opens up the discussion and shows listeners that you are interested in them.

Become known as a powerful resource for others. When you are known as a strong resource, people remember to turn to you for suggestions, ideas, names of other people, etc. This keeps you visible to them.

Have a clear understanding of what you do and why, for whom, and what makes your doing it special or different from others

Cont. on pg. 12



Hosted by
Alerus Financial

Downtown Location

Thursday, September 16, 2010

4:45pm - 7:00pm

Hosted by:



Free Admission

Complimentary hors d'oeuvres & beverages~ Lots of Great Door Prizes ~ Progressive cash drawing is at \$300! ~ NO RSVP Needed

Alerus Financial invites all Chamber Members and employees to their Business After Hours. Stop by and take advantage of great networking opportunities while you are there. You might even win \$300 in our progressive cash drawing! We'll draw the name of one Chamber Member business. If someone from that business is present, they win!

Business After Hours is a great time to network, catch up with friends, coworkers and clients in a fun and casual way. Spread the word and plan to attend the next Business After Hours.

**Member Referrals Made By
The Chamber In 2010:**

608

Total for August: 97

**Certificates of Origin Signed
By The Chamber In 2010:**

22

Total for August: 3

**New Resident Packets
Distributed By The Chamber
In 2010:**

207

Total for August: 49

Check Out The Chamber Calendar of Events Here

www.gochamber.org

Number of Member Exposures for August (statistic includes internet search engine visits): 390,482

Top Member Directory Hits for August

Stray Media Group - 617
First State Bank - 495
Yellowbook - 469
Frandsen Bank & Trust- 468
Premium Waters - 468

United Valley Bank - 465
James O'Connell, DDS- 463
City of GF Finance - 462
Night Out GF - 461
GGF CVP- 460

10 Tips for Successful Business Networking, cont

doing the same thing. In order to get referrals, you must first have a clear understanding of what you do that you can easily articulate to others.

Be able to articulate what you are looking for and how others may help you. Too often people in conversations ask, "How may I help you?" and no immediate answer comes to mind.

Follow through quickly and efficiently on referrals you are given. When people give you referrals, your actions are a reflection on them. Respect and honor that and your referrals will grow.

Call those you meet who may benefit from what you do and vice versa. Express that you enjoyed meeting them, and ask if you could get together and share ideas.

Looking for a great advertising opportunity?

Contact Lisa Swanson to find out how your ad can appear in The Voice newsletter at a discounted price.

Reach nearly 2000 business people in our area with your message!



A Chamber & SCORE Brown Bag Seminar

A Rock Solid Marketing Plan in Nine Steps



Do you have a solid marketing plan to move your business to the next level of performance? Do you have questions about the efficiency and effectiveness of your current marketing programs? Do you readily stand out from your competitors in the minds of your target customers?

If you are uncertain about the answers to these questions, chances are you haven't formulated a thorough and well-thought out marketing plan for your business. Attend this workshop to learn about how to complete a solid, nine-step marketing plan that answers the following questions and more:

- ✓ Do I have a well defined position within my competitive market?
- ✓ Am I consistent with my marketing message?
- ✓ Have I used non-traditional marketing methods to enhance my traditional media marketing mix?
- ✓ How can I measure my marketing efforts for effectiveness?

Wednesday, September 22, 2010
11:30am – 1:00pm
The Chamber
Lunch is provided
\$20/members
\$30/ non-members

This brown bag is presented by:

Eric Giltner
Business Dev. Specialist, Small Business Administration

To register, contact The Chamber at 772-7271 or info@gochamber.org.
Reservation deadline is September 21st.
Seating is limited, sign up soon.

Reservations not cancelled 3 business days prior to the event will be billed.