

The Lethbridge Chamber of Commerce and Lethbridge Centre

present~

"Mix and Mingle" Trade Show



(*Last one until fall)
Tuesday, April 15th, 2008
*** 5:00 – 7:00 p.m. ***
Location: Lethbridge Centre

Business Display Tables: 3 ft. x 6 ft. draped,
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- * Complimentary Snacks & Refreshments

✦ Entrance: \$2.00/person ✦ Everyone is welcome!! ✦

Tables are booked on a first-come, first-serve basis with first time displayers given precedence.

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*** " MIX & MINGLE TRADE SHOW" REGISTRATION ***

Tuesday, April 15, 2008, Lethbridge Centre
5:00 p.m. - 7:00 p.m.

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Recognizing Excellence in Customer Service

The First Impression Recognition of Excellence (or FIRE) Awards Reception was held, appropriately enough for its inaugural run, on January 31st at the Lethbridge Lodge. Congratulations to all the award winners, the nominees, and the Tourism Connection Committee for the years of work designing the program. Profile was added to the evening by the presence of Mayor Bob Tarleck, MLA Bridget Pastoor, representing retiring MLA Clint Dunford was Greg Weadick, and provincial election candidate Bal Boora. More importantly the FIRE award winners turned the event into a fun one for the politicians and other guests present (please see pages 6 & 7).



Bruce Webster congratulates the nominees, finalists & winners of the FIRE Awards

As every subsequent award was given out by the sponsors at the Lodge, the workmates, friends of the winner, and the winner launched their own chant, dance, or cheer to celebrate the occasion. Not at all like the more staid president's dinner or business of the year awards; at least I don't recall my wife Karen standing up and hooting encouragement when I was sworn in as chamber president last September.

So I think with this terrific launch of the FIRE awards, it will become an event to watch in Lethbridge for future versions. Thank you to the Tourism Connection Committee for inventing this version of tangible recognition for excellence in the local service industry.



Lobbying Chamber resolutions

In other news the board of directors approved AITA originated resolutions on "open skies" for Alberta airport domestic flights and for encouraging a made in Canada voluntary labelling regime for cattle, both to forward to the Alberta Chambers AGM in Fort Saskatchewan in May. The Governmental Affairs Committee is fine tuning a resolution respecting Alberta resource royalties and how they are spent for consideration at the February board meeting.

We also expect that by the time you read this the "Lethbridge Chamber of Commerce All Candidates Forum" for Lethbridge ridings in the provincial election will be scheduled or already held. Congratulations to all those residents who allowed their name to stand as candidates and to the media for participating in the forum. It is difficult to get one's message across in an election, so we hope the chamber has provided a valuable service to the democratic process in our city by hosting the event. Watch for developments at the federal level to see if there is another forum in 2008.

Regards,
Bruce W. Webster, President
Lethbridge Chamber of Commerce

**Meet the Candidates at the Chamber's
Provincial All Candidates Forum**

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Last "Mix & Mingle" Trade Show Until Fall

..... Please see Page 8

NEWS

February 2008

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PROVINCIAL ALL CANDIDATES FORUM
(Lethbridge East & Lethbridge West)

WEDNESDAY, FEBRUARY 20, 2008

7:00 P.M. – 9:00 P.M.

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- Questions will be encouraged from the audience.

The Chamber's All Candidates Forum is always a great opportunity to hear responses from the candidates running for election, on issues affecting business and life in Lethbridge.

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Rock 106/CFRV The River, and Shaw T.V.**

Everyone is welcome!



Fraud in Small Business

Janene Moch, Senior Manager of Assurance and Forensic Services, at Meyers Norris Penny Lethbridge, spoke at a Chamber "Lunch & Learn" regarding fraud in small business. She raised awareness as to how fraud occurs as well as different fraud methods. Janene informed the audience of: the main steps that can be taken by small business to expose weakness and prevent fraud; fraud detection, the "red flags" that may point to fraud; and what to do if you suspect it has occurred.



Gizella Horn (centre) accepts award from Gary Friesen & Kerry Lowe



Robin Gardner presents award to Scott Whiteside



Patrick Bilyk congratulates Roz Jeffery



Effie Alexander (left) accepts award from Kerry Lowe



Dr. Tracy Edwards congratulates Georgie Mortimer (left)



Grace Duff presents award to Dianne Isaak (left)



Denise Story congratulates Murriah Pearce (left)



Monica Yanke (left) accepts award from Ericka Opinko



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Chamber Honors Outstanding Employees



Bruce Thurston speaks on the value of excellent customer service



Finalists of the FIRE Awards Recognized

The **FIRE Awards – First Impression Recognition of Excellence Awards** – were developed to honor individuals in the tourism and hospitality industry, who go out of their way to provide excellent customer service.

The Chamber's inaugural **FIRE Awards Reception**, which was coordinated by its Tourism Connection Committee – was held on Thursday, January 31st at the Lethbridge Hotel & Conference Centre.

Over 120 people came out to honor individual staff members of all stripes, who were nominated for these awards:

One winner in each of the eight categories, was selected from amongst nineteen finalists, and presented a FIRE Award.

CONGRATULATIONS! – 2008 FIRE Award Recipients & Special Appreciation to Each Award Sponsor

Accommodation:	Gizella Horn , Ramada Hotel & Suites	Sponsor: ATB Financial
Adventure Tourism:	Scott Whiteside , Ascent Climbing Centre	Sponsor: executerv plus inc.
Attractions:	Roz Jeffery , Galt Museum & Archives	Sponsor: 1st Choice Savings & Credit Union Ltd.
Events & Conferences:	Effie Alexander , Lethbridge Lodge Hotel & Conference Centre	Sponsor: Economic Development Lethbridge
Food & Beverage:	Georgie Mortimer , Mocha Cabana	Sponsor: Lethbridge College
Services:	Dianne Isaak , Lethbridge College	Sponsor: Lethbridge Centre
Transportation:	Murriah Pearce , Integra Air Inc.	Sponsor: Express Coffee & Tea
Travel/Trade:	Monica Yanke , AMA Travel Services	Sponsor: The Lethbridge BetterBook PhoneBook

LETHBRIDGE CHAMBER of COMMERCE

CONGRATULATIONS to the NOMINEES of the 2008 FIRE AWARDS
First Impression Recognition of Excellence



- Stephanie Bard:** About U Bridal
- Scott Whiteside:** Ascent Climbing Centre
- Jackie Cook, Jessica Boyd, Rob Bain:** ATB Financial
- Isabelle & Darwin Shoemaker:** Barbers' Shop
- Jolyn Larson:** Canada's Best Value Inn
- Kathleen Lohues, Barb Takeda, Kenny Davey, Peter Trefan, Hollie Hansen:** Canada Safeway Limited
- Peggy Kenyon:** Chinook Health – Mental Health
- Kristen Red Crow:** Convergys Corporation Network Services Canada
- Ben Richards, Candice Iron Shirt, Debby Still, Dianne Barton, Emily Hogenson, Hannah Lee, Jesse Peterson, Jonathan Bikman:** Chop Stix Restaurants Inc.
- Amanda Hurrell, Curtis Sheck, Dave Christianson, Jana Salmon, Nancy Cook:** Days Inn Lethbridge
- Teresa Bigger:** Goodlife Fitness Clubs
- Kristen Wiebe, Leslie Asplund, Lisa Guess, Mike Burland, Nicole Dunlap:** Holiday Inn Express Hotel & Suites
- Murriah Pearce:** Integra Air Inc.
- Ulysses McNee:** La Bella Notte
- Korry Friesen:** Lethbridge Food Services
- Gord Henwood:** Lethbridge Youth Foundation/5th on 5th Youth Services
- Chris Kuno:** Lighthouse Japanese Restaurant
- Cara Blood:** McDonald's Restaurants
- Jim Spurrill:** Office Depot
- Jackie Peat, Jenna Becker:** Paradise Canyon Golf Resort
- Megan Olsen:** Premier Inn & Suites
- Cheryl Skinner, Gizella Horn, Kalyn Ohlhauser, Melisa Emard, Miriam Wiebe:** Ramada Hotel & Suites
- Tracey Weasel Moccasin:** Revenue Canada & Government Agency
- Bonnie Greenshields, Chiyoko Kensley, Crystal Kensley, Michelle Kensley:** Round Street Café
- Lisa Zawyrucha:** Second Cup
- Gloria Goldthwate:** Southern Stationers
- Megan Myndio:** Strut Salon & Spa
- Steven Big Swan:** Tamura Electric (2005) Ltd.
- Alice Klassen, Ankie Epp, Annette Kempe, Denise Buesink, Rebecca Janzen:** Ten Thousand Villages
- Jason Huppelshevser:** United Furniture
- Linda Massie:** Burger King – 3rd Ave
- Shannon Williams, Monica Yanke:** AMA Travel Services
- Ladene Flynn, Sheila Sedgwick:** Best Western Heidelberg Inn
- Rabecca Thiessen, Johnnie Hansen:** Carmichaels Restaurant & Pub
- Leona Granger, Linda Fleck:** Chinook Country Tourist Association
- Angie Borne:** Country Kitchen Catering 2006 Ltd.
- Becky Baunton:** Crazy Cakes
- Jane Davis, Keith McArthur:** Cupper's Coffee & Tea
- Bob Derochie:** Derochie Painting Ltd.
- Deb Klepic:** Douros Pizza & Steak House
- Kelly Holowka, Lori Harasem-Mitchell, Melissa Sherwood, Michelle Christensen, Roz Jeffery, Shanell Papp:** Galt Museum & Archives
- Jen Buit:** Helen Schuler Coulee Centre
- Justin Reimer:** Howard Brown Construction & Roofing
- Pearl Blair:** In the Crease Sportscards & Collectables
- Adam Sudo:** King of Trade
- Dianne Isaak:** Lethbridge College
- Colleen Duncan, Jerry Tran, Effie Alexander, Kelly Watts, Melissa Teichman:** Lethbridge Lodge Hotel & Conference Centre
- Meghan Boyczuk:** Magrath's Lounge
- Georgie Mortimer, Paul Matheson:** Mocha Cabana
- Adrian Dixon, Chelsea Hackney:** Onion Bar & Grill
- Allison Trumbley:** Pepper Tree Inn
- Eileen Abott:** Penny Coffee House, The
- Thomas Heggie:** Pyramid Entertainment
- Donna Johnson:** RBC Royal Bank
- Lillian Westling:** Rehabilitation Society & Southern Alberta Community Living Association
- Justin Whyte:** Ricky's All Day Grill
- Brandon Boorsma, Chris Charlton, Dani Myhre, Marlin Uligan:** Ric's Grill
- Ron Bain:** Runners Soul
- Jon Clarke:** Sandman Hotel
- Heather Cain:** Shoppers Home Health Care
- Carolyn Twigg:** Southwest AB Child & Family Services.
- Kim Rathwell:** Tompkins Jewellers Ltd.
- Kathy Stewart:** TravelPlus
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Key Note Speaker: Karen Perry ACC, BSCTP
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Karen Perry is a leadership coach who empowers and supports leaders in identifying and developing communication styles and behaviors for more productive working relationships. She collaborates in coaching partnerships that provide clients with awareness of what motivates them; clarity for goal setting, opportunities and development; and results-based action plans.

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12:00 Noon - 1:00 P.M. Lunch & Presentation
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(as of Jan 31, 2008)

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Business: Chartered Accountants

EASY 2 STORE
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Representative: Mr. Joel Oseen
Business: Moving/Storage

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Representative: Ms. Lisa Clausen
Business: Accommodations/Hotel

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LETHBRIDGE REGION
#7, 320 W.T. Hill Blvd South
Lethbridge, AB T1J 4W9
Representative: Ms. Melody Garner-Sparrow
Business: Home Builders Association/Building/Trades

ELBEES HEARING SERVICES
615 - 4th Ave South
Lethbridge, AB T1J 0N6
Representative: Ms. Lesa Butler
Business: Hearing Aid Dispensers/Hearing Testing

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Lethbridge, AB T1K 4W6
Representative: Mr. Alex Hann
Business: Employment Services for People with Disabilities

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Representative: Mr. Rick Veldjesgraaf
Business: Precast Concrete

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Business: Hearing Aids

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- **Advertising opportunities** in Chamber News
- **Member discounts** for various Chamber events
- **Inquiry referrals** to member business (all Chamber members are listed alphabetically and categorically on the Chamber's site)

**If you would like to know more about the Lethbridge Chamber of Commerce, please call 327-1586 or e-mail us at office@lethbridgechamber.com. Also, check out the Chamber's website at www.lethbridgechamber.com.*

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