

The Lethbridge Chamber of Commerce presents the 2nd Annual ~

F.I.R.E. AWARDS

First Impression Recognition of Excellence

The purpose of the F.I.R.E. Awards is to honour individuals in the tourism and hospitality industry who have enhanced positive experiences for their customers, by providing excellent customer service.

The goals and outcomes of the F.I.R.E. Awards through this special recognition of individuals are to:

- Instill pride and confidence
- Promote employee retention
- Raise the profile of tourism & hospitality
- Promote positive relations between management and staff
- Raise the profile of participating businesses

* Ballot Boxes (9" x 14.5" x 6") are free and available to be picked up at the Chamber office at 529 – 6th Street South – please call (403) 327-1586 to arrange.

• Online nominations, sponsored by Chinook Country Tourist Association may be made at: www.chinookcountry.com/fireawards/, or the nomination form below may be faxed to the Lethbridge Chamber of Commerce at (403) 327-1001.



FIRE Award finalists & winners in 2008

Lethbridge Chamber of Commerce F.I.R.E. AWARDS - NOMINATION FORM

NOMINEE: First Name _____ Last Name _____

NOMINATION CATEGORY (Please Check One):

FOOD & BEVERAGE:

Front-line and non-server staff who play a key role at restaurants [incl. fast food, lounge/pub/ nightclub, banquets/catering] **Sponsor: Lethbridge College**

ACCOMMODATION:

Front desk, room attendant, customer service personnel at hotels, motel, alternative accommodations [i.e. bed & breakfast, campgrounds, hostels] **Sponsor: ATB Financial**

ATTRACTIONS:

Front-line staff at local attractions and operations **Sponsor: 1st Choice Savings & Credit Union**

TRANSPORTATION:

Tour bus, city bus, taxis, limos, airlines, vehicle rental agencies **Sponsor: Express Coffee & Tea**

ADVENTURE TOURISM:

Front-line staff at adventure tourism operations [i.e. golf, go-carts, paint ball, kayaking]. **Sponsor: excuserv plus inc.**

EVENTS & CONFERENCES:

Front-line staff dealing with special events, annual events, conferences, trade shows, consumer shows **Sponsor: Economic Development Lethbridge**

SERVICES:

Front-line staff at retail outlets, service stations, grocery outlets, tourist information centres, marketing companies **Sponsor: Lethbridge Centre**

How did this employee provide you excellent customer service? _____

THANK YOU FOR NOMINATING THIS GREAT EMPLOYEE!

* A reception to honour all award recipients will be held in January 2009 sponsored by the Lethbridge Lodge Hotel & Conference Centre.



(Continued from page 6)

BUSINESS & EDUCATION

COMMITTEE: Co-Chairs: Bruce Primeau & Melody Garner-Sparrow, Colette Acheson, Bill Aldous, Kim Aos, Lance Arneson, Darren Boras, Wayne Brewer, Jim Brown, Jim Campbell, Jan Foster, Sandra Dufresne, Barry Ferguson, Daniel Fieguth, Liz Findlay, Gerard Gibbs, Emma Goerzen, Shawna Grant, Geri Hecker, Mitch Jentink, Charlotte Kitchen, Chad Leavitt, Barb Lloyd, Ken McLean, Gerald McConaghy, Craig Milner, Fabian Pahl, Karissa Schlaht, Denise Scott, Judy Stolk-Ingram, Randy Tremel, Margaret Vennard, David Watson

COMMUNICATIONS COMMITTEE:

Co-Chairs: Allan Friesen & Tony Vanden Heuvel, Colette Acheson, Jonathan Arnoldussen, Bev Bellamy, Leonard Binning, Dick Boorsma, James Frey, Gerard Gibbs, John La Forest, Chelsea Masterman, Channing Olsen, Connie-Marie Riedlhuber, June Robinson, Ed Sandau, Rick Urself

FINANCE COMMITTEE: Chair: Susan

Snicer, Dennis Chinner, Kimberley Finn, Adam Gast, Dennis Hatt, Joseph A. Matthew, Paul Pharo, Bill Reddick, Brandi Tindall, Bruce Webster, Brent Botfield

GOVERNMENTAL AFFAIRS

COMMITTEE: Co-Chairs: Stephen

Mogdan & Tom Ackerman, Shamsul Alam, Rob Alldred, Clarence Arnoldussen, David Carpenter, Kerry Dalton, Wally Evdokimoff, Marianne Gray, Barry Harper, Dwayne Huber, John La Forest, Mark Lencucha, Berga Moen, Lyal Sakamoto, Shilpa Stocker, Carolyn Thomas, Bruce Webster, Greg Weadick, Daniel Zopoula

MEMBERSHIP SERVICE & SPECIAL

EVENTS COMMITTEE: Co-Chairs:

Marion McEntee & Colette Acheson, Murray Anderson, Bosco Baptista, Ron Bunton, Val Falconer, Bruce Galts, Leanne Gust, Richard Hebert, Ken Holmes, Gerry Jensen, Charlotte Kitchen, Connie Knox, Lorrie Kothig, Dale Martin Jr., Steve Miles, Walter Montana, Laurie Ruff, Julie Sarich, Darren Stocker, Brandi Tindall, Bruce Thurston, Kelly Vander Hooff

TOURISM CONNECTION

COMMITTEE: Rotating Chairs:

Chris Bruce, Kathi Burnett, Curtis Burton, Doran Degenstein, Wayne Dwornik, Robin Gardner, Geri Hecker, Kristin Kirkpatrick, Steve Kothig, Suzanne Lint, Barry Litun, Kerry Lowe, Candace McKenzie, Jeff McLarty, Natasha Pealo, Ted Stilson, Anine Vonkeman



"Mix & Mingle" Trade Show



Chamber's Provincial All Candidates' Forum



Clint Dunford welcomes Premier to Chamber Luncheon



2008 – "Business of the Year Awards"



"Business After Hours" at the Galt



Chamber Past Presidents Honoured at President's Dinner



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Volunteers – the “Engine” of the Chamber

June 30, 2008 marks the end of another successful year at the Chamber. The Lethbridge Chamber of Commerce is the voice of business in Lethbridge! About 750 businesses are members of the Chamber. The Chamber is effective because of its credibility, expertise and ability to bring businesses together to act as a singular unifying voice.

The business volunteers are the Chamber's driving force. Thanks to their efforts, many activities are coordinated—from government lobbying (at all levels) to various business functions and networking activities – are coordinated to make a difference to business and life in Lethbridge.

CONGRATULATIONS AND THANK YOU! – to these people who volunteered their time during the 2007-2008 year:

2007 – 2008 EXECUTIVE & BOARD OF DIRECTORS

President:	Bruce Webster	Vice President Finance:	Susan Snicer
President Elect:	Dennis Hatt	Immediate Past President:	Bruce Milne
Vice President:	Paul Pharo	Executive Directors:	Suzanne Lint Geri Hecker

Tom Ackerman
Del Allen
Clarence Arnoldussen
Mark Bellamy
Jacqueline Black Water
Darren Boras
Wayne Brewer
Rick Buis
Dr. Bill Cade/Chris Horbachewski
Rick Casson, MP/Ed Granger
Cheryl Dick
Clint Dunford, MLA
Dr. Tracy Edwards/Suzanne Flannigan

Wally Evdokimoff
Barry Ferguson
Liz Findlay
Mark Fournier
Melody Garner-Sparrow
Bill Halley
Richard Hebert
Ken Holmes
Bryan Horrocks
Dwayne Huber
Barry Litun
Michelle MacLean

Dale Martin, Jr.
Heather Mirau
Michael McGuire
Gillian Nish
Bridget Pastoor, MLA/Bridget Mearns
Marc Sabourin
Lyal Sakamoto
Igor Shaskin
Darren Stocker
Mayor Bob Tarleck
Randy Tremel
Terry Voth
Greg Weadick, MLA/Lorne Darlington



"Lunch & Learn" on Fraud Prevention



Food Hampers delivered to the Salvation Army Food Bank



"Adopting a Citizen of Tomorrow" Award Presentations

2007 – 2008 COMMITTEES & Volunteers

AGRICULTURE/INDUSTRIAL/TRANSPORTATION AFFAIRS COMMITTEE: Co-Chairs: John Arnold & Andy Kovacs, Ron Ackroyd, Alan Ashcroft, Mark Bellamy, Bob Beaudry, Trever Broadhead, Stan Coxson, Kerry Dalton, Myron Dietrich, Roy Erickson, James Frey, Walter Genesis, Marianne Gray, Bill Halley, Derek Harding, Doug Hawkins, Darwin Jewels, Greg Kaupp, Lorraine Kerkhoff, Jerry Kirchner, Bill MacMillian, Johnny McDonnell, Steven McDonnell, Michael McGuire, Bruce Milne, James Mmbando, Paul Pharo, Rick Ross, Marc Sabourin, Kevin Sali, Susan Snicer, Chris Spearman, Lloyd Van Eeden Petersman, Bill Waugh, John Willms, Kevin Willoughby

(Continued on page 7)

FRAUD PREVENTION

The Lethbridge Chamber of Commerce recently partnered with the Lethbridge Regional Police Service Economic Crimes Unit, to present workshops to the business community, on various topics relating to fraud and fraud prevention. Identity Theft was one of the topics addressed.

Identity Theft

When someone uses personal information such as your name, social insurance number (SIN), credit card number or other identifying information without your knowledge or permission, it is identity theft and it is a crime.

Protect Your Information and Your Identity

Identity theft is one of the fastest growing types of fraud, but there are ways to protect yourself.

Guard your personal information

To minimize your risk of becoming a victim of identity theft, manage your personal information wisely and cautiously.

- When someone asks for information, especially identification, ask why they need it and what they will use it for.
- Buy a shredder and use it. Shred anything with personal or financial information such as credit card receipts, copies of credit applications, insurance forms, cheques, financial statements and old income tax returns.
- Cut up expired and unused credit cards. The card may have expired, but the number could still be used.
- Carry only the identification and credit card(s) you will need that day. You rarely need to carry your birth certificate, SIN or passport.
- Don't fill in forms for contests, rebates or draws that ask for more information than you are prepared to give.
- Lock your household mailbox if possible.
- If you are going to be away, arrange for a trusted neighbour to pick up your mail. You can also go to your local post office (with identification) and ask for Canada Post's hold mail service. There will be a charge for this service.
- Use complex passwords on your credit card, financial and other accounts rather than easily available information like your mother's maiden name, your birth date, parts of your phone number or a series of consecutive numbers.
- Don't leave personal information lying around at home, in your vehicle or at work.
- Find out how your employer ensures your personal information remains private, how they store and dispose of it and who can see it.
- Don't give personal information to anyone who phones or e-mails you unless you know who they are. Identity thieves may pose as representatives of financial institutions, Internet service providers or government agencies to get you to reveal identifying information.
- Don't put more than your name and your address on your personal cheques.
- Make sure unused vehicle licence plates are not available for anyone else to use. You can return expired or unused Alberta plates to any registry agent.
- Destroy your old vehicle registration certificate when you get your new one.

Be careful

Be careful what identification you provide, especially if it is one of the main identity documents – a birth certificate, driver's licence or social insurance number. These source documents can be used to produce other ID and gain access to more of your personal and financial information.



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Chamber Celebrates "Adopting a Citizen of Tomorrow"

The Lethbridge Chamber of Commerce business partners and school partners, recently held a party to celebrate the student recipients of the "Adopting a Citizen of Tomorrow" Program.

This special recognition program rewards citizenship and encourages positive social skills of students, based on: **positive attitude, good attendance, acts of citizenship, best effort (most improved)**. A monthly presentation of a "gift in kind" (valuing \$10.00) is provided to a student (selected by teachers) by the business partner. There are currently 67 businesses partnered with various schools and grades in Lethbridge.

The first "celebration party" which was coordinated by the Chamber's Business & Education Committee was held at Catholic Central High School. Catholic Central donated their cafeteria for the event and Ecole St. Mary's provided the use of their gymnasium for the Astro Jump.

Free hamburgers, pop, popcorn, candy and many prizes were available to all students who attended the party along with face painting, a magician and an Astro Jump - thanks to the generosity of these sponsors:

- 1st Choice Savings & Credit Union Ltd.
- Bell Canada Park Place
- Bell Canada SMAT Centres
- Business Development Bank of Canada
- Canadian Tire Associate Store North
- Centre for Board Development, The Charlton & Hill Ltd.
- CIBC Wood Gundy
- Community Futures Lethbridge Region
- Community Savings
- Costco Wholesale Canada
- Country 95.5/B-93
- Cummins Western Canada
- EBA Engineering Consultants Ltd.
- Future Shop
- Galko Homes Ltd.
- Gas King Oil Co. Ltd.

- Hi-Tech Athletic Bracing & Orthotic Services
- Kawneer Company Canada Ltd.
- Kids Help Phone
- Lethbridge Lodge Hotel & Conference Centre
- M&M Meat Shops
- Milne Pritchard Law Office
- Party Central
- RBC 'Royal Bank, Heritage West Branch
- Ward Bros. Construction Ltd.



Mayor Tarleck & MLA Greg Weadick celebrate student award recipients



David Watson hands out prizes to the kids



Kimberley Finn helps out at the Astro Jump

Chamber Membership Has Many Benefits

As a member of the Lethbridge Chamber of Commerce you and your employees are eligible for many great benefits:

- **Group Insurance:** for businesses - small & large
- **MasterCard:** preferred electronic Merchant discount rate starting at 1.79%; \$0.09 per debit transaction
- **Visa Discount Rates:** starting at 1.69% debit transaction fee, \$0.09 per transaction
- **Esso Fleet:** \$0.03/litre discount on fuel, discounts on oil, top-up fluids, and car washes (with Esso Business card)
- **Husky/Mohawk:** \$0.02/litre discount with no minimum volume requirements (with Husky/Mohawk credit card)
- **Petro-Canada:** discount of \$0.02/litre on all grades of gas and diesel, 20% discount on car washes, #5 discount on vehicle propane
- **Purolator:** volume discount program can save you 35% every time
- **Adtel On-Hold Info Pacs:** customized on-hold services
- **Member to Member (M2M) Benefit Program:** discounts at 31 Chamber member businesses
- **Free Link** for your business from the Chamber's website to your website (www.lethbridgechamber.com)
- **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.

Welcome to New Chamber Members in May 2008

We welcome these new members and their participation in the Chamber!

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Business: Automotive Services
- PRECISION AUTO INC.**
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Phone: 331-5650 (Fax: 328-1491)
Representative: Mr. Ross Guenter
Business: Automotive Services
- RAYMOND JAMES LTD.**
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Phone: 329-8511
Representative: Mr. Alan Woodroffe
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