

Sauk Rapids Meeting Minutes  
September 24, 2009  
Host: Pine Cone Vision  
Location: C & L Distributing

Welcome, introductions, and permanent name badges were presented by Roxanne Ryan, WACOSA, Sauk Rapids Chair .  
60 Second Spotlight: Gloria VandeBrake-Integra Telecom

- Switches are in town-located on two floors of their corporate building downtown
- They provide local, long distance phone and internet services for businesses
- They take pride and focus themselves on having local operators and information available to each customer to deal with any concerns, answer questions etc. at the time of the call.

Sponsor presentation: PineCone Vision Center— Dr. Nicholas Colatrella

- Don't lose sight of what is important
- They are located in Sartell, Have been in business since June of 2004
- They currently have 14 employees and 4 doctors
- Fully EMR and do intern training as well
- They do on-site Lasik
- They have an annual trunk sale in Jan. for frames
- They have all types of contacts including hybrid contacts
- Corneal Refractive Therapy (they are the only ones in the area to offer this)
- Dry eye treatment center (only one in the area to offer this)
- They also have pediatric vision therapy services as well as PineCone Vision Center Kids Club (for breakage & lost lenses) as well as other kid friendly items.
- They have seen 200 infants so far –ages 6-12 months old—this is a free service
- They donate hundreds of hours each year for community events
- They have a vision care program that they offer to small and medium sized businesses

Speaker Presentation: Bruce Miles –Big River Consulting Group “Conflict Management Techniques for Difficult Customers”

- For every one complaint there are 19 other people who have some complaint but who did not speak up about it.
- Employees go to negative grapevine after dealing with a difficult customer.

Rule 1-Get ahead of them

- Interrupt the flow of the angry customer
- Get out from behind the counter
- Speak first about something other than their issue: “How about those Twins?”

Rule 2-Acknowledge the issue(s) Don't fight over them

---A de-escalator phrase: “Let me see if I have this right---(paraphrase back to them what you understand the issue to be)

- Then check for understanding

Rule 3-Move from Blame to Solution

- Try to make the initial solution steps yours and yours alone.

Chamber Update--

Wendy Franzwa--Each one Reach One competition

Jodi Speicher-- Northstar Rail guiding principals were approved by the board

- The 2009-2010 budget was approved
- St. Cloud Overhead Door member -Gary Bechtold was recently on *Jeopardy!*
- October 1<sup>st</sup>-Star Studed Celebration at Kelly In
- October 15<sup>th</sup>-Sauk Rapids Business After Hours will be at K. Johnson Construction
- October 15<sup>th</sup> Ice Breakers with a purpose--11:30 to 1:00 p.m. at the Chamber office--call to register

Amanda Carlson--Update on Chamber event--On October 29<sup>th</sup> National Guard armory will be doing a “business after hours type of event” taking 30 people in a Chinook helicopter to Camp Ripley, first 30 people to sign up after receiving the email from chamber will be notified to go.

School Update: Greg Vandal

They have 3750 children enrolled this year with 260 licensed employees and 260 non-licensed employees (full and part time combined)

City Update: Todd Schultz

- The new park building is almost finished at the park where the Summer Food Festival is held.

--Quiet zone work is continuing.

--on Golden Spike Rd & Highway 10-the land and property that was being developed has gone into foreclosure and the city is hoping to find a new developer for it but need to wait until after Oct 16<sup>th</sup> when the previous owners redemption period ends

--Taco John's is still coming to town

Next Meeting: Thursday October 22, 2009

Host : Allied Waste Services

Location: Sauk Rapids Community Room

Speaker: Barry Kirchhoff --Accessing Federal Stimulus Dollars

For more information about the Sauk Rapids Chamber, to learn how to host a meeting or offer a speaker suggestion, please contact

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