

SHARE YOUR SUCCESSES WITH US!

TACC wants to know what was your biggest success in 2013. We will be compiling our Annual Report next month and want to share each members #1 success in 2013 with the world.

Email us at mgordon@tachamber.org to share!



PCI Insurance Inc.
Employee Benefit Solutions for Chamber Members
800.755.3021

November 2013

Use the preferred provider of energy procurement services.

APPI ENERGY

Tuscarora Area CHAMBER OF COMMERCE
Mercersburg, Montgomery, Peters, St. Thomas, Warren

Contact the Trusted Energy Experts at 800-520-6685 or info@appienergy.com.

Upcoming Events

Chamber Breakfast

Speakers - Senator Alloway & Mike Ross, FCADC

December 12, 2013

The American Legion

Keefer Dr., Mercersburg

\$20

RSVP 328-5827

Great insurance coverage
Plus earning a dividend equals

Chamber+

A great benefit for local Chamber of Commerce members.

Mercersburg Tree Lighting

Last Friday in November
6:30 pm - 7:30 pm
on the square

Executive Board Members

Chair

Tammy Oberholzer

Borough of Mercersburg

Vice-Chair

John Flannery

Flannery's Tavern of the Square

Treasurer

Melanie Gordon

First National Bank of Mercersburg

Secretary

Judy Boyd

Whitetail Resort

Board Members

Barb Danowski

Fast Ink

Elizabeth George, MD

Summit Health & MACWell

Travis Hall

Alliance Elevator

Dwayne Johnson

St. Thomas Development

Gloria Pine

Buchanan Lioness & First National

Bank of Mercersburg

Debbie Rutherford

Mercersburg Academy

Chris Shelley

Tuscarora School District

Staff

Executive Director

Mary-Anne Gordon

The Chamber News is a monthly newsletter of the Tuscarora Area Chamber of Commerce. Submit your information by the 23rd of each month for inclusion. The Chamber reserves the right to edit content of submissions for space limitations. Ideas, opinions and statements expressed in articles by contributors are not necessarily those of the Chamber.

2013 Wrap Up

The past 12 months at the Chamber have been full of very successful advocacy, facilitation, growth, new community events and successful traditions.

January/February 2013 – DOT/Roadside Truck Inspection Program in the Borough of Mercersburg, you asked us to help your businesses dispute this new practice. We took on the challenge by attending Borough Council meetings, meeting with members, and raising public awareness about the issue; how it was hurting or could hurt your business. In late February the Mayor of Mercersburg ceased the DOT/Roadside Truck Inspection program for good. Though the fight for your needs was a tough one, we consider this an incredibly positive outcome for our membership.

The Franklin County Visitors Bureau – TACC has worked hard with other FCVB advisory board members and our County Commissioners all year to develop a separation plan for this department of the county to be a standalone not for profit. We are on course to do just that January 1, 2014 and the FCVB will better serve the county, partners and citizens because of it.

2013 Membership Lunches – A great way to network and learn about Chamber members and their businesses took us to Conococheague Institute, The Fendrick Library, and Cove Valley Camp.

Patient Protection and Affordable Health Care Act - September 2013 – We are the only Franklin County Chamber to host an event spotlighting this and how it will impact your business.

Involvement on Region Boards As a member of the following we work with you in mind, keeping the Tuscarora business region involved in decisions impacting the county, our business climate, and quality of life; Tuscarora Area Development Association, Tuscarora Education Foundation, Franklin County Area Development Association, Occupational Services Inc., Franklin County Industrial Development Authority, Franklin County Visitors Bureau, Franklin County Council of Chambers, and Franklin County Government Affairs Committee.



Education – Our children are the entrepreneurs, leaders, soldiers, volunteers, and workforce of tomorrow. TACC is always looking for new ways to assist our public and private schools. We have maintained and grown the **JBHS Mock Interview Program** that we started 6 years ago.

Political Advocacy – TACC has a great relationship with our local, state, and federal elected officials. As the state redistricts the Tuscarora region we will introduce you to those who will be representing us in the PA Senate and House of Representatives.

Community Events – Creating and coordinating community events is our pleasure. Not only are these events full of family fun, they bring visitors into our town and local businesses, and spotlight the unique quality of life the Tuscarora region offers.

November/December 2012 – The chamber partnered with the Borough of Mercersburg to bring a holiday celebration to the region for the first time with the **Parade of Wreaths** decorated by 50 local businesses and hung on the parking meters, a 30 ft tree, and a joyous **Tree Lighting Ceremony**. This event will become an annual tradition for Mercersburg!

Springfest May 2013 – Our newest event is a traditional street fair the second Saturday in May. Celebrating the beauty of spring and the history of Mercersburg.

US Army Jazz Ambassadors – This free concert was brought to you by the Chamber in **June 2013**. More than 500 people enjoyed world class musicians and singers, we brought 3 local JB students in for a once in a life time chance to play with the band, and we proudly honored our veterans.

Townfest September 2013 – 34 years strong! The final Saturday in September, this event gets bigger and better every year!

Member Benefits – TACC supports your business with PCI Health and Chamber+ Property and Casualty Insurance options, electricity and natural gas purchasing solutions by APPI, web design and hosting, marketing on the regional map (2,000 distributed in 2013), on our websites, in the annual directory (1,000 distributed in 2013), and referrals, we only refer people and other businesses to TACC members.

In 2014 we want to continue working hard for you, please read our Purpose Statement, think about what we can do to better serve your business, and let us know. We are always here for you!

Respectfully,

Mary-Anne Gordon, Executive Director

Tuscarora Area
CHAMBER OF COMMERCE
Mercersburg, Montgomery, Peters, St. Thomas, Warren

Purpose Statement

The Tuscarora Area Chamber of Commerce is organized to achieve the objectives of:

- 1) Preserving the competitive enterprise system of business by:
 - a. creating a better understanding and appreciation of the importance of business people and a concern for their problems;
 - b. educating the business community and representing them in township, borough, county, state and national legislative and political affairs;
 - c. preventing or addressing controversies which are detrimental to expansion and growth of business and the community if they arise;
 - d. creating a greater appreciation of the value of a more liberal investment of substance and self on behalf of the interests of competitive business;
- 2) Promoting business and community growth and development by:
 - a. promoting economic programs designed to strengthen and expand the income potential of all business within the trade area;
 - b. promoting programs of civic, social and cultural nature which are designed to increase the functional and aesthetic values of the community;
 - c. and discovering and correcting abuses which prevent the promotion of business expansion and community growth.

For more information about Chamber advocacy visit
www.tachamber.org, contact info@tachamber.org,
or call 717-328-5827.

Decorate a Wreath for Downtown Mercersburg's Christmas Season!

Wreaths may represent any business, not for profit group, church, school, person, family, local sports, in remembrance of a loved one, etc. in Mercersburg or Franklin County!



How do you get a wreath?

The chamber will drop off your wreath to your business November 6th, or schedule pick up November 8th, 10 am-1 pm at the chamber office.

When do the wreaths need to be returned to the chamber? - The chamber will return to your business November 19th to pick them up, or you may drop them off November 21st, 10 am-1 pm.

Return this form to:
Tuscarora Area Chamber of Commerce
PO Box 161 • Mercersburg, PA 17236

Payment Enclosed Bill Me



\$25 per wreath

Questions?

Call:
717-328-5827 or
Email:
mgordon@tachamber.org

Name _____

Address _____

Phone _____

Email _____

Leadership Made **E.A.S.Y.**® eZine: *The Value of Developing Systems*



his company's - benefit.

It happened again. As I was talking with Don, a business owner, I mentioned the importance of creating systems and documentation for his business. Don responded the way many small business owners do, he tried to not roll his eyes as he attempted to change the topic. I could almost hear him thinking to himself, "Bureaucratic mumbo-jumbo." However, I took a few minutes and elaborated for Don's - and

Developing Systems by identifying and then documenting the critical processes and procedures within your company is crucial. It is one of the most under-valued but important tools in helping you transform your business from a job that provides you with an income to a stand-alone, sellable business - that's worth more than you may realize.

How can this be? Well it's really rather straight forward and simple in its concept, but like most things of value, it's not easy to do. It takes time, focus, and input from everyone in the organization. But it is do-able. So let's review how you do it and the value it can generate for your business.

First - Identify the critical processes. Have every employee (and yes I do mean every employee) identify the top five tasks they do or responsibilities they have that are critical to production, customer service, business operations, etc. (This is especially important if only one person knows how to do a specific task! If more than one employee does the same task, have one of the employees select another task to document.) Then have each employee write down a step-by-step checklist or procedural outline of how they do each of those five critical tasks. Have each employee document with enough detail so that if a new employee were to walk in the door tomorrow s/he could pick up the list and at least do the basics of the task. You want *that* much detail.

Second - Identify the best practices. Have all employees who do the same tasks, review and discuss the processes as documented to identify if they all do the task the same way. If so, great. If not, why not? What is the best way to do each task and why? Have the team debate this and you also get involved if need be. The objective is to identify the best practice for each task or process - and then document it.

Third - Realign position responsibilities. Separate and realign position responsibilities if needed to reflect the newly identified best practice procedures.

Fourth - Store all procedures. Create a knowledge warehouse on your organization's server or locate the newly documented systems in some other easy-to-access location. Ensure all staff can refer to the necessary procedures as needed.

Fifth - Enhance efficiencies and cross-train. Use the documented procedures to train staff on the newly identified best practices. Also, take the time to cross-train staff on critical processes to ensure that the work can continue to flow as employees take vacations or transition to new positions.

Sixth - Develop Talent. Continue to develop the talent and skills of all employees by regularly asking them to review and debate their current best practices. They'll continue to think about efficiencies, problem-solving, and working together. They'll become more productive, more independent, and more engaged in helping you grow your business.

So how will this help you raise the value of your company? By getting the information out of people's minds and documented within a knowledge warehouse, you create another tangible asset your company has available to sell along with its equipment, facilities, etc. You've got a talented workforce with a documented, turn-key way of running your business. Now that's valueable!

MARK YOUR CALENDAR!

What: **“OSI FREE SHRED DAY”**

Where: Norland Ave., Chambersburg (near Giant)

When: November 14th, 7AM to 6PM

Bring up to five boxes of
your secure documents
and we will shred them
for **FREE!**

For more information call:

263-9293



The Board of Directors of the Fendrick Library

And

Members of the Mercersburg Women's Club

Invite you to attend

**The 100th Anniversary Celebration
Of the
Mercersburg Public Library**

Saturday, November 9, 2013

10:00 AM to 4:00 PM

Reception at 11:00 AM

20 North Main Street Mercersburg, Pa.

**RSVP by November 6th to fendricklibrary@comcast.net
Or call 328-9233**

Holiday Chamber Mixer

JOIN US

DEC. 17, 2013
5 P.M. - 7 P.M.
JENSEN DINING HALL

Hosted by Wilson College
and Menno Haven

*Chambersburg * Tuscarora
Greencastle-Antrim * Shippensburg
Waynesboro*



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