

NBSG Weekly Window vol.2

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www.nsbsg.com

Mission Statement:

"To promote small business in general and specifically to aid, enhance and motivate each other in our respective business enterprises. Our desire is to expand the knowledge and personal network base of each and every one of our members and to make them better at what they do."

NSBSG Members; Making a Difference

NSBSG members are standing out in the community through hard work, outstanding service, and volunteerism.

This is exemplified by no less than five of our members being recognized or nominated for their respective contribution to the North Shore community at large.

Dr.Linda Drake, of the Foundation for Integrated Health, has been nominated for an Innovation Award, for, among other things, their use of a "Cold Laser" therapy. Their unique approach to holistic and traditional methods of

creating a healthy community has set them apart.

Ferguson Moving and Storage, under the daily management of Wayne Keeler, has been nominated for the "Hall of Fame" business Award.

Incorporated since 1909, Ferguson Moving and Storage have not only grown with the community, but has become a mainstay and North Vancouver icon. They are a company that can accurately position themselves as having been part of their community's success

Bill Baker of Willabeth Capital has recently been installed by the Kiwanis, North Vancouver chapter, as President.

Kiwanis is a volunteer organization that is known universally as one that impacts people's lives, giving them a better life than without. Stewardship of a Kiwanis Chapter is an honorable responsibility, recognition of years of service, and an awesome vote of confidence.

Joe Heilman of JHC Craftsmen Limited has recently been recognized as “Entrepreneur of the Year”, for his work in the construction and renovation field.

Finally in a bittersweet, yet no less deserving nomination, our own Bob Rogers was nominated as “Businessperson of the Year” by the North Vancouver Chamber.

Bob earned his nomination through passion, dedication, and persistence as Executive Director for the Harvest Project.

In his tenure, Bob has built the Harvest Project’s name and brand as an agency of change, lending a hand up and not a hand out, while creating a foundation of financial sustainability.

The NSBSG is proud and honoured to have these outstanding members among us, and among our community.

Mastermind: The Difficult Customer

As a change of pace, the NSBSG conducted a brief mastermind session following our Marketing Moment.

Wayne Keeler of Ferguson Moving & Storage offered a scenario he encountered, and discussed how he resolved the situation, then asked for feedback.

He was faced with a situation where a client, who negotiated a low price after insisting on specific conditions to be met be put in writing, and after a glowing letter of approval, returned and demanded that the tip he or she gave the movers be returned.

Taken aback, Wayne returned the tip, but wondered if that was the right thing to do.

The group bounced around a number of views, but the prevailing thought was to turn the negative into a positive by accepting and thanking the customer for the endorsement letter.

Guests:

David McLeod, Certified Restorer,
Angel Restoration, 604.984.7575,
dmcLeod@angel-restoration.com

Jan Townend, Art Dealer, Jan
Townend Art, 604.984.1296,
www.jantownend.com,
jantownend@hotmail.com

Kevin Middleton, Owner/President,
Mountain Event Productions,
604.990.9292, www.mountainsound.ca
mtsound@telus.net

Natasha Kanji, Photographer,
604.772.6621, www.natashakanji.com,
info@natashakanji.com

Next Meetings:

Oct. 25th – Norm Accipiter, Introduction to Digital Cameras

Anyone wishing to present a Focused Chat after October 25th please contact Neil Hamilton.

Announcements:

Gary Bombay, of Shippam and Associates, has offered a draw prize for the October 25th meeting, to be awarded to the member who has provided the most number of leads or referrals.

Members are reminded to bring their referrals, and extra cards, either for the draw, or to refill the card caddy.

The Real Estate group of the NSBSG will be renting a table at the ESN Trade Fair, to be held Thursday November 9, 2006.

Members wishing to do the same, or join together in a cartel to do the same are asked to contact Neil Hamilton, President, in order to make arrangements with ESN, the Entrepreneurial Success Network, hosted by Deb Brown.

The event will be held at the Empire Landmark at 1400 Robson St., Vancouver.

Acknowledgements:

The members wish to acknowledge the support of their colleagues and guests for either referrals resulting in leads, completed business, or the patronage of their respective business.

Bryn Hamilton, Investor's Group:

- Winnie Low, and Pat Miller for business referrals

Velia Tham, Gold Ticket Travel:

- Marion Maysenhoelder, Invis, for her patronage
- Sunny Chow, RiverStar Web Design, for updating her web site

Neil Hamilton, Royal Lepage-N.Shore:

- Jim Fitzpatrick, LJV Capital, for business lunch meeting

Arnie Gauthier, datacom consultants:

- Marion Maysenhoelder, Invis, for referral

Sunny Chow, RiverStar Web Design:

- Gabrielle Moore, Moore than meets the Eye, for her Web design work

Pat Miller, Fairweather Cruises:

- Joanne Macpherson, 45 days to a Healthier, Sexier Mind and Body, for referral.

Steve Cooper, Scoop Databases:

- Arnie Gauthier, datacom consultants, for assisting in solving a computer problem

Len Macht, TGIF Singles:

- Arnie Gauthier, for ongoing computer maintenance

Dave Watson, eXtra Contact:

- Nelson Chow, Arbutus Insurance, for referral and Insurance services

Wayne Keeler, Ferguson Moving and Storage,

- David Chin, of Junkyard Dawgs, and former member, for continuing his sponsorship of Ferguson Moving and Storage's member brochure
- AJ Vermeer, Space Stager, for meeting with his client
- Neil Hamilton for a referral

Norm Accipiter, Marketing Specialist:

- David Chin, Junkyard Dawgs, for belated thanks for services rendered during the sale of his family's house, and discarding of junk from the garage.

AJ Vermeer, Space Stager:

- Gerry Scallion, Casey's Home Repairs, Trudy Gruber, A Clean sweep, and Wayne Keeler,

Ferguson Moving and storage,
for a simultaneous meeting in her
client's home.

Sean Iles, Sentias Software:

- Norm Accipiter for a referral that may lead to filling a vacancy for a software salesperson

Networking Events:

Burnaby Board of Trade

Wednesday October 25, 2006

Small Business Week Breakfast:
From Basement Business to Leading
Worldwide Manufacturer: Sandra
Wilson, Founder and Chair of Robeez
Footwear.

7a.m.- 9a.m.
Executive Hotel Burnaby,
4201 Lougheed Highway

Tickets: Members \$20.00
Non-members \$25.00
Prices are exclusive of GST.

Entrepreneurial Success Group

**ESN Networking Social Evening:
Tuesday, November 7, 2006**

5:30-7:30 pm
Empire Landmark Hotel
1400 Robson Street, Vancouver
Crystal Ballroom

Attend an evening of speed networking
in a fun, social environment

Contact Deb Brown at 604.303.6580
info@esnorg.org
<http://www.esnorg.org>

Fall Trade Fair

Thursday November 9, 2006

Empire Landmark Hotel,
Robson & Broughton, Vancouver

Contact Deb Brown at 604.303.6580
info@esnorg.org
<http://www.esnorg.org>

North Vancouver Chamber

Small Business Week Bootcamp

Thursday October 19th, 2006
Get Your Business Back in Shape and
Train With Seven Outstanding Speakers!

- Stephen Joyce - President of Sentias Software Corporation
- Peter Holden - BA, MBA, LL.B - Capilano College Business Instructor
- Max Zahedi - MBA - CFO of Multinational Trading
- Craig Young - CEO of Young Media, Retail Marketing and Training Solutions
- Johannes Schenk - MSC - President of Schenk and Associates
- Ruth Atherley - CEO of AHA Creative
- Patricia Lambert - insight to success

Sessions will run from 9am to noon and
from 1pm to 5pm with lunch provided
from 12 to 1pm.

Pricing is \$55 for a half day or \$95 for
the full day.

Please contact Austin Nairn at 604-987-
4488 or info@nvchamber.bc.ca if you
have any questions.

Richmond Chamber

**Thursday October 19, 2006
Networking Breakfast**

Tickets: Members \$13.00 Incl. GST
Non-Members \$18.00 Incl. GST

Quilchena Golf & Country Club, 3551
Granville Avenue
<http://www.richmondchamber.ca/events1.html#2006-10-16216>

SoHo.ca

SOHO SME Conference & Expo
Small Business Week's Premiere Event!
2 Cities - One day only!
Thursday, Oct. 12, 2006
Vancouver, BC
SOHO is pleased to kick-off Small Business Week with a special conference & tradeshow program for 2006.

Highlights include:

- 3000 attendees
- Exhibitors & Displays
- Keynote Presentations
- Ask the Expert Centre
- Business Gala reception
- CEO/Entrepreneur Spotlights
- Roundtable Networking sessions and more!

Conference & Tradeshow Program:

FREE to attend with online pre-registration (\$50 at the door)

[Click here for details and to register](#)

West Vancouver Chamber

<http://www.westvanchamber.com/events1.html#2006-09-26206>

Resource Guide:

For a listing of members' web sites, please visit our website at www.nsbsg.com

Online Business Webinars:

http://main.placeware.com/demos/web_seminar_archive.cfm

Virtual Handshake – Online Business

Book:

<http://thevirtualhandshake.com/free-book-download.htm>

Chamber events:

http://www.hpmarketing.com/cgi-bin/events_calendar.cgi

High Tech:

High Tech Communicators Exchange

<http://www.htce.org/events.htm>

Vancouver Enterprise Forum –
Vancouver's High Tech networking forum:

<http://www.vef.org/web/EventDetails.asp?ProductID=82>

Maps and Directions:

<http://www.mapquest.com/>

Networking Database:

LinkedIn Resources: SONI Canada

<http://www.atomiccreative.com/sonicanada.html>

<https://www.linkedin.com/home>

Job Boards:

<http://charityvillage.com/>,

<http://working.canada.com/vancouver/index.html>

<http://jb-ge.hrdc-drhc.gc.ca/>,

<http://regionalhelpwanted.com/home/167.htm?sn=167>

FutureWorks - Wage Subsidy Program (& Job Board)

<http://fwt.bc.ca/>

Sales Coaching/ Consulting:

Fiona Walsh

FM Walsh & Associates

604-339-5706

www.fmw Walsh.com

Social / Event Management:

<http://gracioushost.ca/>
www.perfectday.ca, www.tgifbc.com,
<http://fairweathercruises.com/>

Urban Legends Reference Page:

<http://www.snopes.com/>

Yellow Pages Business Finder:

<http://www.yellowpages.ca/searchBusiness.do>

Miscellaneous:

<http://vancouver.craigslist.org/>
<http://www.soho.ca/>