



## Small Business Services Committee

March 9, 2010

### Minutes

A meeting of the Small Business Services Committee was held on Tuesday, March 9, 2010 - 5221 N. O'Connor Boulevard, Board Room located in Greater Irving-Las Colinas Chamber of Commerce, Irving, Texas. The meeting was called to order by Small Business Services Vice Chairwoman JoAnn Goin at 3:10 p.m. Members present: Keith Murray, Anita Gibbs, Steven Mitchell, Mariann Montgomery, Tom Morton, Wael Salama, Sue Utter, James Miller, John DiLucci, Gary McVety, Tammy Fulcher, JoAnn Goin, Pam Rowland, Michael Davis, Phillip Dye, Donna Wall and Nancy Brown.

A motion was made to approve the minutes from the February meeting by Tom Morton; motion was second by Anita Gibbs. Minutes were approved with no objections.

JoAnn Goin opened meeting with introductions of members present. Also, it is suggested that the meeting time be moved to 3:30 p.m. instead of 3:00; this was put to a vote to the committee – was approved.

- Promote Business Development

Report results of small business contact program discussion - members shared their results of the phone campaign. a) A lot of voice mail messages are being left; b) once the company representative hears it is the Chamber calling, more receptive to talk; c) good luck with starting the conversation explaining that "I am not trying to sell you anything".

Business Education Program – Topics for March through July were outlined for Coffee Break on Main Street. March-The Value of Customer Service; April-Taking Your Business Green; May-Using Social Networking To Grow Your Business; June-LinkedIn and Tweeting; July-Facebook and Skype.

- Networking and Communications

Coffee Break on Main Street continues to have great attendance in spite of some weather challenges; IBN was moved to Aspen Catering location-if anyone would like to sponsor, the cost is \$200 for Chamber member/\$300 for non-Chamber members; discussion followed with the question of whether to open the IBN up to other Chambers (Coppell, etc.) or keep strictly Irving. Committee agreed to keep only Irving and give the networking a chance to grow and get established now that it is not "hopping" around the city. The After Hours Mixer for March will be held at LaCima Club and Glory House Catering will be site for April.

- Develop Programs and Events

US Chamber Small Business of the Year update: Irving has four winners – more than any one city in the US. Winners are: Big State Drug Store, Rick's Independent Car Kare, Cooksey Communications, and TeoTios. Free Enterprise Honoree is Mart Inc.

Breakfast of Champions update: additional topic was suggested for the break-out sessions - add in US/Mexico business challenges. Further discussion will be needed on this subject.

#### New Business

The Chamber Quarterly Luncheon flyer was distributed to attendees encouraging attendance. Keynote speaker will feature State Representative Jim Keffer – Chair of the Energy Resources Committee.

Meeting adjourned at 4:00 p.m.