



APRIL 23, 2019, 9:00AM MARSTON PAVILION, CAMP LEJEUNE BASE ACCESS REQUIRED

Jacksonville.Onslow Chamber of Commerce



www.jacksonvilleonline.org

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910.347.3141

1099 Gum Branch Road, Jacksonville NC 28540

The Jacksonville•Onslow Chamber of Commerce's mission is to be the voice of business in collaborative partnership that work to build and enhance a healthy business climate and a vibrant quality of life.

The Jacksonville•Onslow Chamber of Commerce's vision is to be recognized as a model in building collaborative partnerships that encourage business growth and sustainable community development.

New Members

MARCH

Belk

300 Jacksonville Mall, Jacksonville NC Mrs. Crystal Frazier @ 910-353-8490 Department Stores

Cp Med Spa Laser & Skin (Carolina Pines Med Spa)

825 Gum Branch Rd., Jacksonville NC Mrs. Juliana Norris @ 910-459-3472 Health and Wellness

North Carolina for Military Employment

815 New Bridge St., Jacksonville NC Mrs. Kimberly Williams @ 910-333-2120 Employment Services

Runyon Photography LLC

201 Country Club Blvd, Jacksonville NC Ms. Sylvia Runyon @ 252-643-6852 Photography

Airgas - National Welders

162 Center St., Jacksonville NC Mr. Matthew Andrews @ 910-353-9291 Welding Supplies

Sarah Kait Boutique

3040 Henderson Drive, Jacksonville NC Ms. Kaitlyn France @ 910-389-1862 Clothing - Women's

Whitey's Enterprises Inc, dba Smith Auto Service

612 Bell Fork Rd., Jacksonville NC Ms. Donna N. Smith @ 910-353-7278 Automobile - Repairs/Body Repairs

Member Renewals

MARCH

Member Since 6/15/2011	Mr. Chuck Quinn	Member Since 1/14/2011
2/22/2014	Mr. Russell E. Jamison Jr.	12/1/2017
4/5/2010	Ms. Laurette Leagon	3/8/2013
2/6/1998	Onslow Water & Sewer Authority	3/16/2005
11/17/2016	Possumwood Acres Wildlife Sanctuary	4/18/2017
3/21/2017	Scholastic Dreams	2/28/2011
4/14/2005	TapSnap1143	3/5/2015
3/23/1999	Uniquely You Photographs	4/29/2010
1/26/2013	Vidant Family Medicine	7/18/2016
2/10/2017	Walton's Distillery	4/25/2016
6/12/1998	WAVQ Radio	1/16/2013
4/3/2012	Webster University	3/9/2014
2/25/2013		

	Belk	
	Carolina Comfort Air, Inc.	
	Carolina Pines Medspa L.L.C.	
	Castle Productions Sound and Lighting Professionals	
	Col BJ (Barry) Fitzpatrick, USMC (Ret)	
	Diamond Interior Cleaning	
	Feeling Great! Sleep Medical Center	
;	Jacksonville Dental Care	
	Jacksonville Physical Therapy Center	
	Lara E. Photography	
	LeBleu Bottled Water	
	Liberty Tire, Inc.	
	MED First Immediate Care & Family Practice	

wv

	April 2019 - Volume 19 - #4 - Chamber Connec
ay, May 31, 2019 29TH ANNUAL EDUCATIONG TOURNAME Jacksonville Country Clu	OFFor more information, contact Sabrina ThomasOF(910) 347-3141, ext. 235SpecialEvents@jacksonvilleonline.org Mail this entry form and fee to: Jacksonville Onslow Chamber of Commerce 1099 Gum Branch Road Jacksonville, NC 28540
Place	\$800
Place	\$600
3rd Place	\$400
	foursome, 1/2 to Onslow County School of foursome's choice
	ur Man Captain's Choice
Friday, May 31, 2019 Jacks	sonville Country Club Tee-off: 1:00pm
Sponsored By: Jacksonville • Onslow CHAMBER OF COMMERCE	HoleFour PersonTee Buster &SponsorshipTeamFour PersonTee Buster &SponsorshipTeamSponsorship
Jones-Onslow Electric Membership Corporation	\$160 \$320 \$470 \$10
A Touchstone Energy® Partner 🗡	*Fee covers: Green fees, cart, beverages, lunch & goody bags
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Come celebrate how your "egg-cellence" stands out



Administrative

Professionals'

Breakfast

APRIL 23, 2019, 9:00AM MARSTON PAVILION, CAMP LEJEUNE BASE ACCESS REQUIRED

Speaker: Anissa Starnes, IOM, Swingbridge Partners LLC CHECK-IN 8:30 AM, BREAKFAST BEGINS 9 AM COST: \$19 BASE PASS REGISTRATION DEADLINE: APRIL 9 REGISTRATION DEADLINE (WITHOUT PASS): APRIL 16

Thank you to our sponsors:



PLEASE RSVP TO SABRINA AT SPECIALEVENTS@JACKSONVILLEONLINE.ORG OR 910-347-3141 EXT. 235

Our Community's Administrative Professionals of the Year

Congratulations to past winners and good luck to this year's nominees!

2018- Jennifer Dukes, MCCS

2017 - Bobbie Jones, Onslow County

Schools

2016 - John Kay, Excel Body Works

2015 - Lakiya Cherry, MCCS, Lejeune-New River

2014 - Diana Reyes, Coastal Carolina Community College

2013 - Janice Phillips, First Citizens Bank

2012 - Kathy Zerba, MCAS New River

2011- Jodie Ramsey, Onslow County

Schools

2010 - Lori Rademann, MCB Camp Lejeune

2009 - Maria Brinton, MCCS, Lejeune-New River

2008 - Kathy Marks, Onslow County

Department of Social Services

2007 - Jacki Huneycutt, MCB Camp Lejeune

2006 - Tina Glover, Marine Federal Credit Union

2005 - Julia Clark, MCB Camp Lejeune

2004 - Norma Bain, Jones-Onslow

EMC

AFFAIRS COMM

The Committee's purpose is to maintain and continually improve the relationship between the military and civilian communities.

February's Service Member of the Month Corporal Nicholas B. Montana, **USMC**

Cpl Nicholas Montana is distinguished as the Service Member of the Month (SMOM) for the month of February by the orders to 2d Marine Regiment where he currently serves as the S3 Jacksonville•Onslow Chamber of Commerce Military Affairs and Training NCIOC/IMO. Committee.

Pensacola, Florida where he grew up. He enlisted in the Marine even the most demanding tasks. The leadership continues to Corps on 4 August 2014 and attended recruit training aboard state that Cpl Montana has the maturity, and dedication to duty Marine Corps Recruit Training Depot, Parris Island, South typically seen in Marines much senior in grade and rank. Carolina. After graduating recruit training, he attended MOS school at Infantry Training Battalion on Camp Geiger, North Carolina for Marine Corps Infantry Rifleman.

In early 2015, Cpl Montana received orders to 1st Battalion 6th Marines where he served in Charlie Company 1st Platoon. While serving in Charlie Company, Cpl Montana filled multiple billets including automatic rifleman, radio operator, assistant patrol leader and squad leader.

In the summer of 2015, Cpl Montana participated in Baltic Operations, which involved many NATO exercises. He also received his Bluenose aboard the U.S.S. San Antonio. After returning from Baltic Operations, Cpl Montana attended Mountain Survival School aboard Marine Corps Mountain Warfare Training Center at Bridgeport, CA.

In June 2016, Cpl Montana deployed with 1st Battalion 6th Marines to the 22nd MEU. While deployed with the 22nd MEU, his platoon maintained a quick reinforcement and tactical recovery aircraft and personnel posture as well as participating in multiple military to military exercises until December 2016.

Upon returning from the 22nd MEU, Cpl Montana was selected for the Scout Sniper Platoon for 1st Battalion 6th Marines. While serving with the Scout Sniper Platoon, he participated in ITX where he facilitated fires for the battalion.

In 2018, Cpl Montana deployed with his Scout Sniper Team

to SPMAGTF-CRAF 18.2. On this deployment, his Scout Sniper Team was tasked with providing over watch for the Quick Reaction and Tactical Recovery of Aircraft and Personnel Force. On this deployment, Cpl Montana was awarded a Certificate of Commendation for outstanding performance.

Returning from SPMAGTF-CRAF 18.2, Cpl Montana received

Cpl Montana's leadership states that his work ethic is above Cpl Montana was born in Slidell, Louisiana, and soon moved to reproach and he needs little to no supervision in accomplishing

> Congratulations to the Jacksonville Onslow Chamber of Commerce Military Affairs Committee February Service Member of the Month, Cpl Nicolas B. Montana, USMC.



MILITARY AFFAIRS COMMITTEE

The Committee's purpose is to maintain and continually improve the relationship between the military and civilian communities.

March's Service Member of the Month Sergeant Caitlin J. Sheehan, USMC

Sgt Caitlin Sheehan is distinguished as the Service Member of the Month (SMOM) for the month of March by the Jacksonville•Onslow Chamber of Commerce Military Affairs Committee.

Sgt Sheehan was born in 1997 in Poughkeepsie, NY. She grew up in Wappinger Falls, NY and graduated from Beacon Falls High School in June 2015. Upon graduation from high school, she attended Dutchess Community College.

Sgt Sheehan enlisted in the United States Marine Corps on 28 September 2015 and attended recruit training at MCRD Parris Island on 5 January 2016. She graduated from Company N as the Platoon Honor Graduate. Upon graduation, she attended Marine Combat Training Battalion at School of Infantry-East Camp Geiger, NC. She graduated with Company G and upon graduation attended the Motor Vehicle Operators Course at Fort Leonard Wood, MO. Upon graduation, she was assigned the MOS 3531.

In September 2016, she received orders and was transferred to 8th Engineer Support Battalion and assigned to Engineer Support Company and served as a Motor Vehicle Operator. In February of 2017, she was transferred to Bridge Company where she served as Dispatcher and Truck Master.

Sgt Sheehan is married to Cpl Jesse Shellock and resides in Jacksonville, NC. Sgt Sheehan's future plans include a long term career in the United States Marine Corps with the goal

of being a Master Gunnery Sergeant.

Sgt Sheehan's leadership states that she consistently performs her duties in an exemplary and highly professional manner both as a superior Marine NCO and the Truck Master for the company with most dynamic and complex mission set in the battalion. The leadership continues to state that Sgt Sheehan was recently selected as the battalion NCO of the Quarter and additionally won the battalion meritorious Sergeant board.

Congratulations to the Jacksonville Onslow Chamber of Commerce Military Affairs Committee March Service Member of the Month, Sgt Caitlin J. Sheehan, USMC.



Economic Indicators & Other Charts

How to read the Charts:

The Airport Passengers Chart, Tax Reports, Healthcare Stats and Utilities Connect and Disconnects are shown as monthly or quarterly comparisons on the specific rows. The totals shown at the bottom are the Year to Date totals for each year and does not include the numbers shown in Italics.

TAX REPORTS Monthly taxable Sales: Source: NC Department of Revenue Occupancy Tax: Source: Onslow County							
Мо	nthl	y Repo	ort	of	Taxable	e Sa	les
17-18	Таха	able Sales	17-	-18	Taxable Sa	ales	% Change
Jul-17	\$176	6,001,283	Jul	-18	\$194,582,	338	10.56%
Aug-17	\$17	5,923,030	Aug	-18	\$191,474,	148	8.84%
Sep-17	\$170	0,773,046	Sep	-18	\$179,899,	105	5.34%
Oct-17	\$160	6,205,341	Oct	-18	\$162,662,	167	-2.31%
Nov-17	\$158	8,839,850	Nov	-18	\$205,477,	971	29.36%
Dec-17	\$160	6,147,995	Dec	-18	\$209,559,	140	26.13%
Jan-18	\$190	0,951,446	Jan	-19	\$221,950,	803	16.23%
Feb-18	\$14	5,494,737					
Mar-18	\$15	7,865,496					
Apr-18	\$18	4,676,634					
May-18	\$17	2,895,493					
Jun-18	\$17	7,433,672					
YTD Total	\$1,03	38,693,996	YTD	Total	1,365,605,	672	13.34%
	*YTI	D Total does	not in	clude	e numbers in l	Italic	
	0	ccupar	ıcy	Та	ax Repo	ort	
		2017-20	18	2	018-2019		%
	July	\$391,718.	.29	\$4	462,461.06	1	8.06%
Au	igust	\$345,186.	.90	\$3	353,283.12	2	2.35%

Total:	\$1,291,694.55	\$1,683.903.49	24.57%
June	\$324,830.51		%
May	\$150,439.80		%
April	\$120,142.13		%
March	\$110,256.28		%
February	\$85,695.58	\$139,912.25	63.26%
January	\$81,254.97	\$139,425.68	41.72%
December	\$69,491.16	\$151,254.46	117.66%
November	\$96,428.37	\$179,777.01	86.41%
October	\$123,496.32	\$196,372.41	37.11%
September	\$184,118.54	\$203,610.20	10.59%
August	\$345,186.90	\$353,283.12	2.35%
July	\$391,718.29	\$462,461.06	18.06%

UTILITIES: SOURCES: CITY OF JACKSONVILLE & ONWASA

City of Jacksonville & ONWASA Water

	Connects		Disconnects	
	2018	2019	2018	2019
1st Qtr	4,953	2,946	3,821	2,964
2nd Qtr	4,953		4,983	
3rd Qtr	3,800		4,058	
4th Qtr	1,775		1,911	
YTD Total	15,906*	2,946	14,773*	2,964

*YTD Total does not include numbers in Italic

HEALTHCARE

OMH ER: Source: Onslow Memorial Hospital OMH Birth: Source: Onslow Memorial Hospital Naval Hospital ER: Source: Naval Hospital, Camp Lejeune Naval Hosp Births: Source: Naval Hospital Camp Lejeune

Onslow Memorial Hospital				
Emergency Room Visits				
	2018	2019		
1 st Quarter	15,280	9,156		
2 nd Quarter	15,462			
3 rd Quarter	14,824			
4 th Quarter	14,731			
YTD Total	60,297	9,156		
Onslow Memorial Hospital				
	Live Births			
	2018	2019		
1 st Quarter	307	200		
2 nd Quarter	303			
3 rd Quarter	357			
4 th Quarter	348			
YTD Total	1,315	200		
*YTD Tota	l does not include numb	ers in <i>Italic</i>		
Naval Hospital Camp Lejeune				

Emergency Room Visits						
	2018	2019				
1 st Quarter	13,134	8,601				
2 nd Quarter	13,393					
3 rd Quarter	13,686					
4 th Quarter	11,582					
YTD Total	50,018	8,601				
Naval Hospital Camp Lejeune Live Births						
		Lojouno				
		2019				
1 st Quarter	Live Births	-				
	Live Births 2018	2019				
1 st Quarter	Live Births 2018 480	2019				
1 st Quarter 2 nd Quarter	Live Births 2018 480 459	2019				

TRANSPORTATION

PUBLIC TRANSPORTATION: SOURCE: OUTS, JTS ALBERT ELLIS AIRPORT: SOURCE: ALBERT J ELLIS AIRPORT

Public Transportation Riders - 2019-20				
System	February	Fiscal YTD		
Onslow United Transit System	7,350	56,551		
Jacksonville Transit System	8,961	73,240		
Military Express	1,716	9,403		
Total	18,027	139,194		

Albert J Ellis Airport Total Passengers

	-				
	2018	2019	% Change		
January	19,905	23,549	18%		
February	21,064	22,739	8%		
March	27,481		%		
April	26,425		%		
May	28,587		%		
June	26,867		%		
July	29,082		%		
August	30,838		%		
September	18,324		%		
October	26,168		%		
November	27,468		%		
December	26,451		%		
YTD Total	308,660	46,288	11%		
*YT	*YTD Total does not include numbers in Italic				

HOUSING

ONSLOW ABSORPTION RATES: SOURCE: JACKSONVILLE NC MARKET CENTER

Onslow County Absorption Rates 2019

Information provided by Coldwell Banker Fountain Realty, William Sanders. As of 2/28/19, info obtained from the Jacksonville Board of Realtors MLS. These numbers do not include: REO, Short Sales, & Townhomes.

These numbers do not include. REO, Short Sales, & Towinionies.					
Price of Home	# of Months	# Sold	Sales Rate Per Month	# Currently Active*	# of Month's Of Inventory
≤ \$150,000	2	182	91.00	46	0.51
\$150,001 - \$200,000	2	157	78.50	61	0.78
\$200,001 - \$250,000	2	64	32.00	57	1.78
\$251,001 - \$300,000	2	17	8.50	25	2.94
\$300,001 +	2	19	9.50	76	8.00
TOTAL		439		265	
New Construction Price	# of Months	# Sold	Sales Rate Per Month	# Currently Active*	# of Month's Of Inventory
≤ \$150,000	2	0	0.00	1	12.00
\$150,001 - \$200,000	2	28	14.00	51	3.64
\$200,001 - \$250,000	2	46	23.00	103	4.48
\$251,001 - \$300,000	2	20	10.00	31	3.10
\$300,001 +	2	18	9.00	45	5.00
TOTAL		112		231	

BUSINESS STATS

COUNTY PERMITS: SOURCE: ONSLOW COUNTY CITY PERMITS: SOURCE: CITY OF JACKSONVILLE

City of Jacksonville Building Permits				
Feb 2019	#	Value		
Residential	13	\$333,941		
Commercial	86	\$4,801,186		
Other	228	\$20,336		
Total	338	\$5,155,463		
		•		

County Building Permits

FY2017-18	Res BPs	Com BPs	Total Value
1st Qtr Totals	678	174	\$31,124,290
2nd Qtr Totals	697	123	\$40,257,582
3rd Qtr Totals	713	143	\$34,061,981
4th Qtr Totals	889	181	\$34,853,330
FY Totals	2,977	621	\$140,297,183
FY2018-19	Res BPs	Com BPs	Total Value
1st Qtr Totals	779	135	\$26,959,313
1st Qtr Totals 2nd Qtr Totals	779 1,257	135 163	\$26,959,313 \$40,163,911
			. , ,
2nd Qtr Totals	1,257	163	\$40,163,911
2nd Qtr Totals 3rd Qtr Totals	1,257	163	\$40,163,911

CAMP LEJEUNE & MCAS

NR GOVERNMENT AND EXTERNAL RELATIONS (GER) CAMP LEJEUNE, NC.

Camp Lejeune Area Active Duty USN/USMC Statistics		
Location	3/15/2018	10/15/2018
Camp Lejeune	31,243	31,172
MARSOC	2,287	2,258
New River	6,535	6,374
TECOM Schools	4,800	4,817
Total	44,865	44,621
USMC Deployed Total	5,638	3,829
		•



UNEMPLOYMENT FIGURES Source: NC Dept of Commerce

Unemployment rates from NC Works - NC Dept of Commerce			
- NC Dept of	r Commerce		
Area Name	Onslow County		
Year	2019		
Month	January		
Labor Force	64,073		
Employed	60,564		
Unemployed	3,509		
Unemployment Rates	5.5%		

ONSLOW COUNTY REGISTER OF DEEDS

Assumed Business Names, Deaths, Births and Marriage Certificates for the previous 3 years. Source: Onslow County Register of Deeds

Register of Deeds				
Assume	d Names		Dea	aths
2016	560		2016	812
2017	580		2017	804
2018	556		2018	863
Bir	ths		Marri	iages
2016	3,519		2016	2,677
2017	3,535		2017	2,629
2018	3,267		2018	2,698

EDUCATION Source: Onslow County Partnership for Children

Onslow County: Child Care Snapshot

Feb 2019 (State Regulated for children birth to 12)					
License Type	# facilities	# slots	# enrolled	Capacity	# staff
NC 5 star	23	3,093	3,010	97%	450
NC 4 star	11	376	317	88%	53
NC 3 star	19	544	480	88%	95
NC 2 star	1	8	8	100%	1
NC 1 star	7	133	132	99%	16
NC Religious	6	460	440	96%	71
NC Temporary					
NC Provisional					
NC Probationary					
Totals	67	4,614	4,387	95.0%	686

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Marine FCU Receives Mack McKinney Award

JACKSONVILLE, NORTH CAROLINA (March 8, 2019)

Marine Federal Credit Union was one of the recipients of a Sgt. Maj. C. A. "Mack" McKinney Award during the annual ceremony hosted by The Down East Chapter of the Non-Commissioned Officers Association of America (NCOA). Chairman of the Board Marty Goldman and President/ CEO Jeff Clark represented the credit union at the March 1 ceremony.

The award was established in honor of Marine Corps Sgt. Maj. Mack McKinney, who created governmental initiatives directly related to compensation and benefits for active duty, reservists, National Guard, and retired military personnel, after his retirement from active duty in 1971.

According to NCOA's guidelines, the award is presented to military members who have demonstrated professionalism, dedication, and service to our Country and its military over a sustained period of time. It is also awarded to members of the local community who have demonstrated a strong support for our military community and their families

This year, Marine Federal was the first business since the Supervisory Committee, received the award for inception of the award to receive this type of recognition. his commitment to the military community.



"It is the first time they've done this for an organization and we're terribly honored," said Clark. Twenty-two years ago, Goldman, then a board member and chairman of the Supervisory Committee, received the award for his commitment to the military community.



Military Affairs Committee Member Receives Reappointment

MAC member Raymond Applewhite, retired Senior Chief Hospital Corpsman, has been reappointed to the Secretary of the Navy Retiree Council. Raymond previously served on the Council 2014-2017. The Secretary of the Navy Retiree Council has the authority to review the effectiveness of current programs and policies affecting retirees. The council is also authorized to make recommendations concerning improvements to privileges, benefits and assistance to retirees.





Tellers Truss Realty 1700 Country Club Road, Jacksonville, NC



March 7th

Brigade Boys and Girls Club 1911 Gum Branch Rd



Milestones Academy 443 Liberty Drive

Learn the simple but powerful strategies you need to solve your worst workplace problems, energize your people and

"Be the Manager Other Managers Envy and Bosses Can't Wait to Reward"

Move beyond simply managing to truly leading your team.

Dear Chamber Member:

You know who I'm talking about. She's the one who turns other managers green with envy... the one they're talking about when they say things like:

- "Hey, if my team were like his team I could work wonders . too.
- "Of course she always meets deadlines. HER people actually care about results.'
- "I don't get it. I've got a bunch of difficult people and he doesn't have a single one."
- "It's not fair. Her team never makes her look bad."

So how do they do it? Sheer good luck? Not likely. Exceptional talent? Not always.

Nope. What sets these "Superstar" managers apart is a couple of absolutely essential things - they've learned how to turn EVERY employee into an asset (even the really difficult ones) AND they've learned how to turn ALL their people into an enthusiastic, committed, well-led team.

If THEY Can Doit, So Can YOU

Look, every manager gets stuck with difficult employees from time to time - employees who gossip, cry at the drop of a hat, bring personal problems to work, challenge authority, miss deadlines and generally make life a burden.

The best managers, though, have discovered how to deal with problems like that without missing a beat. And now you can, too, during a short, intensive and (amazingly enough) enjoyable seminar that will show you how to effortlessly

- defuse tension,
- derail toxic behavior and defang even the most malicious employees.

So you can manage those difficult people effectively, bring them solidly into the team and get them producing the way they should be.

"Glenn's seminar is responsible for turning around my whole organization. It's like a different company now!" First step --- Ginger Bogle Take Control Community Hospices of America, Joplin, MO

Make Yourself a Hero (and Have a Ball Doing it)

Believe it or not, managing effectively can be a blast - I know that from doing it myself as the owner of a very successful business for 20 years.

To make it fun, though, YOU have to be in control - ready to pounce on problems before they take hold and empowered with the skills to lead people to success. Skills like the ones I teach in my seminar, including:

- The one strategy you MUST know to fix bad attitudes. Use it and watch problem employees turn into stars.
- How to keep employees from challenging you with just five perfectly polite but almost magically powerful words.
- Two simple things that actually motivate people more than money. A plus under any circumstances but a HUGE blessing if your company or organization is on a tight budget. (If you're NOT on a tight budget in today's world, please invite me to come to YOUR seminar.)
- A quick and easy action you can take to end gossip.

- · How to fire without fear because you know what you're doing is not only necessary but totally and completely legal. I admit it, even my strategies can't fix every situation. There ARE times when you need to fire someone before he or she sets you up for a lawsuit.
- How to recognize the line between helping employees and enabling them -- and keep from crossing it. If kindness comes naturally to you, you need this information NOW.

And that's just for starters. You'll also learn how to deal with tattletales, whiners, office hypochondriacs (and others who think having a hangover or tickets to the game entitles them to sick leave), folks who throw temper tantrums, bosses who don't back you up and lots more.

"Glenn understands how to solve the challenges of managing people better than anyone." - Nancy and Ted Heaton,

State Farm, Austin, TX

Real World Solutions

In short, I've packed this program with the real world strategies you need to improve your skills, build a happier, more productive workplace and impress the sox off your superiors.

So how do I cram it all into just 5.5 hours? Experience counts - and I've coached literally thousands of managers over the years. I know what strategies have allowed them to dramatically increase their income, status and personal satisfaction. And those are exactly the strategies I'll lay out for you - simply, clearly and with YOUR needs in mind.

Learn to Lead Nothing is more important!!

But managing effectively is only part of the story. Because the top managers don't just manage, they LEAD their teams to success.

According to President Dwight D. Eisenhower -- who had more leadership experience than just about anybody I can think of -- that means they're skilled in "the art of getting someone else to do something you want done because he wants to do it."

Think about that for a moment. Any good manager can get people to give 100% - after all, if they don't routinely do so you can simply fire them. But getting them to give 110% (or more) every day takes something more. It takes the ability to motivate people, excite them and get them to commit to you... in short it takes leadership

As part of this seminar I'll let you in on the key principles those "star" managers use every day - and show you how to unlock your leadership potential by using them yourself.

"I've been using Glenn's material for two years now, and they've been the best of my career!"

Randy Jameson Adorn LLC, Elkhart, IN

Get to Great Faster With Three Big Bonuses

As I mentioned before, I've coached thousands of managers and I've got a pretty good idea what issues are holding you back.

So to speed your trip from where you are today to where you want to be, I've also included three important bonus modules in my presentation - information that will solve some of your biggest problems and earn you a reputation for exceptional performance.

Bonus #1: Starting With the Best People

In this section, I'll give you the tools you need to find and hire the very best employees. These are the strategies the big headhunters don't want you to know - roadmaps to where the bright, motivated people you need are hiding.

You'll learn.

- How to find people who truly WANT to work (as opposed to the all-too-plentiful folks who just want a paycheck.)
- How to spot red flags on job applications virtually instantly - the kind of signals that fairly scream "don't waste your time interviewing this one."
- Hiring techniques that absolutely slash turnover letting you avoid unnecessary recruitment and training that costs money and makes you look bad.
- The most revealing interview questions. Use these when you *really* need to know what kind of person you're talking
- A special "Truth Serum" that will give you the power to tell when people are lying. -Crucial for Boomer

Bonus #2: Managing Generation Y& Gen X Managers

They're energetic, tech savvy and full of potential, Unfortunately, these young employees are also so used to being showered with constant praise they tend to wilt (or bristle) if you criticize them for the slightest thing.

They were raised in a world where gratification was instant, rules and dress codes nonexistent and everyone got a trophy just for being there

Manage them right and they'll bring creativity and enthusiasm to your team. Ignore the important ways they differ from Boomer and Gen X workers and they'll job hop at a moment's notice.

Bonus #3: Delegating Your Way to Success

Inspiring your team doesn't count for much if you don't actually let them DO WHAT NEEDS TO BE DONE. I'll show you:

- why doing it yourself only looks easier.
- how to "backbrief" so effectively your employees always
- know exactly what's expected of them.
- · a strategy for setting deadlines that absolutely assures the job gets done on time.
- · why planning for failure is the best way to avoid it.

"I learned more in Glenn's program than in ten years as a supervisor!" --Rosemary Galayda, Lake Country Prosecutor

Painesville, OH

PLUS – lt's Guaranteed! Why THIS Seminar? My Experience and Your Convenience

You want to lead, make a difference and, guite frankly, be a star. So you're more than ready to learn the most successful management strategies on the planet.

We'll see you on Tuesday, April 9

Chamber office We'll start at 8:30 a.m. and end at 3:00 p.m.

I U Yes! I want to be the manager other managers admire (and bosses throw money at) and I can hardly wait for all of Glenn's leadership tips and tools. What's more, I understand that if I'm not completely satisfied I'll get all my money back with no questions asked. Please copy this form for additional attendees.

Name	Tuition: 3147 Only \$197 for Chamber members When 3 or more enroll, the 4th person attends for FREE Lunch is on your own and will break from 11:30 a.m. to 12:30 p.m.	
Company	Check enclosed payable to Jacksonville•Onslow Chamber of	
Address	Commerce	
City/St/Zip	□ Charge to □Visa □MC	
Phone Fax	Card #Exp/	
Email	Security Code:	
Mail this form to: Jacksonville•Onslow Chamber of Commerce	Cardholder Name	
1099 Gum Branch Rd.	Signature	
Jacksonville, NC 28540	This program has been approved for 5.5 (General) recertification credit hours toward PHR, SPHR and GPHR recertificaton through the HR Certification Institute.	

Please be sure to note the program ID number on

PROVIDER

Or phone reservation to: (910) 347-3141

their organizations - happier and more productive. So when I say I'm experienced, I mean it - and I'm willing to back up that claim with this rock-solid GUARANTEE: If you aren't completely satisfied with the tools, strategies and tactics you learn at my seminar, I'll refund 100% of your tuition - no questions asked.

May I suggest that the seminar I'll be holding in partnership

with the Jacksonville•Onslow Chamber of Commerce on April

Not only have I walked a ton of miles in your shoes as a business

owner with plenty of people to manage, I'm also the best-selling

What's more, supervisors in 17 countries look forward eagerly to

my weekly management newsletter and literally thousands of

managers say the skills I've taught them have made them - and

Plus, I'm bringing all that experience right to your neighborhood - so you won't waste a single drop of that precious gas. And you can be stingy with your organization's budget and your own valuable time - because this seminar takes only 5.5 hours and costs just \$197

So there you have it - the strategies and tools you need to take charge, make things happen and become the kind of manager people admire, consult and, yes, envy. All available at a location near you for a price you can afford.

But where? And from whom?

9 is your very best choice.

author of four books on management.

Glenn Shepard

P.S. If you're ready to move up from being a good manager to being a star YOU NEED THIS PROGRAM - because I'll show you how to build and lead a team that gets things done, impresses the higher ups and make you look good day after day after day.

P.P.S. My private clients pay \$500 per hour to consult with me and tell me I'm worth every penny. So this seminar is one heck of a bargain.

P.P.S. Keep in mind that there is zero risk to attending this seminar because if you're not totally satisfied I'll refund ALL your money.

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DUKE ENERGY CITIZENSHIP AND SERVICE AWARD

Award presentation held at Jacksonville Country Club May 6, 2019 @ 12:00 pm (\$18.00 per person-please RSVP—limited seating)

ABOUT THE AWARD

America has a long and proud tradition of volunteer service. Now, more than ever, volunteers are needed to renew their commitment to helping others and creating efforts that bring us closer as a community and as nation. Duke Energy wants to recognize these efforts by honoring citizen(s) with the **Duke Energy Citizenship and Service Award.** This is a tribute to individuals or groups who make a difference in their communities or places of work by using their time, talents, and compassion to positively impact the lives of others. Recipients of the award help foster a culture of citizenship and service that acts as a catalyst for others to become involved in civic and social activities. The award is designed to recognize outstanding volunteer service and civic participation over a twelve month period.

PURPOSE OF THE AWARD

- Recognize and reward leadership and/or involvement in volunteerism and community service
- Encourage a culture of citizenship and service in our communities
- Complement the efforts of those individuals and organizations in our community striving to improve our quality of life

ELIGIBILITY

- The award will recognize individuals, teams and/or work groups within an organization
- Nominations, on the attached nomination form, will be received from Chamber members prior to the Chamber recognition event
- It is not necessary for a nominee to be a Chamber member or a Duke Energy customer

If you wish to nominate someone for this award, please, include a brief description of their community involvement on the nomination form below. We will contact the nominee for more details. Nominations must be received by close of business on Friday, April 19, 2019.

Nominee Phon	e: Email: Email:
Citizenship and	Service Activity: (Please, type in a brief description of the activity or activities for nomination):
-	
Submitted By:	Contact Phone Number:



FIRST CITIZENS SMALL BUSINESS OF THE YEAR

Award presentation held at Onslow Memorial Hospital (Cafeteria) May 10, 2019@ 8:00 am (\$10.00 per person-please RSVP-limited seating)

In recognition of the achievements and contributions of this local small business owner/manager, I would like to nominate the following person for consideration to the First Citizens and the Small Business Committee's <u>Small Business of the Year</u>

Nominees will be evaluated using the following criteria:

- Demonstrates excellence of knowledge and integrity in their business or professional field
- Provides a valuable business / service / profession to the Community
- Is an active Chamber Member and demonstrates the Small Business Committee's Mission of support to our citizens, the military and local business community
- Has been a Chamber Member in good standing for at least five years
- Exhibits initiative, creativity, and a can-do attitude
- Owns or manages a business with 25 employees or less

If you wish to nominate someone for this award, please, include a brief description of their community involvement on the nomination form below. We will contact the nominee for more details. Nominations must be received by close of business on Monday, April 29, 2019

Nominee Name:	
Nominee Address:	
_	

Nominee Phone: _____

Email:_____

(Please, type in a brief description of the activity or activities for nomination, if additional space is needed, please attach addition-
al
sheet

Submitted By:	Contact Phone Number:
Return this form to:	Kelsey Stiglitz, Business Services Manager Jacksonville ●Onslow Chamber of Commerce, 1099 Gum Branch Road, Jacksonville, NC 28540 Phone: 910-347-3141, ext. 251 Email: <u>BusinessServices@jacksonvilleonline.org</u>





ALWAYS ON 12 12 f CO WCTI12.COM

The Governmental Affairs Committee presented a Forum Onslow for the Primary Candidates, U.S. House, N.C. District 3 on March 26th. The Forum will be shown on G-10 periodically from now until the election on April 30th. Thank you to our Forum Sponsor





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Onslow County Tourism brings back their Hospitality Training Program

Not so long ago, hoteliers only had to worry that a stay at their property. Today, guests can become a hotel's biggest advocate or worst nightmare. With the abundance of online guest review platforms on websites such as TripAdvisor, Yelp etc., and the explosion of social efficiency provided during one's stay is "transparent" for all to see when making their travel plans.

The short of the long is, a hotel's service level is now part staff needs to understand both why and how they need to make it an ordinary daily occurrence for guests to experience extraordinary hospitality service.

Onslow County Tourism in partnership with the Jacksonville Tourism Development Authority and Onslow Cooperative Extension conducted our first hospitality service training session during March using a curriculum provided through NC State University. We had representation from three hotel properties as well frontline staff from various organizations.

Students were encouraged to recognize the importance they have in representing their organization and community. The program covered a broad range of

Service Rewards

topics to include the significance of customer service, effective communication, relationships between hosts & guests, building community pride, and the value of nominating them as we would love to share their becoming civically active.

The class also traveled throughout the County on a Familiarization Tour (FAM) visiting many of the attractions, locations and signature restaurants frequented by visitors to our area. It was exciting to see them learn and engage with the business owners learning just exactly what each of them had to offer.

Being the Tourism Director for Onslow County, an unhappy guest might tell a few of their friends establishing close working relationships with attractions, and family about a dissatisfactory experience during small businesses etc., is key in developing the core of our marketing endeavors and platforms. During my short tenure, I've had the pleasure of meeting, engaging and forming new relationships with so many wonderful and passionate people. It's an awesome thing knowing that more...Jacksonville's Lejeune Memorial Gardens will media postings, the level of hospitality and guest service when I need help, whether it be a tour of their facility (often at a last minute's notice), meet & greet or donation, they do an outstanding job representing Onslow!

Tourism loves to tout outstanding customer service of marketing and public relations. A hotel's frontline experiences through our Customer Service Rewards weather and happenings that will soon be abounding in Program. If you have an exceptional customer service Onslow!

encounter with a frontline staff member of Onslow County, let us know who they are and why you're commitment to excellence with others. Please email info to tourd@jacksonvilleonline.org or admin@ jacksonvilleonline.org.

Between the blue skies and warmer temps, you'll find a trove of activities waiting to be discovered. Sample the spirits of Walton's Distillery, take in a concert at the newly renovated Tarheel Concert Lounge, embark on a spring shelling excursion with Marsh Cruises, visit one of the many parks located throughout Onslow County, a country dining experience at Mike's Farm is always wonderfully delicious, book a shrimp trawling voyage with Reel Livin' Fishing Charters, or stroll the streets of historic Swansboro and appreciate the town's nautical heritage, waterfront dining options, shopping and soon be in full bloom with azaleas and dogwoods, it's the perfect time to visit for reflection and remembering those that have served and are in service to our country.

Whatever your choice, enjoy the beautiful scenery,



A community is only as good as the citizens that live and work within its borders. This month we celebrate the frontline employees that go the extra mile to make your visits an above average experience in Swansboro, Sneads Ferry, Richlands, and Jacksonville! The five individuals, representing five area businesses; have performed their duties with a positive outlook, a kind word, and valued information for our visitors and citizens - they went the extra mile! Onslow County Tourism and the Jacksonville•Onslow Chamber of Commerce want to thank them for their efforts and encourage you to do the same. Good service is good business!



Jamie Owens Express



Xiomara Toledo Hampton Inn & Suites, Jacksonville



Richard Burkhardt Onslow County Parks