

InterAction

May/June
2010

Presented By:
Itasca Bank & Trust Co.

2010 Golf Classic

A Publication of the
Greater O'Hare Association
of Industry and Commerce
and the Elk Grove Chamber
of Commerce

Thursday, June 24, 2010

Itasca Country Club, 400 E. Orchard, Itasca

Morning Shotgun: \$140 per golfer

(Includes: Continental Breakfast, Shotgun Start, Cart, Locker & Shoe Service, Course Events and Barbecue Luncheon Buffet)

Come Back for Dinner: \$25

Morning Schedule

6:30 am - Registration/Breakfast

7:30 am - Shotgun Start

12:30 pm - Lunch

Afternoon Shotgun: \$165 per golfer

(Includes: Barbeque Buffet Luncheon, Shotgun Start, Cart, Locker & Shoe Service, Course Event and Buffet Dinner)

Afternoon Schedule

11:30 am - Registration/Lunch

1:00 pm - Shotgun Start

5:30 pm - Cash Bar

6:30 pm - Dinner

Dinner Only: \$35 per person

Register today for this outing!!

Sponsorship Opportunities are available, contact Lori Myrmel at 630-773-2944 or visit our website at www.greaterohare.com.

**The
Crosstown Classic**

**2010 Membership
Drive**

April 14 - June 9

Win 2 Box Tickets to

Cubs vs. Sox

Crosstown Classic

Friday June 25, 2010

US Cellular Field

**Every New Member and Every Member
who sponsors will be entered.**

**Drawing will be held at our
June 9 Luncheon**

**Be sure to attend this luncheon and
enjoy Dave Otto with WGN Sports
Radio and former Chicago Cub Pitcher.**

**For more information contact the
GOA/EGC office at 630-773-2944.**



Greater O'Hare Association
650 E. Devon Ave., Suite 155
Itasca, Illinois 60143



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Member News

If Your're Hiring, You May Be Eligible For A Business Tax Credit...

The HIRE Act (Hiring Incentives to Restore Employment) was signed into law on March 18, 2010 and is expected to create up to 250,000 jobs in the United States. Though there are several incentives in the act for businesses, there are two that directly impact the staffing/HR industry.

The first incentive is a direct savings to all employers through a deduction in Social Security taxes. The HIRE Act has exempted businesses from paying their portion (6.2%) of the Social Security tax through December 2010 for employees hired between 02/03/10 and 01/01/11 that have been unemployed during the previous 60-day period. In order to prove unemployment, employees will be required to complete a federal affidavit vouching for such. The Social Security portion will instead be paid by the Federal Government for each individual to ensure their individual Social Security benefits are not affected.

The second incentive created by the HIRE Act is also a tax credit, but is only offered to employers if an employee remains employed for at least one year. Such credit is the lesser of \$1000 or 6.2% of wages paid by the taxpayer to the retained worker during the 52 consecutive week period.

Article provided by Staffing Plus a professional employer organization. For more information call (630) 515-0665.

Collection Agency Celebrates 25 Years by Giving Away Money to Good Causes!

Recognizing their Silver Anniversary of operation, Credit Decisions International, Ltd. located in the Chicago suburb of Elk Grove Village, IL and led by its founding President Lou Figueroa is announcing a new initiative to help those in need during these challenging times by allowing their clients to help decide where the agency will provide charitable assistance.

To celebrate and give something back during their 25th anniversary year, CDI is asking their clients to participate with them in selecting worthwhile charities. During the remaining months of 2010, CDI will select every 25th claim submitted for collection with their agency. The company placing the account will be notified and provided with a list of researched and reputable charities from which they can select and to which CDI will make a \$25 contribution in their name.

"For a quarter-century, we have listened to our clients. Now, it seems only natural that we seek their input in selecting the charities CDI will make contributions to during our anniversary year" Lou Figueroa – President, Credit Decisions International, Ltd.

DePaul University to Re-Locate O'Hare Campus To Triangle Plaza

DePaul University announced it will move its O'Hare Campus to Triangle Plaza, 8770 W. Bryn Mawr Ave., Chicago, near O'Hare Airport. Classes and other programs in the new state-of-the-art facility will begin in September, and DePaul will continue to provide classes from its Kellstadt Graduate School of Business, School for New Learning and other continuing and professional education programs.

Classrooms, including a multimedia center, and student support and administrative offices will be housed in the building. Among the offered amenities are five student lounges, a state-of-the-art library, public multimedia labs, a food vending area and full-service delicatessen. All occupied DePaul space will have wireless internet access available.

"DePaul has been a popular destination for adult and continuing education students in the area since 1977," said the Rev. Dennis H. Holtschneider, C.M., DePaul's president. "This move allows us to grow our classroom capacity and provide additional amenities for our students." For more information, go to www.depaul.edu.

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more Member News

Advantage National Bank Group names D. Rick Dudek, Executive Vice-President and Director of Community Banking.

Rick has lead the Commercial Banking Group at Advantage since 2007, and is bringing his commercial banking expertise to this new role where he and his colleagues will focus on manufacturers, medical professionals, and service companies in and around the O'Hare Field Area with annual revenues between \$500,000 and \$10 million. Rick has over 30 years of business experience, and has extensive background in both the Small Business Administration 504 and 7a loan programs. The Community Banking Division is positioned to assist in areas of working capital needs, equipment acquisition, debt consolidation, as well as merger & acquisition activities.

Advantage National Bank Group is part of the Wintrust Financial Corporation, a \$12 billion financial services company headquartered in Lake Forest. Rick can be reached at 847-364-2651, or on his mobile 773-858-4579.

Optimal Level & Launch Consulting Announce Merger Professionals and Business Owners Now Offered More Choices to Reach Their Goals

Optimal Level, LLC., a center for professional development, has recently joined forces with Launch Consulting, Inc., a management consulting firm. The new Optimal Level applies coaching, mentoring and training for professionals and business owners helping them set goals and discuss challenges, which allows them to go from where they are - to where they want to be. This merger was announced on March 5, 2010.

"We've taken two very successful business models and combined them because of the similarities of our philosophies and vision," says Linda McCabe, founder and CEO of Optimal Level. With four decades of leadership and development experience, McCabe has a proven track record in taking companies to new heights for others and multiple times with her own companies.



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Thank You's

Beer & Wine Tasting

Featuring a
Silent Auction



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Crispin Cider
Miller Coors
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Food Vendors:

Belvedere Banquets
Entourage on American Lane
Rocco Vino's
Moretti's Ristorante

Donations:

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Aaron Entertainment
Abbey Resort & Spa
Aflac – Jamee Stroble
American Chartered Bank
Andre the Wine Mentor
Ashland Florist
AT & T
Belvedere Banquets
Bob Chins & Mentors for Change
Brilliant Electric
Chicago White Sox
Chicago Wolves
Continental Premium
Coopers Hawk
Crown Plaza
Dale Carnegie
Elk Grove Bowl
Elk Grove Park District
Entourage On American Lane
Fox Run
GONE V
Harris Bank
Impress Printing
Improv of Schaumburg
Jarosch Bakery
Laser Service
Lossman Eye Care
Lynfred Winery

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Manzo's Banquets
Marriott Schaumburg
Matrix Payment Systems
Meadows Credit Union
Melrose Park Indoor Grand Prix
Micro Thin
Miller Industrial
Mimosa Landscape
Moretti's Ristorante
Oak Meadows Golf Club
Office Depot
Porte Brown LLC
Priori T's
PRP International
R. Perotti Drapery
RAM Communications
Real Time Sports & Appealing Signs
Reebie Storage & Moving
Rocco Vino's Italian Eatery
Roppolo Realty
Schaumburg Flyers
Schuster Mansion Bed & Breakfast
Scott Lift Truck
Sheraton Suites Elk Grove
Sparkle Bright
Stanley Steemer
State Farm
The Creative People
Top Golf

Goods & Services:

Gerard Printing
Aaron Entertainment
Chicago Sign Designs

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Residential Real Estate*

When It Comes to Customer Service, Small is Beautiful

Size isn't everything, especially for providing satisfaction and value to your customers.

This important fact can help distinguish your business from your competitor's business and give you a powerful competitive advantage in an age when more consumers crave and expect a high level of service and responsiveness.

Your position at the "front lines" of your business gives you direct access to your customers' needs, attitudes, and opinions. You must know the kinds of products or services they want, when they want them, and how best to deliver them.

To gain these valuable insights, you need to proactively assess what you do and should be doing to keep customers coming back, rather than tempting them to try the "other big guy" down the street.

Start by putting yourself in your customers' place. How would you like to be treated if you were a first-time customer or a "regular?" Also consider conveniences. What can you do to make it easier for your customers/potential customers to get what they want from your company?

Also visit other stores and service centers, including those unrelated to your business. See what they do that you find

appealing, and adapt those practices to enhance your business's customer experience. Similarly, watch for aspects you don't like, but be sure to understand the reasons behind problems or poor service, such as understaffing, limited inventory, etc. This will help prevent similar problems from arising in your business.

How you connect with customers by phone will also help differentiate your business from the sometimes bureaucratic nature of many of your larger competitors. Answer calls promptly and with a friendly greeting. Avoid putting callers on hold for longer than a minute; take a message and respond as soon as possible. If you use an automated answering system, your customer service line should be one of the first options.

For more advice on how to make customer service an important and profitable competitive wedge the Greater O Hare Association has established a relationship with SCORE "Counselors to America's Small Business." SCORE, a resource partner to the US Small Business Administration, is a nonprofit organization of more than 10,500 volunteer entrepreneurial business counselors who provide free, confidential business counseling for business owners, key personnel and business startups. To schedule an action oriented meeting log onto the SCORE web site www.scorechicago.org.

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So... How up-to-date are your company's marketing materials?

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- Flyers
- Tri-folds
- Postcards
- & Websites
- Brochures
- Stationary
- Handouts
- Newsletters

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Events

Business After Hours



Elk Grove Chamber Board Member Juno Carollo, State Farm Insurance presents a certificate of appreciation to the employees of ProSource Wholesale Floorcovering for hosting our February Business After Hours.

Business After Hours



Everyone had a great time at the March Business After Hours hosted by the Elk Grove Park District's Fox Run Golf Links. Pictured are (l to r) Bill O'Malley, Elk Grove Park Board Commissioner; Diane Malinowski, Elk Grove Park District, EGC Chair Larry Minutillo, Harris Bank and Mike Brottman, Elk Grove Park District.

Luncheon



Members were dressed in their best Cubs and Sox attire for the High Speed networking luncheon in April kicking off our Crosstown Classic Membership Drive.

The 24 Members

- Itasca Construction Associates
- Woodfield Media/Website at Work
- Chicago Sign Designs
- Lines & Designs, Inc.
- Itasca Bank & Trust Co.
- AT&T
- GC Realty & Development
- Premier Risk Services Inc.
- Charles A. Krugel, Attorney At Law
- LHA/World Marketing Communications
- Peoples Home Equity
- Comcast Business Class
- Enterprise Mortgage
- Kalven Technologies Inc.

Welcome To Our Newest Members!

Advicoach
 American Chartered Bank
 Bradford Allen
 Centrifuge Brand Marketing
 Creative People Design, Inc.
 Data Payment Services
 De Fries Law Offices, P.C.

Digitek Security
 Gallagher Benefit Services
 Healthcare Solutions Team
 Hundal & Associates Ameriprise Financial
 Integra Security Alliance
 Jim The Electrician, LLC
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Rollex Corporation

35 Years

Forest Awards And Engraving
Porte Brown LLC

34 Years

Sonoscan Inc.

32 Years

Db Schenker, Inc.

31 Years

Nippon Express USA Inc.
W.E. Carlson Corporation

27 Years

Insty-Prints

26 Years

Mount Prospect Public Library
UPS Supply Chain Solutions

25 Years

Ponticelli & Vito

24 Years

SDV (USA) Inc.

23 Years

Dew Distribution Services Inc.
Rotra LLC

22 Years

Prudential American Heritage Realtors

19 Years

American Taxi Dispatch Inc.

18 Years

BMI - Property Tax Reduction Co.
E. H. Wachs Company

17 Years

Battery Service Corporation

16 Years

Phoenix International Business Logistics Inc.

15 Years

Roppolo Realty Inc.

14 Years

American Cancer Society
World Commerce Services, LLC

13 Years

Hot Seats Ticket Service Inc.
Performance Gains
Phoenix Builders Ltd
Signature Flight Support

12 Years

Air-Sea Forwarders
Stanley Steamer Int'l Inc.

10 Years

Cyber Com Inc.
E.R.C. Delivery Service Inc.
Meadows Credit Union
Pro Source Wholesale Floorcovering
Saving Shipping & Forwarding USA, Inc.

9 Years

Arthur J. Rogers & Co.
FedEx Trade Networks Transport & Brokerage

8 Years

Catering With Elegance
Moskovic & Associates Ltd
Toll Global Forwarding USA Inc.

7 Years

Ace Computers
Cole Taylor Bank
Standra Improvements

6 Years

Allied Home Mortgage Capital Corp.
Copyset Center
Promark Benefits

5 Years

Farmers Preferred Insurance

4 Years

Optimal Level
Pre-Paid Legal Services Inc.
Rand-Tec Insurance Agency
Scarborough International Ltd.
Select Promotions Inc.
Sojitz Plastics America Inc.

4 Years - cont.

Technology Masters Inc.
Wild Fire Harley-Davidson/Buell
Windy City Limousine Service

3 Years

Bentley World Packaging Ltd.
Kaizen Consulting Chicago
Labor Network LLC

2 Years

Bridge Personnel Services
Center Point Energy
Chaucer Freight LLC
Jones Lang Lasalle
Mortgage Bancorp Services
Principal Financial Group
Rosemont Health & Fitness
W. S. Darley & Co.

1 Year

Arnstein & Lehr LLP
Chromatech Printing Inc.
Disney Vacation Club
Elk Grove Warehouse Flooring
Expeditors Intl Of Washington
Express Air Freight ORD, Inc.
Heneways U.S.A., Inc.
LTCI Illinois
MFS Insurance Services
Paramount Staffing
Personnel Planners Inc.
Score Chicago
The Deja Agency

Elk Grove Chamber of Commerce

11 Years

Guaranty Mortgage Company
Lossman Eye Care Associates
Lou Malnati's Pizzeria
Monarch Construction Co.

10 Years

Elk Grove MRI Inc.
Walmart

7 Years

A. N. Deringer Inc.
Draper And Kramer

6 Years

Accurate Document Destruction
Country Inn & Suites By Carlson

5 Years

Home Instead Senior Care

4 Years

Kalven Technologies Inc.
Service Shipping Inc.

3 Years

A. Hartrodt (USA) Inc.
Brown's Catering
Cellular Advantage -
At & T Authorized Retailer
Community Character Coalition
of Elk Grove
Dentistry For All Ages Inc.
Elk Grove Village Italian Sister Cities
HVAC Clinic

2 Years

Concentra Medical Center
WTA USA, Inc.

1 Year

Inside/Out Coaching
Leader Mutual Freight System Chicago Inc.
Nytef Plastics Ltd
Sebert Landscaping
UTC Overseas

Congratulations

Marco Greco of Journal & Topics

for winning the \$100 Referral Drawing
at the
March Luncheon.

Referrals = Money

The more members we have the more effective we will be. Your help in expanding our membership strengthens our ability to provide the leadership, advocacy, connectivity and services our member's value.

Thank you to the following Members for their referrals who became Member

- Marco Greco**, *Journal & Topics*, referring - **Rosati's Pizza**
Julie Poulos, *Alphagraphics*, referring - **Under the Bun**
Patricia Clemente, *ERC Delivery*, referring - **KCS Computer Technology Inc.**
Lance Snider, *Staffing Plus*, referring - **Hundal & Associates**
Joe Folisi, *BIK*, referring - **American Chartered Bank**
Maribeth Mattox, *NW Awning Door & Window*, referring - **Johanson Painting & Decorating**
Pamela Marte, *Inside/Out Coaching*, referring - **Advicoach**
Jeff Bittner, *Alphagraphics*, referring - **Anchor Staffing Inc.**

With each new member your networking opportunities become greater and our collective voice becomes stronger.

As a "Thank You" when your referral becomes a member, your name will be entered into a drawing at our Monthly Luncheon, for \$100 cash! If you know of a quality company or business associate that could benefit from membership in our Association, please contact Lynda Macri, your Membership Director, at 630-773-2944.

Calendar of Events

For more information see the Schedule of Events or visit www.greater-ohare.com.

Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5 Healthcare Bill 7:30 - 9:30 am	6	7
10	11	12 Luncheon 11:30 - 1:30 pm	13	14
17 Membership 101 11:30 am - 1:00 pm	18 Brown Bag Seminar 11:30 am - 1:30 pm	19 Chamber Net 7:30 - 9:00 am	20	21
24	25 Women's Forum 11:30 am - 1:00 pm	26	27 Business After Hours 5:00 - 7:00 pm	28
31				

Monday	Tuesday	Wednesday	Thursday	Friday
	1	2 Business Before Hours 7:30 - 9:00 am	3	4
7	8	9 Membership Lunch 11:30 - 1:30 pm	10	11
14	15 Brown Bag Seminar 11:30 am - 1:30 pm	16 Chamber Net 7:30 - 9:00 am	17 Business After Hours 5:00 - 7:00 pm	18
21 Membership 101 11:30 am - 1:00 pm	22	23	24 Golf Classic 7:00 am - 8:00 pm	25
28	29	30		