



JUNE

- 2 LETTER FROM THE EXECUTIVE DIRECTOR
- 3 NEWS & EVENTS
- 4 NEWS & EVENTS & CALENDAR
- 5 NEWS & EVENTS & WENDY MOST INSURANCE
- 6 NEWS & EVENTS
- 7-8 RIBBON CUTTINGS
- 9 LEADERSHIP LA PLATA
- 10 PHOTO GALLERY
- 11 NEW MEMBERS & RENEWED MEMBERS
- 12 BUSINESS CONNECTION
- 13 BUSINESS AFTER HOURS
- 14 LUNCH & LEARN



to register

June Lunch & Learn

Wednesday, June 27, 2018 | 12 Noon

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Downtown Clean Day Cleans Up

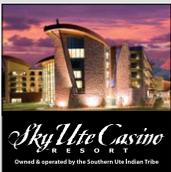
More than 80 volunteers participated in the 15th Annual Clean Day on Friday, May 25th. With the goal to clean up downtown before the start of the busy summer tourist season, volunteers grabbed brooms and trash bags and converged on the downtown streets and sidewalks to CLEAN UP!



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Special thanks to Carver Brewing Co, Keller Williams SW Realty and Durango Diplomats.

NEWS & EVENTS

From the Executive Director's pen . . .

Are Your Affairs In Order?

Jack Llewellyn, Chamber Director

I want to first thank everyone for your kind words, thoughts and prayers with the passing of my Mom this past April. Living in a small community is truly a blessing when something of this magnitude occurs, and the overwhelming support is appreciated.

Having gone through this process, it reminds me that we need to “have our affairs” in order. One never knows how many days, hours, breaths we have left. And whether you are single, married, work for others or work for yourself, details are a must for “when the time comes.”

I am not an attorney, but I’ve learned from experience that there are many steps involved in reconciling accounts, estates and handling cherished family heirlooms. My sister and I were fortunate many items were identified, but too many times I have seen the worst come out in families when money or valuables are involved.

On your “to-do” list, first have a living will, make those difficult decisions for yourself. Fortunately for me it did not come to that. There is nothing worse than wondering “what did they want?” Let others know if you are an organ donor. You can indicate on your driver’s license, but also tell your loved ones.

Secondly, identify an executor on your behalf. If you can’t speak for yourself, make sure someone can. Having an advocate for yourself is a must, especially if you are incapacitated.

Thirdly, investments can be designated payable upon death and supersede a will. Beneficiaries override a will. Discuss this with your tax advisor and/or investment broker(s). I know too many people who say “we need to get our wills

done.” Make the time, sign and store it somewhere that others can access. Designate who gets what, especially keepsakes and valuables. This avoids the disputes among children and relatives. And review your documents annually, as life changes, properties sell, kids and grandkids are born. Double check the details.

Fourth, do you need to set up a trust? How about estate planning? If you have minor children, who do you want as their guardians? Tough questions to answer.

Fifth, specify what you want done with your remains. Do you want to be buried in a specific location (you can pre-pay for your plot, casket, vault, headstone) or cremated and ashes spread? What do you want at your service? Specifying music, hymns, scriptures, or other details will alleviate the guesswork.

There are many other details, but these are just a few of the ones I experienced.

As John Lennon noted, “Life is what happens to you while you’re busy making other plans.”

Above all, take the time to visit your loved ones. Know that you might have to tell (or listen to) the same story more than once, even at the same visit (I called it the 7-minute loop). As a CPA friend of mine says, “Were not getting out of this alive.”

Here are a couple of check list links:

<https://www.cu.edu/sites/default/files/Estate-Planning-Checklist-University-of-Colorado-Financial-Wellness.pdf> and <https://www.rd.com/advice/relationships/how-prepare-for-death/>



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2018

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www.durangobusiness.org

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NEWS & EVENTS

Leadership La Plata Graduation

Congratulations to the 2017/2018 Leadership La Plata Class. Eighteen students completed the nine month course schedule and emerged as leaders at the May 13th graduation held at Edgemont Highlands.

Graduates included Jason Armstrong, Rondi Bobbin, Elizabeth Calagias, Tanya Clegg, Michelle Hanson, Kate Hallock, Eric Kuss, Holly Landgren, Sarah Mummert, Sheryl McGourty, Trisha Mead, Natambu Obleton, Tiffany Parker, Jeanne Randazzo-Szczec, Crystal Robertson, Christopher Ruecker, Chuck Stevens and Darren Wayman.

Special thanks to the following who helped make the evening special: Indiana Reed, Karen Barger, Stan Crapo, Kris Oyler and First National Bank of Durango.

Leadership La Plata is a leadership skills training program and broad based community education arm of the Durango Chamber of Commerce. If you would like more information about this program visit www.leadershiplaplata.org.



Lunch & Learn Thank You

Thank you to **Mark Haeussler** with **Alpine Leadership** for a very informative and SOLD OUT May Lunch & Learn. The session provided some very useful tips on how to be a better listener. If you would like to find out more about Alpine Leadership visit www.alpineleadership.com or call Mark Haeussler at 602.803.5979.

Coffee @ Carver's
Join us at 7:45am on

Tuesday, June 5th



Presenter:

Mitch Dye

with ImageNet Consulting

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Buck says ...

Buy Durango!



NEWS & EVENTS

Customer Service: 3 Ways to Deliver

Everyone talks about having good “customer service” but what does that mean, really?

I think there are three levels of customer service and the very best store owners deliver on all three.

How do you stack up in each of these three areas?

1) The Bare Bones

The bare bones of customer service are the basics that make it easy and convenient for a customer to shop with you. The bare bones of customer service include many small elements that add up to a good shopping experience.

- Can they quickly and easily find your contact information if they want to reach you and your store location if they want to get to you?
- Are you open when the customer wants to shop - great hours?
- Is your store easy to get to and find parking?
- Is it easy to navigate around the store and shop?
- Do you have the merchandise the customer wants to buy?
- Is it easy and quick to pay - all credit cards accepted?
- Are your policies and procedures customer service focused?

These are the things that your customers expect from any of the stores they shop with - even the big box stores and internet merchants. And I've got to admit, the big boxes and online stores are really good at easy and convenient. The thing is, you can be, too.

Do you have all the bare bones of great customer service? Or are you throwing up barriers for your customers at this very first level...

2) The “Ahhhhh” Experience

This is the level of service your customers are all secretly hoping to get every time they walk through the door of any store. This is what they want. When a customer experiences this level of service their happiness goes up and their stress goes down... ahhhhh!

- Each and every customers is greeted warmly and sincerely by a knowledgeable and well-trained salesperson.
- Warm personal attention is delivered throughout the entire sale. (Heck, a salesperson might actually offer to bring different sizes or styles for someone in a dressing room!)
- There are many merchandise options that might fill the customer's needs and desires.
- The shopping experience goes beyond basic and customers get a level of luxury, or fun, or excitement, or comfort that they don't find at other stores.
- Services like gift wrapping, delivery, or personalization happen at this level of service.



The great news is that this is the level of service where we can excel - and the big box stores or internet giants find it hard to follow. So make the most of your natural advantages and make sure you are delivering an “aaahhhh” experience every single time.

Your customers want this and are hoping you'll deliver.

3) The Sparkling Surprises

At this level of service you are giving your customers something they aren't even aware they want or need - but they are thrilled to have it! This is truly innovative customer service. It sets the new standard.

Sometimes the sparkling surprises are spectacular - a real “WOW” factor. Like you take your car in for regular maintenance and it comes back washed outside and wiped down inside. Unexpected, amazing, and your new standard for car maintenance.

But these sparkling surprises can also be tiny gestures. For example, my favorite local ice cream store puts a candy corn in the bottom of my cone to stop the melting drips from running out the bottom. I never wished for a candy corn drip-stopper before I got that first one, but now I'm disgruntled by every candy-cornless cone that leaks onto my fingers!

Are you delivering surprisingly great service to your customers?

Credit: WhizBang! Retail Training, Bob Negen

JUNE CALENDAR

JUNE 5th	Coffee @ Carvers	7:45 am	Carver Brewing Company
JUNE 7th	Diplomat Meeting	5:15 pm	Keller Williams
JUNE 12th	YPOD Lunches with Leaders	11:30 am	Ore House
JUNE 13th	LLP Steering Committee	5:00 pm	Wells Group
JUNE 21st	Business After Hours	5:00 pm	Southwest Retina
JUNE 27th	LLP Curriculum	4:30 pm	First National Bank of Durango
JUNE 27th	Lunch & Learn	12 Noon	First National Bank of Durango

NEWS & EVENTS

SHRED DAY!

Thank you to our partners **Alpine Bank** and **Colorado Document Security** for a very successful Shred Day on Thursday, May 24th. We shredded 58 bins of paper and raised some significant funds for Durango Nature Studies.



Alpine Bank



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Girls Gone Golfing Channels Inner Princesses



Everyone was “**dressed for a royal affair**” at the 12th Annual Girls Gone Golfing event held June 1st at Hillcrest Golf Course. The sold out crowd of 100 ladies converged on the golf course in tutus, tiaras and everything princess for a day of golf, networking and fun!

Costume contest winners were **The Warrior Princesses: Char Senteney, Lelsyn Sisco, Judy Lewis and Sheri McAuley.**

From the beginner’s clinic to the skills challenge, massages, lunch, prizes and a 9-hole scramble, the ladies were treated royally. One of the highlights of the day included raising money for the Fort Lewis College Women’s Golf Team.

Congratulations to the winners of the 9-hole scramble:

1ST PLACE: Marchell Fletcher, Jean Kirol and Rita Simon.
2nd PLACE (tiebreaker); Su Compton, Shelly Maycock, Betsy Stoneback and Molly Smith.

Thank you to our sponsors **Alpine Bank, Durango Motor Company, GOAL Academy** and **Wendy Most Insurance** for their on-going support of this event. Special thanks to **John Vickers and his crew at Hillcrest Golf Club** for hosting us, **Woodhouse Day Spa** (massages), **Four Leaves Winery** (wine), **April’s Garden** (flowers and décor), **RVB Designs** (photo frame), **Dalton Ranch** (golf prize), **Glacier Club** (golf prize), **Telluride Golf Club** (golf prize), **Durango Diplomats** and Chamber staff members **Jennifer Dickens** and **Peggy McCulloch.**



RIBBON CUTTINGS

{re} Love Consign and Design

The Durango Diplomats were on hand Tuesday, May 1st for the Grand Re-opening of {re} Love Consign and Design. Now conveniently located at 110 East 5th Street, owners Julie Dunn Brown and Paige Schingen, are excited about their new location, which offers more space, more parking, more bargains and just more everything! Based on their green business model, they want to reuse, recycle and reclaim home furnishings. The furnishings are owned by members in our community and they love the opportunity to sell it fast

for the owner. Stop by and check out the new location and say hi to Julie and Paige...you may see something you can't live without. Or you can give them a call at 970.403.8711 or visit www.reloveconsign.com.



The Cavern Bar and Grill

The Durango Diplomats held a ribbon cutting ceremony on Friday, May 18th to celebrate the grand opening of The Cavern Bar and Grill. Co-owners Greg Tucker, Christian Hatfield and Ken Stephens along with their staff are excited about this new venture in Durango. Now open in the former Lady Falcongurgh's location, The Cavern Bar and Grill promises a great menu with premium liquors along with 40 beers on tap. And for those of you wondering... The Lady Falconburgh's Beer Club has remained intact. Chef Mark Cavilli will lead the kitchen with a menu offering lunch and dinner and Sunday brunch. Stop by 640 Main Avenue and check it out!



RIBBON CUTTINGS

Cornerstone Mortgage

The Durango Diplomats hosted a Ribbon Cutting ceremony for Cornerstone Mortgage/Veniece Fagerlin on Tuesday, May 29th. Veniece started in the mortgage business in 2001 when she and her husband arrived in the Durango area. After pursuing personal interests, she has returned to mortgages and feels privileged to educate, assist and guide people through the complexities of purchasing or refinancing a home. Veniece loves getting to know people so she can better serve them. Veniece has lived in the East, West and Gulf Coasts but is very happy to now call Durango home! Her office is conveniently located in Cornerstone Mortgage at 777 Main Avenue, Suite 204. If you would like more information about Cornerstone Mortgage, give Veniece a call at 970.432.0049 or 970.749.8436.



OLD BARREL TEA COMPANY

The Durango Diplomats celebrated the Grand Opening of Old Barrel Tea Company with a May 9th ribbon cutting ceremony. Old Barrel Tea Company is located in the heart of downtown Durango at 713 Main Avenue in the space previously occupied by Stuart's of Durango. They offer a wide variety of loose-leaf teas along with essential oils, spices and gift items. Bailey Huffmon along with her mother Dana and two sister-in-law's Paula Huffmon and Nenada Huffmon operate the family business with locations in Ruidoso, Cloudcroft, Mesilla and Albuquerque with plans to expand to the Denver market very soon. If you would like to find out more about this new Durango business visit www.oldbarreltea.com or give them a call at 970.259.16218 or better yet, stop by the store and check it out!



THE LEADERSHIP LINE

THANK YOU!

The 2017/2018 Class graduated last month and as we reflect on their experience, we would be remiss in not sharing our gratitude for our program sponsors. Without these fantastic businesses and individuals, Leadership La Plata simply wouldn't be the program it is today. Please join us in celebrating our sponsors who make such a difference to our program and our community!

Retreat Sponsor



Graduation Sponsor



Program Day Sponsors



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Walk the Talk

FredrickZink and Associates

Community CPA Firm and LLP supporter, FredrickZink & Associates sponsored our 2018 Public Safety and Criminal Justice Program Day. As a contributor, FrederickZink & Associates supports and values the role that Leadership La Plata plays in developing those who graciously continue to build on their leadership skills within La Plata County. Michelle Saino explains, "the success of LLP participants has a significant impact on the community in which we all live." Employers play a critical role in both supporting their teams in personal and professional growth and in supporting LLP's mission to build a cadre of informed community leaders.

Save the Date!

Celebrate 30 years of building informed leaders in La Plata County at our LLP Music in the Mountains Alumni Party!

July 13th
Purgatory - Hoody's Basecamp

Eat drink and celebrate!

Look for more information this month.



New Month New Ideas

"Check out Extreme Ownership for a unique perspective on leadership from Jocko Willink and Leif Babin based on lessons they learned while in the Navy Seals." - Sarah Mummert, Class of 2017-2018

PHOTO GALLERY

Business After Hours Thank You

Thank you to Paul and Jackie Beasley and their crew at Tile & Light Art of Durango for a fun Business After Hours on Thursday, May 17th. Everyone enjoyed seeing all the cool new concepts in lighting and tile, while enjoying some great food and beverages. If you would like to find out more about Tile & Light Art visit their showroom located at 20 Design Center Road or www.tileartofdurango.com or give them a call at 970.385.6874.



Total Members: 793

NEW MEMBERS

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(970) 335-8125
<http://www.ctelectriccolorado.com>
Electrical Contracting, Repair Service

Durango Wine Experience

Mandi Davis
PO Box 2123
Durango, CO 81302
WWW.DURANGOWINE.COM
Wine/Wine Related

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Drea Pressley
140 W 8th St
Durango, CO 81301
(970) 259-3317
<http://www.edwardjones.com>
Financial Services/Planning

Jessica Kenyon Croll

132 Highland Hill Dr
Durango, CO 81301
(617) 571-8998
Individuals

Lorax Tree Service

Pete Farrell
617 CR 207
Durango, CO 81301
(307) 749-3430
www.loraxtreeservice.com
Tree Trimming Service

Louisa's Electronics

Erica Curlee
2201 Main Ave
Durango, CO 81301
(970) 259-7985
<http://www.louisasweb.com>
Home Electronics/Home Automation

Old Barrel Tea Co.

Nenada Maslovaric
713 Main Ave
Durango, CO 81301
(970) 259-1618
<http://www.oldbarreltea.com>
Retail

US Health Advisors/Merida Odiorne

Merida Odiorne
2855 Main Ave, STE A102
Durango, CO 81301
(970) 459-9181
<http://www.ushagent.com/Merida>
Insurance

RENEWED MEMBERS

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Alternative Horizons
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Best Western Mountain Shadows
Black Bear Carpet Cleaning and Repair
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C & J Gravel Products, Inc.
Caboose Motel & Gift Shop
Chimera Communications, Inc.
City Cleaners
Colorado Eagle LLC
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Durango Fire Protection District
Durango Property Management
Econo Lodge Inn & Suites
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First National Bank of Durango
Four Corners Stoves and Spas
Grease Monkey & Car Wash

High Country Optical
Highlands Holding Corporation
Ken & Sue's
La Plata Youth Services
The Liberty School
Livingston Hearing Aid Center
McDonald's
Mortgage Central, LLC
Nature's Oasis... Durango's Great Natural Market
Norton's Catering Company
Pamela Hatten RN Med Spa
Reynolds Ash + Associates Architecture & Engineering
Sara Lynn Valentine
Southwest Land Services, Inc.
Tarpley RV
Tile & Light Art of Durango
Tippy Canoe
United Campground
Ute Mountain Casino, Hotel & Resort
Volunteers of America
Wild Horse Saloon, LLC

BUSINESS CONNECTION

Bank of Colorado • Greg Behn

written by Sara Lynn (Kuntz) Valentine

“Relationships matter to Bank Of Colorado,” Greg Behn, Regional President of Bank of Colorado, says. “We are family owned and community focused. Bank of Colorado originally opened for business because a Colorado community needed a bank.”

One of the oldest banks in state, Bank of Colorado’s first charter was issued in 1900 in Ft. Lupton. In 1978, Bank of Colorado joined Pinnacle, a larger family of locally managed and community based banks started in Nebraska by the Dinsdale family during the Great Depression. When the national economy tanked during the Depression, banks in small farming communities across the nation shut their doors. In Palmer, Nebraska, brothers George and Tom Dinsdale, along with some friends, knew something drastic must be done. They pooled their resources together to open a bank for their community.

They applied the same integrity and work ethic to banking that they applied to farming, and their new bank earned a reputation for strength, community service, and stability. The Dinsdales and their partners began to reach out to small, agriculture-based towns in other states, including Colorado, eventually establishing banks throughout the Eastern Plains, the Colorado Front Range and Western Slope and the Four Corners region.

“Bank of Colorado is still a family owned bank with roots still in agriculture to this day,” Greg says. “We still follow a model of local management and community involvement. I came to Durango from Arizona six years ago. I grew up in Nebraska, and spent over twenty years living and working in Arizona. I drove back and forth through Durango many times over the years. I always wished I could live in this beautiful area, so when I had the opportunity six years ago to join Bank of Colorado In Durango I felt very fortunate. I still feel very fortunate to be here. I stepped right into an excellent local team that was already in place. This team has over 260 years of combined experience. Many of our team members have been here in Durango for a long time.

“I’m proud to work for Bank of Colorado,” Greg says. “Our current Chairman of the Board is Roy Dinsdale’s son. All those years ago, Roy’s father asked him to take charge of the new bank because they needed a bank in their small agricultural town. So Roy and his brother, Jack, ended up running the new bank because their father was busy running the family’s agricultural business. A few years ago, when Roy was Chairman of the Board, and his son, Sid, was CEO, Sid told Roy he had to accept a raise. Roy said, ‘No. Fourteen thousand dollars a year is plenty of money.’

“It’s not about the owners or the bank making a lot of money,” Greg says. “It’s about the bank being an asset to the community. This kind of integrity starts with the ownership and goes down through the entire organization. Bank of Colorado is a culture of great teams, community service, and integrity.”

The Dinsdales are tremendous supporters of giving back. Bank of Colorado contributes more than \$150,000 to local causes each



year. “\$150,000 is a huge giving budget for a bank the size of Bank of Colorado, Greg says. “it speaks to the family’s commitment to give back with investments of time and dollars.

“We have a donation committee that is local - all the decisions are made here in Durango. We have organizations we’ve supported for many years. We especially like to help kids - to help grow that next generation.

Requests come in every year. Melissa Jackson is Chair of the Donation Committee. She grew up here and knows the community very well.

“We try to support the things our employees are engaged in - the non profits like the Men Who Grill event coming up soon. We support them because we believe the Women’s Resource Center helps families and children in so many ways.

“I’m on the board of the Durango Chamber of Commerce and have gotten involved because of relationships. I am impressed with how engaged Jack and Rita are in the community and how much they accomplish with a limited staff. Each person at the Chamber seems to do the work of two or three people. The Chamber does a tremendous job of promoting the members and introducing us to other members of the Chamber.

“I’ve worked at many different banks over the years and I think if i had to summarize the culture of The Bank of Colorado I would use the word integrity. I would have to say that the Bank of Colorado still takes pride in greeting customers by name and answering calls in person - and by providing superior customer service. We are intentional about being actively involved in Durango. The bank’s neighborly, one-on-one approach has remained the same, even as we have added online and mobile banking services as a convenience for those who prefer to do their banking remotely. At other banks, customers may get stuck in call lines and with call centers, and get frustrated when they are not able to talk to someone. With the Bank of Colorado you get someone to talk with who will take care of the problem.”

Find out more at www.bankofcolorado.com or call 970.247.5151. Bank of Colorado is located at 1199 Main Avenue, with branches in both Durango City Market stores.



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RESERVATIONS ARE REQUIRED,

so please register at

www.durangobusiness.org

or 970.247.0312. No shows

& cancellations after June 22nd

will be invoiced. Please use street

parking and reserve parking lot

for bank customers.



to register