MEET YOUR SENATOR

Speaker: Senator Napoleon Harris, 29th District

“Senator Harris will discuss how the state and county work together, the progressive tax that will be on the ballot and if there are any solutions to the pension crisis.”

THURSDAY, AUGUST 22, 2019
11:30 a.m. - 1:00 p.m.
South Holland Community Center
501 E. 170th Street
South Holland, IL 60473

SPONSORS:
Q’s Cleaning Service • The Bartech Group

CATERER: Beggars Pizza

Register Online Today!

Please contact Blevian at 708-596-0065 or info@shba.org for more information

Members $10 Non-Members $15
IF YOU WANT TO BECOME A MEMBER OF SHBA, PLEASE VISIT WWW.SHBA.ORG AND COMPLETE OUR MEMBERSHIP APPLICATION OR CALL BLEVIAN AT (708) 596-0065 FOR MORE INFORMATION.

UPCOMING EVENTS

- **Shape Up with SHBA Networking Event**, Wednesday, September 11, 2019, 7:30 a.m. to 9:00 a.m., South Holland Community Center (SHCC), 501 East 170th Street, South Holland. Come build business relationships while you build your body as you walk around the SHCC indoor walking track. Free admission and feel free to bring a guest.

- **BUSINESS AFTER HOURS**, September 20th, 2019!! Business After Hours and Open House at Roeda’s!! Mingle with other businesses and friends as you take a look at the brand new facility of Roeda at 20530 Stoney Island, Lynwood, Illinois located on the corner of Joe Orr Road and Stoney Island. Food, drink and games! In addition, our new member Nothin Bundt Cake will also be sharing in the festivities. If you would like to have a Business After Hours send an email to info@shba.org with a few dates in mind.

- **OCTOBER 24, 2019** will be our next Business luncheon hosted by UChicago Ingalls Memorial. Please mark your calendars.

- **BOSS TALK AUDIO INTERVIEWS**: Listen to the following informative and interesting BOSS Talk (Business Opportunity Success Story) interviews conducted by Tim Prentiss by visiting our website www.shba.org/boss-talk: Abbott’s Printing, Animated Manufacturing, Anytime Fitness, Ashley Medical Supply, BarTech Group, Blueberry Field, Burrows Photography, Calvin Christian School, Carl Buddig & Company, Force Energy Group, Holland Home, Kirk’s BBQ, Lakar Enterprise, MB Financial Bank, Property Tax Reductions, Ramirez Law Office, Roeda Signs, South Suburban College, The Insurance Exchange, Unity Christian Academy, WDB Marketing, Xtreme Kustoms Wheels

JOIN OUR TEXT CLUB: STAY IN THE LOOP WITH WHAT IS GOING ON! TEXT SHBA TO 28748

Have your business’s news and updates featured here! Contact info@SHBA.org for more details.
Understanding Trauma in the Workplace

Thursday, August 29, 2019
South Suburban College
Performing Arts Center
15800 S. State St.
South Holland, IL 60473

7:30 am - 12:00 pm
COST: $49

A recent poll found that 53 percent of working Americans have experienced a traumatic event while on the job. It is critical to have a plan in place to thwart harrowing events and to provide employees with necessary resources to cope with the effects. In this half day conference, you will:

- Hear from industry experts about trends of violence and the impact on business
- Learn the proper protocol in active shooter situations
- Identify ways to reduce violent reactions during disciplinary procedures
- Acquire practical but important stress management skills

Also:
- CEUs offered for LPC, LCSEW & SHRM-CPCPA
- Breakfast will be PROVIDED

To register, email bcri@ssc.edu or please call (708) 225-6055

https://www.ssc.edu/event/bcri-conference-understanding-trauma-in-the-workplace/

Thank you to our partners and sponsors

South Holland Business Association

DON’T BE LEFT OUT...
JOIN SHBA or RENEW YOUR MEMBERSHIP

Ways to join or renew:

• Online @ www.shba.org
• Mail payment to: South Holland Business Association, P.O. Box 334, South Holland, IL 60473

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2045 East 170th St.
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GOLF OUTING

The rescheduled date of the golf outing was more than fantastic! We were able to have beautiful weather, more golfers and overall just a great day! The food, games, massages and gifts were abundant and the laughter and appreciation among everyone was evident. Thank you for helping us to make this a successful event! We could not have done it without you!!
John Watson, Director of Economic Development for the Village of South Holland, has many irons in the fire when it comes to the business community, of which are ribbon cuttings and others that are plans in the making. Here is the most recent activity as of August, 2019:

Seafood Junction, a new restaurant in town that is located at 645 E. 162nd Street in South Holland recently had its Ribbon Cutting. Representation from the Village, Police and Fire Department were in full effect. The Business Association also had many on hand as well. After the Ribbon Cutting Seafood Junction laid a delicious spread of fish, cajun seasoned wings, shrimp, rolls and potatoes before us. Make sure you schedule some time to stop in and enjoy a wonderful experience.
According to an article published a few years ago in The Harvard Business Review, there is a high degree of correlation between sales growth and customer satisfaction scores. Well, yeah! That’s logical.

Satisfied customers return to vendors who perform at a high level. Additionally, they refer others so, obviously, higher levels of satisfaction should normally translate into increased sales volume. But how do you find out your company’s satisfaction score?

The typical way is to survey the customers. Problem - usually very few survey forms are filled out and returned because most are time-consuming, complex affairs. The few people who do return those surveys are at either end of the satisfaction spectrum, those who are very satisfied or those who are very dissatisfied.

So let’s look at goals. What we really want to measure is whether a favorable or unfavorable trend is occurring – to see whether customers are more or less satisfied then they were in the past. If the trend is down, we have to dig deeper and find out why dissatisfaction is increasing. If the trend is up it is time to rejoice, pat the people responsible on the back and continue working to keep increasing the level of customer satisfaction.

The easiest and fastest method of discovering the trend in the level of satisfaction is to ask just one question: “Were you satisfied enough with our product / service to recommend us to others?” That’s all. Just have the customer check off “yes” or “no” and mail or email it back. Over time, as data accumulates, trends in customer satisfaction will become evident.

A division of General Electric found a direct relationship between the results of this one question and sales growth. They found this satisfaction score so important that 20% of managers’ bonuses is tied to the results. Is the satisfaction score the pinnacle of scientific surveying? No, but it is a simple, fast, easy-to-comprehend metric that has shown to be a significant indicator of customer loyalty and future sales growth. It’s simple. Ask just one question. Use the results to see whether your customers are satisfied enough to return and refer others.
Congratulations Scholarship Winners

Pictured Left to Right:
Annette Whittington, Judy Jefferson, Eman Samra, Joniqua Stinson, Megan Estrada, Samantha Schuringa
Alison M. Dolbeer, James Maciejewski, Victoria Lauren Bradley, Brendan Jones, Diamond Johnson
Alexandra Glumac, Cassandra Griffin

SOUTH HOLLAND BUSINESS ASSOCIATION

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SHBA members are encouraged to contribute articles to the Intercom News Deadline: 1st Friday of the Month
Send news to: P.O. Box 334, South Holland, IL 60473 (info@shba.org)