


# Keosauqua Chamber

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[www.keosauqua.com](http://www.keosauqua.com)  Keosauqua Chamber

This will be the last newsletter of 2018, happy holidays to you! It has been another busy year in Keosauqua and a lot has happened to be excited about. Some 2018 Chamber highlights include the addition of more than 10 new business members and a strengthened social media presence and updated website. The Chamber also awarded \$2000 in mini-grants to businesses which improve the individual business as well as our area as a whole. It has been exhilarating to see new and old businesses striving to make changes and continually improve. We hope you'll join us in 2019 as we continue to build and grow our community.

Sincerely,  
Your Chamber Board

## IMPORTANT NOTES & REMINDERS!

**\*GUEST SERVICE GOLD TRAINING**--The Chamber will sponsor the full cost for the first employee and half the cost (\$50) of the second employee. This training is open to ALL Chamber members, not just restaurants. It is a great way to train new employees and provide veteran employees with new ideas. Owners and managers are also encouraged to come and then train your staff on the methods shared. Sign up soon, as there are only 30 spots and half have already been reserved! More information on Page 4.

**\* OPPORTUNITY FOR CHAMBER BUSINESSES TO HELP VBCSD STUDENTS!**

Van Buren Multi-occupations Cooperative (MOC) program is a school-to-work program where students are learning skills in the classroom which are needed on the job. These soft skills include attendance, promptness, communication, work ethics, getting along with others, etc. Students then go to a job site at an area business for 2 or more hours of on-the-job training each day.

This is a valuable program for our area youth and it relies on the connection between the school and area businesses to make it a success.

For businesses who would like to be a part of this program, the following are some ways to help:

- Guest speakers are needed to relate the importance of job skills to students directly or how a business operates. At this time, class would be around 12:27-1:11 PM.



## CHAMBER CALENDAR

**November 24-  
December 31**

Local First FB Contest

**Thursday, December 6**

Guest Service Gold  
Training, 1-5 pm

### Thank you to...

\*to the City of Keo for blocking the roads to keep children safe during the event and for all businesses who participated. One business shared they estimated 200 children!

\*local businesses who recently purchased KeoBucks as employee gifts. What a great way to support your community, business and employees! KeoBucks also make great gifts for friends and family!

- Placements are needed for second semester. Businesses willing to give students this valuable learning are needed. Students would be employed for approx. 2 hours daily for a period of 6-9 weeks. Special conditions can be arranged upon request.
- Businesses who are interested in being on an advisory committee for the CTE (Career Technical Education) programs at the high school are also needed. It would involve a couple yearly meetings to discuss where the programs are going and what the community feels are areas to focus or work on. Suggestions from area businesses are important for the improvement of CTE programs.

Further information will be provided on request. Contact Mary Sederburg, MOC Instructor, at the high school at 319-293-3183 ext. 1310 or 641-799-4325 (cell).

## WHAT'S NEW?

### Local First Campaign

The Keosauqua Chamber is re-igniting our efforts to urge community members to shop (and eat, drink, play, etc.) locally. Our goal is not to shame community members for going elsewhere but to encourage all of us to first explore if we can get our need met locally before going elsewhere. There are many reasons people choose to go out of town, and some of these will not be overcome; however, our hope is that by keeping what Keo has to offer top-of-mind, and by sharing how staying local benefits us all, we can change some engrained habits. We will be holding a 5 week contest, beginning on Small Business Saturday, to help raise awareness. Please check out the FB event page for this contest and display the new Local First logo in your business now through Dec. 31!



### Two more downtown businesses utilize Chamber mini-grants!

#### Keosauqua Family Chiropractic



New windows freshen up the front.

#### Van Buren Historical Society



Ramp makes the Welcome Center accessible to all.

## New Partnership at Keosauqua Veterinary Clinic



This fall, Dr. Paige Keller became partner and co-owner of the Keo Vet Clinic with Dr. Bill Helling. Being an owner has changed her perspective in that she is invested into the clinic at an entirely different level now. She cares about the medicine and the clients just as much, but now needs to take into consideration all the “behind the scenes” work that goes into running a business.

Dr. Keller grew up on an acreage in NW Iowa and has an agricultural background (both sides of the family are farmers). She graduated from Mount Marty College with a bachelors in biology and then from Iowa State University College of Veterinary Medicine in 2013.

When asked what brought her to SE Iowa, Paige replied, “Luck!” She was on a rotation her 4th year of veterinary school and the professor in charge of the rotation had been in the same vet school class as Bill Helling. Bill emailed the professor looking for an associate veterinarian, the professor asked if any of us would be interested in moving to SE Iowa for a job, and she said yes! She spent a few days in Keosauqua interviewing with Bill and was offered the job shortly afterward.

Dr. Keller feels the best things about being a vet in our area are the beautiful views and the friendly people. We are thankful she has chosen to call our community home and that she is working to keep our vet clinic a strong and lasting business!

Photos: (above) Dr. Keller at work and (right) with her husband, Zach, and daughter, Violet.



### KEOSAUQUA CHAMBER BOARD CONTACT INFO

Misty Crane, President: Misty's Malt Shop, 293-3815, [mmm52565@hotmail.com](mailto:mmm52565@hotmail.com)  
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Debbie Randolph: Van Buren Community Hospital, 293-3171, [Debbie.Randolph@vbch.org](mailto:Debbie.Randolph@vbch.org)  
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**Don't miss information about the  
Guest Services Gold Training on the next page!**

ARE YOU READY TO ELEVATE YOUR CUSTOMER SERVICE GAME?

# Join Us For Guest Service GOLD® Training

Gold®

Guest Service GOLD® focuses on the seven key elements required to consistently deliver the very highest levels of customer service on an ongoing basis. Providing service that goes above and beyond the typical should never have a start or an end. It should always be happening and come from a desire to provide guests with the best your business has to offer. The seven elements of Guest Service GOLD® are:

- Recovery:** Turn It Around!
- Personalizations:** Provide an Individualized Experience!
- Knowledge:** Be in the Know!
- Passion:** Inspire Others!
- Commitment:** Be All In!
- Inclusion:** Include Everyone!
- Personality:** Be Yourself!

**\$100 Per Person**

**Join Us!**

**Date:** December 6, 2018

**Time:** 1:00 pm to 5:00 pm

**Location:** Community Service Center  
-Van Buren Co. Hospital

**RSVP:** Barb 319-293-2575 or  
641-777-4872

***Participants will learn how to apply the seven GOLD elements and have a positive impact on your business, employees and customers everyday!***

## Professional Certification

This four hour session concludes with the Certified Guest Service Professional® exam. Successful completion will lead to designation as a Certified Guest Service Professional® (CGSP®). However, the Guest Service GOLD® program is useful to anyone wishing to upgrade their customer service skills to the GOLD standard.



**Your instructor:** Jessica Dunker is president and CEO of the Iowa Restaurant Association. She is an experienced hospitality trainer who helps businesses across the state discover their unique service value propositions. Her service motto? The customer may not always be right, but they always need to feel like they've won!

