

Kenmore Chamber of Commerce

(formerly the Kenmore Board of Trade)

August 2025

“BRINGING BUSINESS BACK HOME”

PRESIDENT’S MESSAGE

How much should a business worry about technical improvements in service?

I was reading the newspaper the other day (yes I still read paper products), and two different business articles caught my attention. The first was about the past, as 50 years ago this month Akron City officials were concerned about the use of “bar-code readers”. They thought the use of UPC codes on a product, and the purchasing of equipment to read these codes at a check-out line, would slow customer service and cost more money to use. They actually wanted to ban this innovation. But as we now know, UPC codes and the scanning technology to use them has greatly improved accuracy and time for the customer. They even help us make good decisions about the products we purchase, as I learned by watching my wife use her phone to scan the codes on products to see, on a scale of 1 to 100, just how safe and healthy a product can be for the consumer.

The other article was about using AI technology to answer the telephone. We all know how frustrating it is to talk to a computer when trying to get answers from a company we are trying to get information from, and would prefer a “live” person. But the new AI technology is creating a phone experience that is so life-like that at this time one-third of users think they are actually talking to a real person.

As more time is spent perfecting this feature, a business can use this in place of spending valuable time answering calls instead of actually providing the service that is needed. No more constant training of employees to answer a take-out order, or putting one customer on hold while dealing with another customer. This feature can answer multiple calls at the same time without putting anyone on hold. Imagine that, no more listening to “Musak” while waiting your turn!

Will this AI technology make our phone experience more accurate and timely for a customer like the use of bar-codes? Time will certainly tell, but I think the answer will be yes.

Thank you for listening!

John Buntin Jr, KCOC President
john@kenmore-komics.com



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2025 Power of Three Networks Mixer!

One Night, One Place, Endless Opportunities



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DON'T MISS THE ULTIMATE CONNECTION OPPORTUNITY!

Join us for an exclusive evening of networking and collaboration. For the first time, three distinct professional groups come together in one room to share opportunities, make connections, and unlock new business potential.



Wednesday, Sept. 24th
from 6–8 pm

\$40 – PER PERSON

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2025 Power of Three Networks Mixer!

Wednesday, September 24th, 6:00 pm to 8:00 pm

Don't Miss the Ultimate Connection Opportunity!

Join us for an exclusive evening of networking and collaboration at the 2025 Power of Three Networks Mixer. For the first time, three distinct professional groups come together in one room to share opportunities, make connections, and unlock new business potential.

Participating Networks:

BNI Northeast/Eastern Ohio

Council of Smaller Enterprises (COSE)/Greater Cleveland Partnership (GCP)

Northern Ohio Area Chambers of Commerce (NOACC)

Why You Should Attend

- * **Expand Your Reach:** Meet professionals from four unique networks who can help grow your business and career.
- * **Learn & Collaborate:** Gain insights into new industries and network dynamics.
- * **Appetizers & Drinks:** Enjoy a complimentary drink ticket and delicious appetizers.
- * **Prizes:** Every ticket gives you a shot at winning exciting prizes.
- * **Stress-Free Parking:** Ample on-site parking is available for your convenience.
- * **Cash Bar:** Continue the conversations with drink options available for purchase.



KBOT FLASHBACK



10 Years Ago - August 2015

- ⌚ **David E. Culbertson**, President
- ⌚ The printed bricks for the Clock Tower were finally ordered.

15 Years Ago - August 2010

- ⌚ **Scott M. Smith**, President
- ⌚ The August lunch meeting was held at the Mudd Run Golf Course, with Akron City Service Director Ronnie Williamson as guest speaker.

20 Years Ago - August 2005

- ⌚ **John Buntin Jr.**, President
- ⌚ The lunch meeting at The Hibernians Club included guest speaker Michael Oldham of the Better Business Bureau, and introduced first-time attendees Diane Barry of Kenmore Freeze and Juhie Nelson of Lamco Consultants.

25 Years Ago - August 2000

- ⌚ **Jill Stevenson**, President
- ⌚ The 4th issue of the Kenmore Connection cost \$2670.16 to print and mail (last year's August issue cost \$3424.47).

30 Years Ago - August 1995

- ⌚ **Mary Lu Warstler**, President
- ⌚ Councilman John Conti spoke about the "New Neighborhood Business District Grant" and the "Ninth Ward Neighborhood Initiative Matching Grant".

35 Years Ago - August 1990

- ⌚ **Ann K. Morrow**, President
- ⌚ A KBOT evening out for members was planned, to take place at the Carousel Theatre's production of "The Music Man".