

“BRINGING BUSINESS BACK HOME”

PRESIDENT’S MESSAGE

Greetings to All!

Does your business crate an impression that “LASTS”?

I was attending a meeting where a motivational speaker by the name of **Bob Pacanovsky** was presenting what he calls “The Black Tie Experience”, and it was quite informative. To produce an impression that “LASTS” to your customers, he spoke about how your business should **Look**, how it should **Act**, how you should **Speak**, how you should use **Tact**, and what the **Service** you offer should be (notice how the first letters of these actions spell “LASTS”).

Of interest to us all in this equation of events is how the “Service” part is AFTER all the other parts. Everyone thinks that “Service” should be first in your relationship with a customer, and this is important, but what leads up to that part (the Look, Act, Speak and Tact) is actually what the customer sees first in their present or future relationship with you. If the customer does not get (consciously or subconsciously) a positive introduction to your business by way of Looks, Acting, Speaking, and Tact, then they often never get to the part where they can see how your Service stacks up to everyone else.

For more information on “The Black Tie Experience” go to www.bobpacanovsky.com.

Thanks for listening!

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



WELCOME TO OUR NEW KCOC MEMBERS:

<p>Auto Central Tony Klein 2401 Manchester Road Akron, Ohio 44314-3522 330-802-6919 tony@autocentralsales.com www.autocentralsales.com</p>	<p>Gables Green, LLC Abby Fowler 2045 Franks Parkway Uniontown, Ohio 44685-6254 330-252-8188 afowler@gablesofgreen.com www.gablesofgreen.com</p>
<p>HealthMarkets Insurance Agency Tara Williams Harris 978 Kenmore Boulevard Akron, Ohio 44314-2150 330-400-4584 tara.williams@healthmarket.com www.healthmarkets.com/tara.williams</p>	<p>So Fresh Used Auto Sales Jacqueline Harris 2290 East Avenue Akron, Ohio 44314-1950 330-784-4175 sofreshjc@sbcglobal.net www.sofreshusedauto.com</p>

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KCOC's Next "Meet & Greet" will be at US Bank!

The Kenmore Chamber of Commerce's June "Meet & Greet" event will be held at **US Bank**, 3100 Manchester Road, on Thursday June 21st! Last time we were at the **US Bank** for a "Meet & Greet", Branch Manager **Aimee Steele** gave a presentation on how to spot phony \$100 bills. She promises another great presentation which will be of benefit to your business. This evening networking meeting will include refreshments, drinks, and fun conversation with fellow business members. Many door prizes will also be given away. It will be held from 5:30 to 7:30 pm, and no RSVP is necessary. We hope to see you there!

Scott Smith (right) of Smith's House of Carpet talks with Tim Crawford (left) & Roger Ormsby during the KCOC May "Meet & Greet"



Akron Beacon Journal's "Best of ..." Awards

The Akron Beacon Journal released their "Best of ..." awards last month, and many Kenmore Chamber of Commerce members made these lists. Printed below are those members. Congratulations to all! And a special congratulations to KCOC member **Lanning's Restaurant**, who received **nine** nominations this year!!!!!!

- Bartender - Dusty at Lanning's Restaurant (10th place)
- Best Martini - Lanning's Restaurant (1st place)
- Best Place for a First Date - Lanning's Restaurant (3rd place)
- Bookstore - Kenmore Comics & Games (9th place)
- Bakery/Cakes - Reeves Cake Top Shop (1st place)
- Fine Dining - Lanning's Restaurant (2nd place)
- Flooring Company - First Flooring & Tile (1st place)
- Jewelry - Glenn Fisher Jewelry (3rd Place)
- Late Night Dining/Delivery - Emidio & Sons Italian Restaurant (7th place)
- Romantic Dining - Lanning's Restaurant (2nd place)
- Seafood - Lanning's Restaurant (2nd place)
- Steak - Lanning's Restaurant (2nd place)
- Theater (Live) - Lanning's Restaurant (9th place)
- Travel Agency - Robert Prentice Travel Bureau (9th Place)
- Waiter/Waitress - Jerry at Lanning's Restaurant (1st place)

Addresses and phone numbers to these fine Kenmore Chamber of Commerce members can be found on-line in your **Kenmore Chamber of Commerce Business Directory** at www.kenmorechamber.org.



KBOT FLASHBACK



10 Years Ago - June 2008

- ⊕ **Scott Smith**, President
- ⊕ Our members are invited to an ABOTC All-Boards Benefit Dinner at Guy's Party Centre on June 19th.
- ⊕ The KBOT sends a congratulatory letter to Akron Mayor Don Plusquellic on the City of Akron's third "All-American City Award".

15 Years Ago - June 2003

- ⊕ **Scott Smith**, President
- ⊕ The Board congratulates the Etta Mae Smith Studio of Dance for 50 years of business here in Kenmore!

20 Years Ago - June 1998

- ⊕ **James Lawson**, President
- ⊕ Guest speaker for this month's luncheon was Akron 9th Ward Councilman John Conti.

25 Years Ago - June 1993

- ⊕ **Ed Abdula**, President
- ⊕ The Kenmore Board of Directors votes to split the cost of hanging flower baskets and Christmas lights down Kenmore Boulevard with the Kiwanis Club of Kenmore.

30 Years Ago - June 1988

- ⊕ **Lee McCutchan**, President
- ⊕ No information available.

35 Years Ago - June 1983

- ⊕ **Jasper McCutchan**, President
- ⊕ Kenmore members attended the June 15th ABOTC Annual "Golf Outing & Famous Prime Rib Dinner" at the Brookside Country Club.