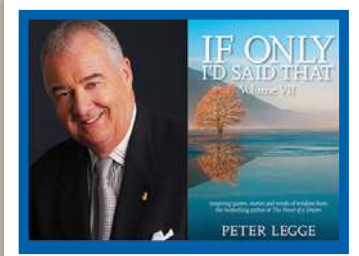


## APRIL DINNER MEETING

Tuesday, April 21, 2015  
Cascades Casino Resort Ballroom  
20393 Fraser Highway, Langley

**Peter Legge Presents ...  
If Only I'd Said That**



Internationally acclaimed professional speaker, bestselling author, motivational speaker, community leader and Chairman & CEO of Canada Wide Media Limited, Peter Legge will be presenting on his book, *If Only I'd Said That*, which includes quotes, thoughts, ideas and stories from influential thinkers past and present, plus everyday anecdotes from Peter's own life.

Registration and Networking: 5:00 pm to 6:30 pm  
Dinner and presentations to follow.

**RESERVATIONS REQUIRED BEFORE  
5:00 PM ON FRIDAY, APRIL 17<sup>th</sup>**

Members: \$35<sup>00</sup> + GST ~ Non Members: \$50<sup>00</sup> + GST  
Each guest will receive a copy of Peter's book, *If Only I'd Said That*, courtesy of our event sponsors.

p: 604-530-6656 e: info@langleychamber.com  
w: www.langleychamber.com

**Greater Langley Chamber of Commerce Cancellation Policy:**  
Event payment is due upon registration. No refunds or credits after 12:00 pm on Monday, April 20, 2015.

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## PRESIDENT'S REPORT

## New location will allow Chamber to grow

Last month we announced that the Chamber sold our Glover Road facilities and that a task force of the Board was searching for suitable replacement facilities. I am happy to report that we purchased a strata unit in the RDG Corporate Centre located at 8047 199<sup>th</sup> Street, which will close in early May.



This location will serve our current needs and allows for growth into the future, and will be financed with the proceeds of sale from the current facilities and accumulated reserves. We went through an RFP process and have entered into a contract with a member contractor to complete the tenant improvements in time for the move on May 4<sup>th</sup>. The timeline is very tight but barring any unforeseen

challenges our contractor is confident it can be accomplished. Once again I extend our sincere gratitude to the task force for dedicating substantial time and effort to complete the sale of the Glover Road office, and the purchase and design of the new space.

At our March meeting the Board of Directors received a presentation from Bruce Heslop of Diamond Bar Equipment on a campaign he is developing to provide compelling reasons that consumers should make every effort to shop local, and tools merchants can utilize to promote the campaign in a positive way. We applaud Bruce for his efforts to date and will keep members updated as the campaign develops.

For our April Dinner Meeting we are happy to advise that we will host Peter Legge, Chairman and CEO of Canada Wide Media Limited, motivational speaker, published author, past Chair of the Vancouver Board of Trade and much more. An extra bonus for this meeting is that attendees will receive a hard copy of one of Peter's recent books courtesy of our event sponsors – Otter Co-op, Genesis Restorations and Schmidt & Funk Financial Services. Be sure to register early for this meeting to ensure your seat!

In preparation for the BC Chamber of Commerce AGM in May in Prince George, our Advocacy Committee has been working with other Chambers throughout the province on resolutions to present for debate and vote on at the policy sessions:



*The Greater Langley Chamber of Commerce will be moving to a new, larger facility on May 1<sup>st</sup>. The new address is #207, 8047 199 Street, Langley BC V2Y 0E2.*

In partnership with the Richmond Chamber of Commerce we are submitting recommendations concerning merging existing Inter-Municipal Business Licenses into one regional license to cover the entire lower mainland, and for expansion of the program to provide access to a broader range of businesses.

- We have prepared a resolution that the Abbotsford Chamber of Commerce will co-sponsor calling for enforcement and consistent collection of taxes and duties at the Canada/US Border in accordance with enacted duty-free limits.
- We are co-sponsoring recommendations with the Prince George Chamber of Commerce concerning implementing electronic voting in municipal and provincial elections.
- We are also re-submitting recommendations concerning improvements to the Property Transfer Tax and its eventual elimination.

The Greater Langley Chamber of Commerce is governed by a volunteer Board of Directors made of up business and professional individuals who set the program of work and direction for our organization. As this Board of Directors term of office closes in June, the Nominating Committee is seeking interested individuals who wish to put their name forward to serve. If you wish to consider volunteering and would like more information on the nomination criteria and time commitment, please contact Executive Director, Lynn Whitehouse, at the Chamber Office: 604-530-6656 or [lynn@langleychamber.com](mailto:lynn@langleychamber.com).

*Kristine Simpson, President*




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The Greater Langley Chamber of Commerce will be hosting its hugely popular Golf Tournament on Thursday, June 11, 2015 at the beautiful Pagoda Ridge Golf Course in Langley. This is a fantastic opportunity for your business to be a part of one of Langley's premier golf tournaments.



This tournament is professionally organized, caters to the wants and needs of golfers of all skill levels, and it is a terrific way to meet the men and women of our business community. "We are excited to host the Chamber tournament once again at Pagoda Golf Course. Golfers are guaranteed to have a wonderful time at the tournament," said Chamber President,

Kristine Simpson, "Also, being an event sponsor is a fantastic opportunity for quality Langley businesses to showcase their services to other local business men and women."

The tournament is over half sold out so don't miss out and book your foursome today! The cost to golf is \$199.00 + GST per golfer and includes a tailgate brunch, shared power golf cart, 18 holes, gourmet BBQ dinner and prizes!

To register as a golfer or for more information on the sponsorship opportunities please visit [www.langleychamber.com](http://www.langleychamber.com) or contact:

Jaclyn Van Den Berg, Events & Communications Coordinator  
p: 604-530-6656 / e: [info@langleychamber.com](mailto:info@langleychamber.com)  
See you on the course!



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## Two new benefit programs for members

We are pleased to introduce our newest benefit options for our valued Chamber members.

### Members can Park'N Fly for Less

Chamber members can receive exclusive, lower than web rates which can be used for both leisure and business travel. Members that travel frequently can register online to expedite their service and receive the discount automatically. Additional services are included with the rewards program.

### Members can Ship and Save

Resolve to save time and money in 2015 with the UPS® Members Benefit Program for Chamber members. With this program, you can ship from the comfort of your office or home – simply process your shipping label online, stick it on your document or package and schedule a pickup from a UPS driver. Automatic Daily Pickup® and UPS On-Call Pickup® service are FREE. Best of all, you can save 30% on outgoing shipments and more.

Interested in learning how the Chamber can save you money? Call us at 604-530-6656 or email [info@langleychamber.com](mailto:info@langleychamber.com).



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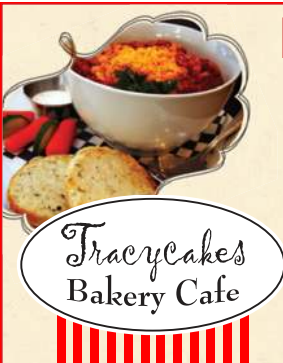


## Chamber now offers member deals



Members now have the opportunity to post their sale, discount or one-time offering online for potential customers/ clients. Using the Chamber's Member Portal, members can upload logos, photos, flyers and choose their start and end date.

This is an exciting opportunity to encourage Member-to-Member transactions and the shop local movement. For more information or to obtain your username and password for the Member Portal, contact the Chamber office at 604-530-6656 or [info@langleychamber.com](mailto:info@langleychamber.com).



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## Technology Helps Entrepreneurs Improve Cash Flow

*Courtesy of Business Development Bank of Canada ~ www.bdc.ca*

You just finished a service call at a client's business. Now you need to get paid.

You used to have to trundle back to your office, create an invoice and send it off. Then you would wait 30 days (and often more) for your money.

Today you can whip out your smartphone, log into a mobile billing service and enter the transaction details and your customer's credit card information. The payment is processed on the spot, and your customer gets sent an electronic receipt right away. An e-invoice is also produced that gets entered in your accounting system.

Managing cash flow is one of the biggest challenges entrepreneurs face. Information and communications technologies (ICT) can help by allowing for faster bill collection, better inventory control and tighter expense management.

"Cash flow comes up consistently as the no. 1 issue for entrepreneurs," says Jamie Sutherland, vice president and general manager of Richmond, B.C.-based Sage 50 Accounting. "It's the life blood of a business. But a surprisingly large number of business owners don't know what their key business costs are and how to use technology to control them, says Sutherland, whose company supplies accounting software products.

"Automating how you track expenses, inventory and



income is an important step," Sutherland says. "At least, you will have the pulse of what's going on."

Then, entrepreneurs should explore how new ICT can help lubricate cash flow. For example, new accounting software allows companies to send an electronic invoice with a link taking the client to a portal where bills can be paid online.

"It's a lot faster than waiting for them to mail a cheque that has to be processed," says Darren Root, executive editor of The CPA Technology Advisor and owner of RootWorks, a Bloomington, Indiana, consulting firm that advises accountants on technology.

Mobile bill processing can speed up cash flow even more. The technology not only makes billing and getting paid nearly instantaneous, it also cuts mailing and paper costs; reduces the risk of NSF cheques; and frees staff from having to email or mail invoices and follow up on accounts receivable.

But many small and medium-sized enterprises (SMEs) are still reluctant to adopt new ICT for financial management, Root says. "There's still a tendency to do things the same way they've always been done."

And when SMEs do buy new technology, Root adds, they often make the mistake of not following up with staff training on how to use it. "Don't buy technology for the sake of technology," he says.

But with the right products and training, ICT can help ease cash flow headaches, Root says.

"You can bill faster, get paid faster and control your expenses better."

## MARK YOUR CALENDAR! Upcoming Chamber Events

**April 9**  
Aldergrove Networking  
Open House

**April 15**  
Abbotsford  
Business Showcase

**April 21**  
Peter Legge  
Dinner Meeting

**April 22**  
4 Easy Tips to Increase Your  
Engagement on Facebook  
Lunch & Learn

**April 30**  
Open Late for Business  
at Angels There For You  
Home & Health Care

**May 6**  
Volunteer Recruitment,  
Recognition and  
Retention Workshop

**May 6**  
Monthly Mingle at  
Earls Kitchen + Bar

**May 20**  
How to Sell to the 4  
Personality Styles of  
Buyers Lunch & Learn

**May 27**  
Risk Management:  
Protecting Your Volunteers  
& Organization Workshop

**June 3**  
Monthly Mingle at  
Sammy J's Grill & Bar

**June 11**  
Golf Tournament

**October 29**  
Business Excellence  
Awards

**For event and  
registration details:**  
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New Member  
Spotlight

Please Join us in welcoming the newest Chamber members!

Pictured: (Left to Right): Leon Jensen, Hagen's Travel & Cruises, Axis Impact Marketing, Inc., BrightPath Kids (Clayton Heights) and Upstaged Redesign and Decor.

Not pictured: Crompton's Auto Care, Dawn Construction Ltd., Homes in Langley - Rosemary Papp, Walnut Grove Business Association and Willow Creek Organic Grains.



For more details about all Chamber members please visit [www.langleychamber.com](http://www.langleychamber.com) for a complete Membership Directory.

Chamber offers Langley Not-for-Profits two upcoming professional development opportunities

The Chamber of Commerce is excited to host two not-for-profit professional development workshops this May: Recruitment, Recognition and Retention and Protecting Your Volunteers & Organization.

“Thanks to our event sponsor, Envision Financial, the Chamber’s Not-for-Profit committee is able to continue providing professional development workshops to the Langley non-profit community,” said President Kristine Simpson. “This year’s focus is on volunteer development with an emphasis on recruiting and protecting volunteers. We have a great line-up of presenters who will be able to provide valuable information and answer questions.”

Join us on Wednesday, May 6 for Recruitment, Recognition and Retention to learn from three Langley volunteer recruitment

superstars as they share their processes on where they find volunteers, how they train and recognize, and how they retain their volunteer base. There will also be plenty of time for Q&A following each presentation and a brief discussion about volunteer resources for Langley.

On May 27, consultant Lilianne Whitmore will present Protecting Your Volunteers & Organization. In this



session guests will learn how to recognize and respond to unexpected situations in ways that will help programs become

strong and flourish by choosing which risks to take and which to decline.

Both workshops will be located at the Langley Senior Resources Society (20615 51B Avenue, Langley). Registration for each will be at 8:00 am and the workshops will be from 8:30 am to 11:30 am. The cost to attend each workshop is \$35.00+GST for Chamber members at \$45.00+GST for non-members which

includes a continental breakfast.

People can register for one or both of the workshops by calling the Chamber office at 604-530-6656 or by visiting the Chamber website at [www.langleychamber.com](http://www.langleychamber.com).

For an up-to-date list of Chamber seminars and networking events please visit [www.langleychamber.com](http://www.langleychamber.com).

A special thank you to our sponsors:



Nine steps for delegating work more effectively

Courtesy of Business Development Bank of Canada ~ [www.bdc.ca](http://www.bdc.ca)

A major pitfall for many growing businesses is the owner’s inability to let go and delegate responsibility to employees. In effect, the limitations of the entrepreneur become the limitations of the business.

There’s no doubt it’s challenging to strike the right balance between maintaining control over your business and delegating to employees or contractors. But your refusal to hand over responsibility can take a devastating toll on business results, employee engagement and your personal life.

Here are 9 steps to help you delegate tasks so you can focus on growing your business.

**1. Take an objective look at your workload**  
Analyze what you’re doing with your days by keeping a diary of your time for two weeks. How much time is dedicated to strategic activities and how much to day-to-day firefighting? Are there important activities and projects you’re putting off? Now, consider which tasks could be performed by someone else to free you up to perform your highest value activities. BENEFIT—Identify low-level activities that are eating up your time.



**2. Determine where your contribution is most needed**

Successful entrepreneurs know their strengths and weaknesses. Perhaps, you’re a whiz at sales and marketing, but are driven crazy by accounting. Why not delegate that and other areas of weakness to employees who are better at it than you? BENEFIT—Your No. 1 job is to lead. By stepping back and letting others who are better equipped to manage certain areas take some of the load, you’re making your life easier and improving your business’s performance.

**3. Identify the best people in the organization**

Look for employees within your organization who are ready and able to take on more responsibility. When hiring, make sure to take the time to recruit “A” players who have skills that complement

your own. Create clear job descriptions, structured evaluation processes and fair incentives. These will help you achieve your business’s goals. BENEFIT—Your business will profit from diverse, complementary expertise.

**4. Train. Coach. Empower. Trust**

Lack of trust is delegation’s worst enemy. With the proper training and coaching, your people can take on more complex tasks. Resist telling yourself you’re the only one who can do things right; or that it will take too long to train someone to do something. The initial time investment will be paid off many times over. BENEFIT—A sense of making a contribution motivates people and increases their productivity.

**5. Share your business strategy with employees**

Don’t lead from an ivory tower. Having a shared vision of the future makes work more meaningful for your staff and gives them direction. BENEFIT—Obtain access to an excellent source of fresh, innovative ideas.

**6. Develop repeatable processes**

Work to get your business processes out of your head and on to paper. They need to be clear, detailed and teachable. BENEFIT—You don’t have to be there

for things to get done. A process-driven business is also easier to sell if that time comes.

**7. Focus on results**

Don’t get hung up on seeing staff adopt your working style. You want people who are focused on getting the job done, not worrying about how you would do it or what you’re thinking. BENEFIT—You might be surprised. Having always done something in a certain way doesn’t necessarily mean it’s the best way.

**8. Follow-up without micromanaging**

Successful entrepreneurs maintain control as they delegate. Commit to regular one-on-one meetings with key employees and being briefed on key projects to ensure you know where things stand throughout the company. BENEFIT—You are on top of your business and ready to provide advice and feedback to employees.

**9. Encourage your direct reports to delegate**

Leadership starts at the top of the organization, but managers in a growing company also need to learn to delegate while keeping themselves and you apprised of developments. BENEFIT—Now you’re creating a healthy, professional corporate structure that will allow you to scale your company.