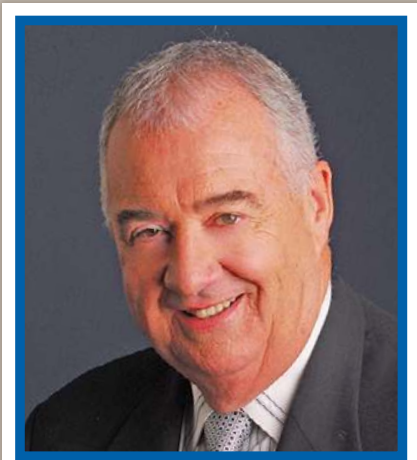


## APRIL DINNER MEETING

Tuesday, April 19, 2016  
Cascades Casino Resort Ballroom  
20393 Fraser Highway, Langley

Featuring... **PETER LEGGE!**



Join us for an inspiring presentation by internationally acclaimed professional speaker, bestselling author, motivational speaker, community leader and Chairman & CEO of Canada Wide Media Limited.

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

**RESERVATIONS REQUIRED BEFORE  
5:00 PM ON FRIDAY, APRIL 15**

Members: \$35<sup>00</sup> + GST ~ Non Members: \$50<sup>00</sup> + GST  
p: 604-371-3770 e: info@langleychamber.com  
w: www.langleychamber.com

*Greater Langley Chamber of Commerce Cancellation Policy:  
Event payment is due upon registration. No cancellations,  
refunds or credits after 12:00 pm on Monday, Apr. 18, 2016.*

TO ADVERTISE IN THE CHAMBER VOICE, PLEASE CONTACT:



**Kyla Ellinthorpe**  
Langley Times, Advertising Sales Coordinator  
**604-514-6760**  
kyla.ellinthorpe@langleytimes.com

## SPONSOR OF THE MONTH

# Otter Co-op offers unbeatable selection, competitive pricing and fast, friendly service

Otter Co-op is a multi-million dollar retail business selling petroleum, food, feed, pharmacy, hardware and clothing. They currently have 10 gas bars located throughout the lower mainland and a new site open in Penticton, with an 11th site to open in West Kelowna late this year. Otter owns a shopping centre in Aldergrove selling a wide variety of fresh food, pharmacy, hardware and clothing. They own a feed mill in Aldergrove and a second one in Armstrong, a feed and hardware operation in Pitt Meadows and a pharmacy in Abbotsford.

Otter's mission is to provide benefits to their members/owners, staff and community by promoting the Co-operative Retailing System. They are locally invested. They are your neighbors. Doing business with your Co-op creates jobs and economic activity close to home. They are community minded. They are part of your hometown and care about and support the causes that matter to you.


Last year, in partnership with Federated Co-operatives Ltd, Otter donated in excess of

\$300,000 to community groups in areas that they operate. They have lifetime membership benefits. Cash, that's your reward. Your Co-op ownership offers you high quality products and services, and cash back. Their profits are your profits.

If you choose to become a member for a one time, lifetime fee of \$10.00, you become an owner and you'll share in the profits of the Co-op each year. It's not a rewards program, not a marketing gimmick ... it's the promise of ownership.

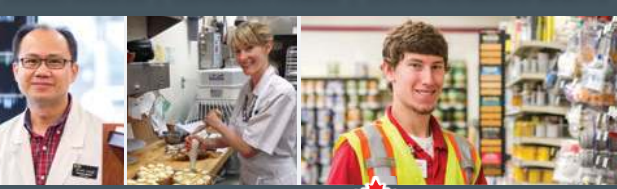


*You're at home here.*  
**CO-OP**  
Otter



**OTTER CO-OP** *You're at home here.*

LOCALLY INVESTED | COMMUNITY-MINDED | LIFETIME MEMBERSHIP BENEFITS



Locally owned & operated  [ottercoop.com](http://ottercoop.com)  
Located at the corner of 248 Street & Fraser Hwy. 604 856-2517



**Andrea Hammond**  
Sales Representative  
**(604) 530-0231**

*Serving Royal LePage Customers Since 1982*



INDEPENDENTLY OWNED AND OPERATED

Bank Trust Wealth Management

There when you need it,  
growing when you don't.


**1.15%\***  
Business Savings Account

Langley branch  
19915 - 64 Avenue / T. 604.539.5088  
[cwbank.com](http://cwbank.com)

\*Rate is subject to change without notice. Interest is calculated on the daily closing balance based on the portion within each tier and paid monthly. Interest is paid as follows: 1.10% on deposits up to \$250,000, 1.15% on deposits between \$250,000.01 to \$15 million and 0.25% on deposits above \$15 million. Available in-branch only.



CANADIAN WESTERN BANK  
*The Working Bank®*



**DAVID FOXWELL**  
dfoxwell@housefindbc.com

**HOUSE FINDBC.COM**

HOMELIFE BENCHMARK REALTY  
6323 - 197 St,  
Langley BC V2Y 1K8



**PADDLEWHEELER**  
RIVERBOAT TOURS  
"GATEWAY TO BRITISH COLUMBIA'S HISTORY"  
**604.525.4465**

**YOUR NEAREST & BEST TOUR & CHARTER VENUE**

With 26 years of Experience on BC's Famous Fraser River

- Scheduled Cruises • Weddings • Corporate Events
- Wilderness and Sightseeing Cruises.

Great Food, Great Fun, Great Memories. Located in New Westminster, BC  
[www.vancouverpaddlewheeler.com](http://www.vancouverpaddlewheeler.com)  
info@vancouverpaddlewheeler.com



## President's Report

# Lynn Whitehouse honoured by premier; licensing and tax initiatives proceed

In February, Executive Director Lynn Whitehouse and I were honoured to be guests of the Vancouver Board of Trade at the Premier's post-budget luncheon at the Hotel Vancouver.



Immediately prior to Premier Clark's presentation on the budget, she introduced Lynn and asked her to stand before the ballroom of over 500 attendees to be recognized for her contribution to Langley and the Province of British Columbia throughout her over 30 years of meritorious service to the Greater Langley Chamber of Commerce and the Chamber movement as a whole.

It was a remarkably poignant scene and a fitting accolade for Lynn.

We were also pleased that the Province of British Columbia has acted upon recommended changes to the Property Transfer Tax: an advocacy policy that was initiated by the Greater Langley Chamber of Commerce and lobbied through the BC Chamber of Commerce. While not all of our recommended changes were implemented, we are pleased to have made progress in setting the agenda as your voice of business for Langley.

Last month, I appeared before both the City and Township Councils to present a business case in support of the expansion of the Inter-Municipal Business License program to introduce a regional license that would be valid in all municipalities from Hope

to West Vancouver. The proposal was well received by both Councils and it has unanimously been referred to staff to research and implement if feasible.

On April 15th, join us for the (Unconventional) Women in Business luncheon at the Cascades Casino Resort Ballroom.

Hear inspirational stories from our panel of business titans: Leah Garrad-Cole, Creator of Love Child Organics, Tamara Vrooman, President & CEO of Vancity, Sue Paish, President & CEO of LifeLabs, and Anne Giardini, Chancellor of SFU.

I wish to express our gratitude to the Artful Dodger Pub for hosting the annual South Langley Open House, where we partnered with the Brookwood Village Merchants Association to meet South Langley Community Director Brad Kiendl and introduce the benefits of membership.

Please join us on Thursday, April 21st from 4:00 - 6:00 p.m. at Match Eatery & Public House to meet Langley City Community Director Mike Morrison.

Representatives of the U40 Committee recently met with representatives of Futurpreneur to learn about the Federal program that offers start-up funding, mentoring, and business planning assistance for young entrepreneurs age 18 to 39. We have scheduled a special lunch & learn workshop on April 13th to provide information on the program.

This July, the U40 Committee will introduce a new Leaders of Tomorrow Membership category to encourage companies to take advantage of the business development, networking, and mentorship opportunities available for young professionals and junior executives under 40 years of age.

Our efforts will focus on events and programs of particular interest to this demographic, and to encourage their participation to shape and lead our organization into the future. So mewhat fortuitously, I will have a couple months left this year to qualify.

*Scott Johnston, President*

## MARK YOUR CALENDAR!...

## Upcoming Chamber events

### April 6

U40 Monthly Mingle at Earls Kitchen + Bar

### April 14

New BC Societies Act Workshop

### April 15

(Unconventional) Women in Business Luncheon

### April 19

Dinner Meeting with Special Guest Speaker: Peter Legge

### April 20

Lunch & Learn: Strategic Planning – Setting up Your Company for a Successful 2016

### April 21

Langley City Networking Open House at MATCH

### April 27

Fraser Valley Chambers of Commerce Business Showcase in Abbotsford

### May 5

Not-for-Profit Workshop: Grant Writing

### June 9

Annual GLCC Golf Tournament at Redwoods

*save the date!*

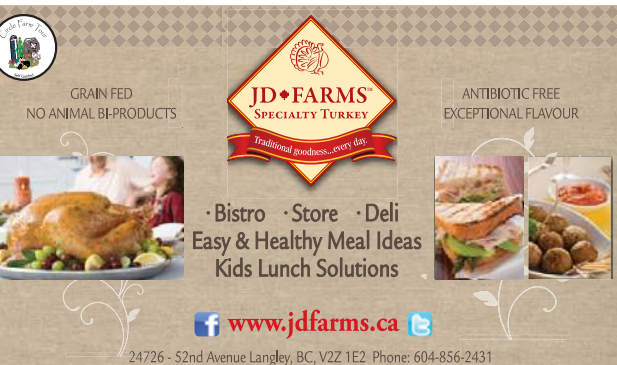
For event and registration details: [langleychamber.com](http://langleychamber.com) or [events@langleychamber.com](mailto:events@langleychamber.com) or 604-371-3770



**VALLEY TRAFFIC SYSTEMS**  
Safety & First Aid Supplies - Equipment Rentals & Sales  
Traffic & Custom Signs - Decals - Installations  
AutoCAD - Engineered Traffic Management Plans

9770 - 199A Street  
Langley, BC V1M 2X7  
email: [info@valleytraffic.ca](mailto:info@valleytraffic.ca)  
[www.valleytrafficsystems.ca](http://www.valleytrafficsystems.ca)

Tel: 604-513-0210  
Fax: 604-513-3661  
Toll Free: 1-888-448-8886



GRAIN FED  
NO ANIMAL BY-PRODUCTS

ANTIBIOTIC FREE  
EXCEPTIONAL FLAVOUR

JD FARMS  
SPECIALTY TURKEY  
Traditional goodness...every day.

• Bistro • Store • Deli  
Easy & Healthy Meal Ideas  
Kids Lunch Solutions

[www.jdfarms.ca](http://www.jdfarms.ca)

24726 - 52nd Avenue Langley, BC, V2Z 1E2 Phone: 604-856-2431



**Need support to succeed? Talk to us!**

E205-20159 88th Avenue  
Langley, BC V1M 0A4

Alikova & Associates Inc., CPA

Accounting  
Bookkeeping  
Consulting Services  
Personal & Corporate Taxes

Phone: (778) 298-8808  
[info@igalikova.com](mailto:info@igalikova.com)  
[www.igalikova.com](http://www.igalikova.com)



**Best Western Country Meadows**  
3070 264th St., Aldergrove, BC  
604-856-9880 toll free 1-800-834-0833

[www.bestwesterncountry.com](http://www.bestwesterncountry.com)  
**Completely Renovated**  
Ask about our Business Class and Jacuzzi Suites where comfort and luxury awaits you.  
Call us now to book your accommodation and Best Rates in the Valley!

**\*\*Special Wedding Group Rates available\*\*\***  
Centrally located between Langley & Abbotsford on 264th St & Fraser Hwy intersection.

Now featuring our  
Luxury Style Pillow Top  
Mattresses, Duvets,  
HD TVs in Guest Rooms  
and with our Deluxe Hot  
Continental Breakfast  
along with Indoor Pool  
& Hot Tub.



**DARNELL & COMPANY**  
Lawyers & Mediators

**Protecting You  
& Your Future**

- Family Law
- Separation
- Divorce
- Wills
- Estates
- Real Estate

202-6351 197 Street, Langley, B.C. • 604-532-9119

**For community news first, go to:**  
**langleytimes.com**

**LANGLEY Times**

At your event. On your doorstep. In your community.



Golfing at the #GLCC Tournament but still want to promote your business?  
Take advantage of this excellent opportunity:

**HOLE SIGN SPONSOR**

Investment: \$250.00

- Company logo on tee-sign at sponsored hole (provided by #GLCC)
- Recognition in the Tournament Program

Thursday, June 9  
Redwoods Golf Course  
Contact: 604-371-3770 or [events@langleychamber.com](mailto:events@langleychamber.com)

**golf TOURNAMENT**





# Networking skills for introverts

by Elle Harikleia  
www.theeverygirl.com

We all know networking is a career necessity, but for an introvert making the rounds at numerous cocktail parties or dazzling at an endless stream of social lunches can seem daunting!

If, like me, you break out in hives at the thought of roaming a conference to meet people, you might lean more toward the introverted end of the personality spectrum.

The word introvert has been wonderfully clarified over the past couple of years, thanks in part to the work of experts like Susan Cain, who explains that introversion is not about being shy, but is about where you draw your energy and how you deal with stimulating environments.

For example, introverts usually prefer listening to speaking, possibly find self-promotion a little uncomfortable, and generally draw energy from being alone as opposed to hanging in a crowd. While this might sound like the opposite of what it takes to be great at networking, you don't need to be an extroverted social butterfly to be successful in these situations! Here are a few key tips to network successfully as an introvert:

## Focus on Seeking Relationships

Networking can seem like it requires working a room and selling yourself, but the best networkers know it's really about developing valuable relationships. Setting yourself up with this small shift in mindset can be a relief to introverts, because it allows us to instead focus on creating short, yet meaningful, conversations with new people.

## Keep It Short and Sweet

Who says you have to stay for the entire length of an event? Make a deal with yourself that once you've talked to three experts, made one full circle around the room, or collected 10 business cards you can head home to your book and a glass of wine! For us introverts, knowing that some restorative alone time is on the other side of the stress of a super stimulating event can be just the encouragement needed to make it through.

## MEMBER BENEFIT...

# Track your email with Constant Contact

Constant Contact uses fully customizable templates for newsletter, announcements, events and surveys.

It is an email marketing and survey tool which allows you to track information about who is reading your releases, and also what links are followed. Constant Contact is free for member Chambers and Boards. BC Chamber corporate members, as well as members of local Chambers/Boards, receive a 20 per cent discount for six months, or 25 per cent for 12 months.

Both existing customers with Constant Contact and new users are eligible for this discount. To create an

## Make a Game Plan

Once you have identified an event, choose a handful of people with whom you would like to connect. Narrowing the contact pool can help introverts feel a little less overwhelmed, and gives us an



objective to work toward. Browse social media and check for any recent op-eds or articles that may be conversation starters. In some cases, it might even be appropriate to reach out to them beforehand with a quick email or through social media to highlight their recent work and mention that you'd love to meet them at the event.

## Leverage Your Listening Skills

Once you've landed yourself in a conversation, put those great introvert listening skills to work! Ask questions that allow the other person to do most of the talking—think open-ended starters where people can share their stories: "How did you get into your current role?" instead of, "Are you liking the conference?" The latter makes great small talk, but doesn't do much to foster the beginnings of a relationship.

## Seek Opportunities Outside of the "Party"

Instead of working a room, introverts might be more comfortable on the planning side of an event. If you've found something that interests you, reach out to organizers and ask if they need help checking people in or handing out name tags. In these roles, you have an opportunity to meet plenty of incoming attendees and can ask for a business card to facilitate a future meeting.

## Master the Conversation Break-In...

A sophisticated entrance takes confidence, but once you master it, you'll never again be awkwardly loitering around groups in mid-conversation! Jodi Glickman of Great on the Job offers a few helpful strategies for entering a conversation gracefully. One of her tactics suggests a polite interruption and a brief introduction, followed by encouraging the person speaking to continue and noting you'll participate as a listener.

It looks something like: "Hi! I'm Elle with The Everygirl. I didn't want to interrupt, but

was looking forward to hearing about your work! Please continue, and I'll just listen in." After a few minutes of actively listening (sensing a theme here, introvert?), you're much better positioned to offer your own questions and comments in the conversation.

## ...And Exit

Conversations can trail off awkwardly so depart when there is still a bit of

momentum and close with a specific ask, such as trading business cards. If this has already happened in your introduction, use this as an opportunity to request a low-key follow up such as, "I would love to continue our conversation on new marketing strategies, could I get in touch next week?"

## Capture the Details

As an introvert, you're observant, focused, and might be able to more easily tune into others feelings—which means you undoubtedly picked up on many little personal details about the experts you met. Take a minute post-event to put those little data points on record. Say your target expert mentioned she's into great Chinese food and is planning a trip to Jamaica—jot that on the back of her business card so when you next meet you know just the right lunch spot to suggest and have some conversation starters.

## Cut Out Conferences

Lastly, remember networking does not have to equal attending a big event. If you're best one-on-one, it means you just might find the most success in smaller moments of connection like standing in line for your daily coffee or walks at the dog park. Keep business cards handy or digitized—you never know when you might make a meaningful connection.



Greater Langley Chamber of Commerce and Greater Vancouver Board of Trade present ...

## (Unconventional) Women in Business

un-con-ven-tion-al – not based on or conforming to what is generally done or believed. Our panelists aren't traditional business leaders, but that just might be the reason why they are so successful! Join us to hear their inspiring stories of the rollercoaster ride to the top.



PANELIST  
LEAH GARRAD-COLE  
Creator



PANELIST  
TAMARA VROOMAN  
President & CEO



PANELIST  
SUE PAISH  
President & CEO



MODERATOR  
ANNE GIARDINI  
Director, Writer & Chancellor



Friday, April 15, 2016

Registration: 11:30 am to 12:00 pm  
Lunch & Networking: 12:00 pm to 1:00 pm  
Panel Presentation: 1:00 pm to 2:00 pm

Cascades Casino Resort Ballroom (20393 Fraser Highway, Langley)

Members: \$50.00 + GST / Non-Members: \$65.00 + GST

Lunch is included.

604-371-3770 | info@langleychamber.com | www.langleychamber.com

Chamber of Commerce Cancellation Policy: Event payment is due upon registration.

No cancellations, refunds or credits after Friday, April 8, 2016.

Thank you to our  
Venue Sponsor:



Thank you to our  
Decor Sponsor:



P.S. Gentlemen are more than welcome to attend as well!

## EXECUTIVE COMMITTEE

PRESIDENT ~ Scott Johnston,

Campbell Burton & McMullan LLP

VICE-PRESIDENT ~ Jack Nicholson, Otter Co-op

SECRETARY-TREASURER ~ Paul van Koll, Deloitte LLP

PAST PRESIDENT ~ Kristine Simpson, BDO Canada LLP

## COMMUNITY DIRECTORS

ALDERGROVE ~ Scott Waddle, Precision Auto Service Ltd.

LANGLEY CITY ~ Mike Morrison, Envision Financial

NORTH LANGLEY ~ Rick Barnett, Valley First Aid Ltd.

SOUTH LANGLEY ~ Brad Kiendl, HSBC Bank of Canada

## DIRECTORS AT LARGE

CLAUDE CHOQUETTE, Audacious Living Inc.

JANE FEE, Kwantlen Polytechnic University

TAMMY REA, TD Canada Trust

JANIS RYDER, Trinity Western University

GARTH WHITE, Avison Young Commercial Real Estate

SHERRI-LEE WOYCIK, Social Media Minder

## NEW MEMBER SPOTLIGHT

# Welcome to the Langley Chamber!

Please join us in welcoming the newest  
**GLCC Chamber members!**

Pictured: Met-Stra Contracting, Fitness Foods,  
Avisar Chartered Professional Accountants,  
Answerswanted Services Inc., Aldergrove Business  
Association, and Novus Glass.

Not-Pictured: Calvayne Sales and Service Ltd., InFocus Corporate Environments Inc., North Langley Massage  
Therapy, NWT Chamber of Commerce, and [www.SpeakerSuccessFormula.com](http://www.SpeakerSuccessFormula.com).

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



# The 2016 Census is coming – participating helps everyone

Canada's next census will be conducted  
in May 2016.

Early in May, census packages will be  
delivered to households across Canada,  
providing residents with the information  
they need to complete their questionnaire  
online or on paper.

Completed questionnaires will provide

valuable information that will be used  
by all levels of government to make  
decisions about your neighbourhood  
and community. Information obtained  
through the census is needed to plan  
services such as child care, schooling,  
family services, housing, public  
transportation and skills training for

employment.

In Canada, it is mandatory for all  
residents to participate in the census.  
This includes Canadian citizens,  
landed immigrants, refugee claimants,  
and people who hold a work or study  
permit.

Each household will receive  
instructions about the census in early  
May 2016. At that time, you can decide  
if your household will complete a census  
questionnaire online or on paper.

For more information about the 2016  
Census, visit [www.census.gc.ca](http://www.census.gc.ca).

# THANKING EMPLOYEES. I LOVE THAT.



## ADMINISTRATIVE PROFESSIONALS DAY APRIL 27

On April 27, recognize your team for all their hard work over the  
past year with a **Willowbrook Shopping Centre Gift Card!**

Gift Cards are available in denominations from \$10 to \$500  
and are valid at most of Willowbrook's **150 stores and services.**

Purchase a card today at our Customer Service Centre.



SHOPWILLOWBROOK.COM CUSTOMER SERVICE 604.530.4492 FRASER HWY & NO. 10 HWY, LANGLEY

PROUDLY  
MANAGED BY



Bentall  
Kennedy