

**Tuscarora Area
CHAMBER OF COMMERCE**

Mercersburg, Montgomery, Peters, St. Thomas, Warren

chamber news

www.mercersburg.org
www.tuscaroraareachamberofcommerce.org



CHAMBER WARNS MEMBERS OF FRAUD

The Tuscarora Area Chamber of Commerce is a not for profit, member based, 501 c 6 organization, with a mission to improve the quality of life for those living and doing business in the greater Tuscarora Region of Franklin County. This is done via economic, political, educational, tourism, and human services advocacy. TACC also supports the community by organizing and running First Fridays Mercersburg and Mercersburg Townfest, monthly informational lunches, and the annual dinner and breakfast that are open to the public.

The chamber does not partner with organizations to fund advocacy, publications, or events. No business or individual should ever be contacted by anyone other than TACC to sponsor a chamber event like Townfest or First Friday. Neither will we partner with publishers for publications like newsletters, maps, books, or directories, these are all done in-house. If you are ever approached by anyone other than a TACC employee, or designated volunteer, please report this to TACC and your local police immediately.

While TACC has strong relationships with local, state and federal elected officials, it does not promote, support, lobby for, or endorse individual political candidates and their campaigns. Though a politician may join as an "associate member", they can not serve on the board of directors or committees. The chamber has no political affiliation, nor does it subscribe to the political affiliations of the PA or US Chambers of Commerce. TACC exists to act specifically for the best interests of the Tuscarora region only.

If you have any questions, please contact Chamber Executive Director Mary-Anne Gordon at 328-5827



TACC pledges \$1,000 a year for 5 years to Fix JB Sports.

Left to Right; Chamber Representatives - M. Gordon, A. Hissong, M. Gordon, N. Fochtman and TSD Representatives - L. Strawoet, Dr. R. Erb, R. Benedick

SAVE THE DATE

Networking Lunch

Sponsored by Tower Bank

March 16th, \$5 per person

Noon-1pm

VFW, Post 6241

20 Veterans Way, Mercersburg

RSVP by March 15th 1pm

Annual Dinner & Business Person of the Year Award

Sponsored by Whitetail Resort

April 20th

Keil Hall, Mercersburg Academy

More info to follow

Networking Lunch

Sponsored by Chamber Foundation

Leadership FC, FC Works, and more!

May 18th, \$5 per person

Noon-1pm

Location to be determined

Networking Lunch

Sponsored by Penn State Extension

Dr. Tim Kelsey on Marcellus Shale

June 15th, \$5 per person

Noon-1pm

Location to be determined

Networking Lunch

Sponsored by Penn State Extension

Speaker Judy Chambers

July 20th, \$5 per person

Noon-1pm

Location to be determined

Do you want to host an open house, ribbon cutting, or speak at a lunch this year? Let us know and we will add you to our schedule. 328-5827

Board of Directors

Executive Board Members

Chair

Nate Fochtman
FreeMind Promotions

Vice President

Amy Hissong
Tower Bank
Vice President-Elect

Melanie Gordon

F&M Trust

Treasurer

Gloria Pine
First National Bank of Mercersburg

Secretary

Judy Boyd

Whitetail Resort

Past Chair

Elizabeth George, MD
Tuscarora Family Practice

Board Members

Theresa Gourley

Auto Sales Unlimited

Liz Martin

M&T Bank

John Flannery

Flannery's Tavern on the Square

Rebecca E. Erb Ed.D.

Tuscarora School District

Tammy Oberholzer

Borough of Mercersburg

Debbie Rutherford

Mercersburg Academy

Staff

Executive Director

Mary-Anne Gordon

The Chamber News is a monthly newsletter of the Tuscarora Area Chamber of Commerce. Submit your information by the 19th of each month for inclusion. The Chamber reserves the right to edit content of submissions for space limitations. Ideas, opinions and statements expressed in articles by contributors are not necessarily those of the Chamber.

MANAGER'S CORNER: *Who Is The Project Manager?*

A brilliant and gutsy move for leaders is to continually develop his or her managers' project management skills. When this happens, the leader is ensuring the organization's future. The leader is creating a deep, talented pool of managers capable of initiating, planning, executing, managing, and closing strategic projects. These managers are then an integral part of the leader's team in moving the organization forward towards its vision.

However, I'm still amazed at the limited project management skills many senior and seasoned managers have. They aren't clear on how to solidify a project's scope. They aren't clear on how to communicate with project team members. They aren't clear on how to break-down a project into logical, task-oriented steps. They aren't comfortable delegating and holding team members accountable. They aren't comfortable running a project meeting. Yet, when my clients and I look at the managers' missing skills a bit closer, it's not surprising they're missing. They've not been given the opportunity nor have they been challenged to develop them before! So here's the million dollar question: If the project managers haven't been using or developing their project management skills in the past, who has been managing the projects?

There are usually two answers: 1) No one or 2) the leader. If the answer is no one, we usually see projects that have veered off-track, and have morphed into a new bucket of worms that no one seems to recognize or is willing to take responsibility for. Another result of "no one" managing the projects is the invisible death of projects. The invisible death occurs when a project just simply drifts away and is forgotten. Months later, the team members will ask each other, "Whatever happened to that project we were working on?" Then they'll shrug and just focus on the next task in front of them. If the leader is typically managing the projects, there are often completely different results. First, the projects' due dates and timelines are slowly adjusted to fit into the leaders already packed schedule. If the leader is individually overloaded, the strategic projects are pushed out to fit into slots in the leader's schedule. Needless to say, many projects lose their momentum and the team members see their short term projects becoming never-ending headaches. Second, when leaders lead projects instead of the project managers, the projects' scope often morphs into something larger and more convoluted than intended. The leader uses his or her insights into the whole organization to turn projects that had been limited in scope, into large-scale projects. As a result, the projects become too complicated for less skilled managers, so the leader "has to" maintain control of the project to ensure it doesn't fail. The right intent is there, the approach is off.

In order for project managers to manage, they need to develop their project management skills. To do that, they need to manage projects. Small, rather straight-forward projects first, to more complicated and sophisticated projects next. However, just as projects need to be broken down into manageable tasks with the basic, foundation steps first, project managers need to develop their skills in a logical, systematic way. Start with the basic skills. Develop them. Then, add the next layer of more sophisticated skills to develop by challenging the managers with more challenging project management tasks. Build a solid foundation and go from there. However, if leaders don't let project managers manage projects, they'll never develop their foundation skills. They'll never really be project managers.



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www.WBSLLC.com

WELCOME NEW MEMBERS

BLUE SPRING MOTORWORKS LLC

Jan & Kathleen Pottle
 984 Blue Spring Rd.
 Mercersburg, PA 17236
 717-328-5266
 bsmw.9844@embarqmail.com
<http://bluespringmotorworks.com/>
Automotive Services

CHURCH HILL PRIMITIVES

Joe & Lori Metcalf
 6078 Steele Ave
 Mercersburg, PA 17236
 717-328-3545
churchhillprimitives@comcast.net
Retail Services

JD MARKET

Diana Rotz
 PO Box 155
 Lemasters, PA 17231
 717-328-4922
Grocer, Retail Services

MCCLEARY OIL

Jimmy Wade
 19 W King St
 Chambersburg PA 17201
 717-264-6181
Utilities, Oil Services

NUZZELLA'S PIZZA

Oreste Scamardelia
 40 Path Valley Rd
 Fort Loudon, PA 17224
 717-328-5266
ortepama@yahoo.com
Restaurant

PARNELL CABINET SHOP LLC

Mark M. Heckman
 3669 Parnell Dr.
 Mercersburg, PA 17236
 717-328-3915
parnellheckman@embarqmail.com
Construction, Woodworking

EXCLUSIVE MEMBER BENEFITS

APPI Power Procurement

APPI works as your independent electricity consultant, representing your business, not the supplier. In partnership with APPI's network of endorsed associations, our consultants assist clients in every stage of the electricity procurement process. There are no upfront expenditures, hourly fees, or retainers for your business. Contact APPI 1-800-520-6685.

Health Insurance Program

PCI offers small businesses the opportunity to obtain versatile health insurance at affordable rates. Several plan options are available. Contact PCI 1-800-755-3021.

Property and Casualty Insurance

Our Chamber+ program is designed to provide group-buying power for comprehensive business insurance overages, and reward businesses who practice loss prevention and cost containment. How? Purchase your business insurance through Penn National Insurance, and depending on the group earned premium and total claims experience, you could earn an annual dividend. Contact Bell Insurance, Craig, Friedly, Potter & Moore, or Strickler Insurance for details.

Web Design & Hosting

Affordable web design and website hosting. Several member businesses take advantage of this unique benefit. Check out these examples, Rotary of Mercersburg, Steiger & Steiger Law Office, and Kathy Hartung Realtor.

Comcast Spotlight

Comcast Spotlight offers Chamber members unique advertising opportunities. Member TV commercials can help to promote the Chamber of Commerce, too. Call Lori Perkins 264-6425 for information.

KG Media Solutions

10% discount on all video production for web, TV, etc. Call Brad for details 717-372-5033.

CenturyLink

CenturyLink's 2011 Chamber member exclusive program includes discounted business class high-speed Internet service and free professional installation and discounted bundle services. For information, contact Laureen Lutz at 267-4683.

Tuscarora Area CHAMBER OF COMMERCE

19 North Main Street • Mercersburg, PA 17236
717-328-5827 • mgordon@tachamber.org

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The Tuscarora Area Chamber of Commerce is proud to announce the appointment of Mrs. Deborah Rutherford, Associate Head of School for Mercersburg Academy to its Board of Directors. A resident since her appointment to Mercersburg Academy in 1977, Debbie will be an asset to the board with her wealth of experience, diverse community relationships, and a deep love for the region. Debbie fills a seat vacated by Shawn Meyers in 2010.



M&T Bank donates \$10,000 to Fix JB Sports.
Left to Right - M&T Mercersburg Branch Manager Elizabeth Martin, M&T Vice President Eric M. Forman, Campaign Chair Tim Witter, TSD Superintendant Rebecca Erb, Campaign Chair Mary-Anne Gordon

**FIRST
FRIDAYS**
MAIN STREET
a celebration of music, art & commerce
mercersburg

QuickBooks® Made Easy

Is your business making these critical mistakes?

You must learn these 25 new solutions!

- 7 Mistakes that most non-professional bookkeepers make with QuickBooks®
- 3 Reports you need to keep cash flow moving
- 3 Important ways to set up new clients and customers
- 3 Easy shortcuts that will save you dozens of hours every week using QuickBooks®
- 4 Critical ways to cut accounting expense by covering the daily task of data entry
- 5 Ways to reduce Payroll headaches and cost

Stop hurting your cash flow and put an end to your bookkeeping nightmares with this fast-paced and informative Training Course.

Class Dates:

Thursday, April 21, 2011 ~ 9:00 A.M. to 1:00 P.M.

Thursday, May 19, 2011 ~ 9:00 A.M. to 1:00 P.M.



Location: 720 Norland Avenue, Chambersburg, PA 17201
www.schultheisscpa.com

Who should attend QuickBooks® Training?

- Spouses who help with the books on a part-time basis
- Business owners who want to avoid mistakes and improve cash flow
- Partners looking for long-term answers to accounting problems
- Bookkeepers who need a better understanding of QuickBooks®



3 "Easy" Ways to Register NOW!

**CALL (717) 267-2100 or
FAX this completed registration to (717) 267-1464 or
MAIL this registration to Schultheiss & Associates**

Course: **\$129.00** per person (includes Continental breakfast)

Class date _____/_____/_____

Name _____

Company Name _____

Address _____

City _____ ST _____ ZIP _____

Phone _____

Fax _____

Email _____

Additional Registrants:

1) _____

2) _____

For Credit Card orders **Fax** this form to: 717-267-1464 or

Mail this form with your check payable to:

Schultheiss & Associates
720 Norland Avenue
Chambersburg, PA 17201

Circle one: Visa Mastercard

Total: _____ Exp. Date _____/_____/_____

Credit Card # _____

Name on Card _____

Signature: _____



Call About QuickBooks Training For Contractors
Limited Seating Available

What Community Alumni are saying:



Maria Banks

Chambersburg Area
School District

Outreach Coordinator

"The "key" that I now possess is knowledge of a community that I have been a resident of for over 20 years and the skills in which to become more intentionally connected and committed to."

Michelle D'Antonio

Montessori Academy

Director of Education

"Leadership Franklin County helped me to learn about myself, how to interact effectively with others and taught me about all aspects of Franklin County especially how to become involved in making a difference in Franklin County. The people involved, the leaders and team members, were wonderful to work with and shared their strengths and strategies with each other. The program was beneficial in helping me become an effective leader and an involved member of the County."



Ed Warren

Mother Martins
Coupons

President/CEO

"As a new person doing business in Franklin County, Leadership Franklin County provided me access to busi-

ness and political leaders, as well as people in the non-profit community. The program accelerated my effort to making necessary connections to help my business and to become more embedded in the community."



Leadership Franklin County is endorsed by the following Franklin County Chambers:

Greater Chambersburg Chamber of Commerce
100 Lincoln Way East, Suite A
Chambersburg, PA 17201
264-7101

www.chambersburg.org

Shippensburg Area Chamber of Commerce
53 West King Street
Shippensburg, PA 17257
532-5509

www.shippensburg.org

Greencastle Antrim Chamber of Commerce
217 East Baltimore Street
Greencastle, PA 17225
597-4610

www.greencastlepachamber.org

Greater Waynesboro Chamber of Commerce
5 Roadside Avenue
Waynesboro, PA 17268
762-7123

www.waynesboro.org

Tuscarora Area Chamber of Commerce
19 North Main Street
Mercersburg, PA 17236
328-5827

www.tachamber.org

facebook

Leadership Franklin County is a program of the Greater Chambersburg **Chamber Foundation**, a 501(c)(3) corporation charged with advancing the free enterprise system through education and by fostering leadership and citizenship

Leadership Franklin County COMMUNITY



Inspiring leaders for the advancement
of
Franklin County for 25 years!

2011-2012 Curriculum & Schedule

September 16th & 17th

- Orientation & Team Building Retreat Weekend at Manito

October 5th

- Developing Your Own Personal Leadership Style
- Change Management
- Project Planning

November 9th

- Overview of Franklin County Tour

December 14th

- Non Profit Fundraising
- Non Profits Tour

January 11th

- Cultural Diversity
- Political Session

February 8th

- Ethics & Power Panel
- Law Enforcement

March 14th

- Health of Franklin County
- History of Franklin County Tour

April 11th

- Educational Issues
- Arts in the Community Tour
- Student Prospecting Reception

May 2012

- Team Project Presentation Practice & Wrap-Up at Manito (2nd)
- Graduation and Team Project Presentations (10th)

Time Commitment Required

- 64 hours (eight, 8 hour sessions)
- Two full days at the weekend orientation retreat
- 6 hours for various receptions and graduation
- At least 10 hours outside the monthly sessions to work on the community service project



Community Service Project

Students work together in project teams on a community service project—from scoping to implementation—concurrently with the one day a month training sessions.

RFPs are submitted by area non profits and community service agencies to the students for consideration.

The community service project provides an opportunity for students to learn about group dynamics, build relationships, learn about themselves, and offer a possible solution to a community issue.



Applications are available at www.franklincountyworks.com, click on Leadership Franklin County. Program materials are also available on Leadership Franklin County's Facebook page.

Selection Criteria

- Interest in serving the Franklin County Area through volunteer roles.
- Availability of time to participate in all Leadership Franklin County sessions.
- Ability to set and achieve personal goals resulting in a position in their career field which reflects significant achievement.
- Potential for leadership demonstrated through involvement in community service.
- Potential for achieving policy shaping or leadership positions in employment or volunteer organizations.



Tuition - \$900

Scholarships

A limited number of scholarships are available:
-The Cindy Hawbaker Memorial Scholarship Sponsored by the Franklin County Athena Network
-Leadership Franklin County C.Q. Smith Scholarship

Deadlines

Program and scholarship applications must be submitted by **June 30** to:

Athena DeFreest
Leadership Franklin County
100 Lincoln Way East, Ste. A
Chambersburg, PA 17201
717-267-0399 (fax)
adefreest@chambersburg.org

Program Overview

Purpose

To improve the quality and effectiveness of leadership in the Franklin County area by:

- Bringing together current and emerging leaders who represent a cross-section of the community.
- Creating an awareness of the problems, opportunities, and resources available in the area.
- Stimulating a commitment to work together toward solving the County's problems and making this a better place in which to live and work.
- Building and maintaining networks of community leaders who know and trust each other.

Return on Investment

To Employers:

- Develops employees with increased organizational, leadership and problem solving skills.
- New insights into the community are gained.
- Supports corporate community engagement efforts.

- Creates access to a network of community leaders and resources.
- Expedites development of high potential employees and enhances employee morale.

To Community:

- Develops a committed, knowledgeable group of people prepared to accept key positions on community boards.
- Instills an appreciation of the issues facing our community today and into the future.
- Encourages creative, public/private partnerships.

To Participants:

- Creates opportunities for contacts with influential community leaders.
- Provides experience in group dynamics, team leadership, and professional and personal growth.
- Exposes students to the expectations and skills required of effective volunteer and corporate board members.
- Promotes an understanding of ones own leadership style.
- Provides general knowledge and sensitivity about people, systems, assets, and problems of the community.
- Builds friendships and working relationships with diverse members of the community.

Tuscarora Area CHAMBER OF COMMERCE

Mercersburg, Montgomery, Peters, St. Thomas, Warren

Membership's Business & Tourism Directory 2011 Advertising Rates

Advertise in the 2011 Chamber Directory at these fantastic rates!

1/4 page 3.5" w x 2" h \$100.00

1/2 page 3.5" w x 4" h \$175.00

Full page inside ad 3.5" w x 8.5" h \$350.00

Inside back cover \$400

March 10th deadline for ads.

Use the convenient form below to reserve your advertising space.

Ad size: ___ 1/4 page ___ 1/2 page ___ Full page
_____ Inside Front _____ Inside Back (call for availability)
Ad enclosed _____ Ad emailed _____

Business: _____

Address: _____

Contact Person: _____

E-mail: _____

Phone: _____

Scan/email or mail form to:
Tuscarora Area Chamber of Commerce
PO Box 161
Mercersburg, PA 17236
mgordon@tachamber.org

Every leader has the potential to improve...but you have to work at it!



Leadership coach and author Steve Arneson will present a leadership development workshop on **April 6** at Green Grove Gardens in Greencastle!

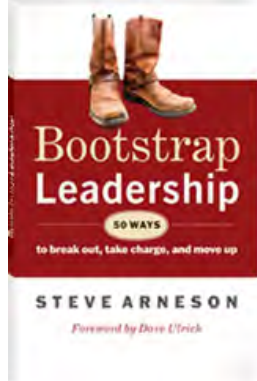
Leadership Franklin County Advanced, a program of the Greater Chambersburg Chamber Foundation, is bringing the author of "*Bootstrap Leadership*" to Franklin County so that area residents can benefit from his expertise.

With more than 25 years as a senior executive, coach and author, Arneson brings a passionate style to the stage as he talks about what it takes to excel as a leader in today's competitive business environment. Arneson has a Ph.D. in organizational psychology and spent 16 years as the head of leadership development at three Fortune 500 companies.

"I believe that leadership is *the* key to business success. Without great leaders, you can't become a great company. Great leaders inspire, innovate and drive performance – they simply get better results," Arneson said.

In "*Bootstrap Leadership*," Arneson shares his ideas, tips and techniques for improving current skills or developing new ones. Most of the ideas do not require a budget or an elaborate infrastructure.

Wednesday, April 6!
8am-4pm
Green Grove Gardens
1032 Buchanan Trail East
Greencastle, PA 17225
(right off I81)



To learn more about
Bootstrap Leadership
visit
www.bootstrapleadership.net.



\$200 per person or \$750 for a table of five!

Price includes book, continental breakfast, lunch and snacks !

CEU's available from the Cumberland Valley Chapter of the Society for Human Resource Management.

TO REGISTER FILL OUT FORM, fax to 717-267-0399 or mail to GCCF, 100 Lincoln Way East, Ste. A, Chambersburg, PA 17201 or email form or following information to receptionist@chambersburg.org. Call 717-264-7101 with questions.

Name _____ Company _____
Address _____ City _____ State _____ Zip _____
Phone _____ Email _____
Attendee (s)/Names _____

Payment Information

Make checks payable to Greater Chambersburg Chamber Foundation

Check # _____ Check Amount\$ _____
AMEX MasterCard Visa Discover Name on Card _____
Card # _____ Exp. Date _____ Charge Amount\$ _____
Billing Address _____
Signature of Cardholder _____



65 employees, 27 busy vehicles, two franchises, and one local bank.



Left to right:

Kevin Mellott, Owner, ServiceMaster
Lillian Mellott, Owner, ServiceMaster

Phil Pantano, Commercial Services Relationship Manager, F&M Trust

When businesses and homeowners throughout Southcentral PA need a full service team to help them recover from any size disaster quickly, they turn to the restoration pros at **ServiceMaster**. Owners **Kevin and Lillian Mellott** operate two franchises—in Chambersburg and near Harrisburg—and are celebrating 25 years in the restoration and office-cleaning business.

That takes real commitment and an ability to deliver responsive service. Maybe that's why they like **Phil Pantano** and F&M Trust. After choosing F&M Trust for the easy 'backyard' convenience, they've stayed with F&M Trust for what really matters—service, value, and a strong commitment to small business owners. The Mellotts note, "Really, we have no reason to look elsewhere."

If you're ready for a bank who can help you clean up your approach to business finances, consider F&M Trust for:

- > **Cash Management Services**
- > **Business Loans**
- > **Franklin Busine\$\$Link** (Online Treasury Station)
- > **Franklin eDeposit** (Remote Deposit Service)

For a no-obligation meeting, call **Phil Pantano** at (717) **261-3669** or visit your nearest F&M Trust community office.

- St. Thomas**
6962 Lincoln Way West
369-3240
- West Side**
1100 Lincoln Way West
263-9168
- Philadelphia Avenue**
2405 Philadelphia Ave.
264-5122
- Lincoln Way East**
1712 Lincoln Way East
264-9414
- Memorial Square**
20 South Main Street
264-6116
- Norland Avenue**
870 Norland Avenue
262-2085
- Orchard Park**
841 Wayne Ave.
263-1801



fmtrustonline.com

What you see is exactly what you get.

Great people who live here in our community. And not just the people you see inside our banking offices each day. We mean our entire organization, top to bottom.

Our Management Team—including board of directors, senior managers, market managers and more—are neighbors like you. They're parents, youth team coaches, and community volunteers—all the people who make our community great.

Our Business Team is also 100% local and dedicated to serving neighborhood businesses by providing solid guidance and responsive service.

Our Personal Banking Team knows you and provides first-name service whenever you call or visit, connecting you to all the answers you need.

It's time to take another look at your bank and see exactly what you are missing:
Financial Solutions...From People You Know.



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TRUST
fmtrustonline.com

TUSCARORA AREA CHAMBER OF COMMERCE

ANNUAL DINNER & BUSINESS PERSON OF THE YEAR AWARD BANQUET

Mercersburg Academy
Keil Hall, The Edwards Room
Wednesday April 20, 2011 5:30pm

Centerpiece Sponsorship Opportunity

Centerpiece Sponsor

\$200

20 available

1 ticket to the event, 1 sponsored centerpiece (not to exceed \$50 including tax, must be ordered from approved florists), special mention in all publicity prior to the event, at the dinner and all publicity following the event and on our web site.

Sponsorship Commitment

Sign up for:

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Centerpiece Sponsor

\$200.00

Method of Payment

Bill Me

Payment Enclosed

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Phone

Signature

Return to -
Tuscarora Area Chamber of Commerce
PO Box 161
Mercersburg, PA 17236
E-mail: mgordon@tachamber.org Phone: 717-328-5827