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*Guests enjoy the hospitality of **Tilt Studio** at last week's evening mixer and Meet & Greet with Anne Gill.*

Helping You Succeed

Sales Tax Changes Coming to Tempe

The City of Tempe and the Arizona Department of Revenue are working together toward the goal of simplifying the manner in which taxpayers report and pay their Transaction Privilege Tax (Sales Tax). To ensure a smooth transition for reporting and paying your sales taxes for Tempe with the Arizona Department of Revenue, please note the following changes [outlined here](#).



Military Affairs Committee, 161st Air Refueling Wing Honor ANG Airmen

Our Military Affairs Committee presented members of Arizona's National Guard 161st Air Refueling Wing with two of the wing's most distinguished awards. The awards are presented to honor both the recipients and the men for which they are named.

Major Truman Young and TSgt Donald Plough were killed in 1982 when their KC-135 crashed. They served in the 161st ARW.



Lt Col Jeremy Lopes was honored with the Major Truman Young Award. (L to R: MAC Chair Cliff Jones, Lt Col Lopes, Wing Commander Col Troy Daniels)



Recognized for his distinction was SSgt Shane Schafer, who was presented with the TSgt Donald Plough Award. (L to R: MAC Chair Cliff Jones, SSgt Shane Schafer, Wing Commander Col Troy Daniels)

Women in Business Mentor Program Deadline is Next Monday

Candidates are being accepted for consideration into the 2016-17 class of the Women in Business Mentor Program. Open to both women and men, the six-month program teaches passion, purpose and professional growth.



Participants will learn how to assess their values, create a vision for their life, and live with purpose and passion. Candidates selected for the program will develop into stronger, more capable leaders while increasing their business skills and learning how to grow into positions of greater importance and value. [Learn more](#)

Mayor Mark Mitchell Set to Deliver State of the City Address

Mayor Mitchell will deliver an update on the social and economic climate of Tempe along with his vision for its growth and future at the State of the City Address on December 1. The breakfast offers a unique opportunity to engage with community, business and political leaders of the Valley.

"The annual State of the City is an opportunity for us to let residents and business leaders know what the city is doing to maintain our quality of life and build Tempe into the strong regional partner that we know a prosperous future requires," said Mitchell. "This is an excellent opportunity for us to evaluate where we've been and get the community involved in where we're going." [Learn more](#)

Share Your Story Here

If you're posting informative, engaging content on your blog, we'd enjoy helping you share it with the community. Just send us a link and a short blurb similar to what you see in this newsletter and we'll help disseminate the information. [Email us](#)

Four Email Subject Lines That Make Everyone Hate You

By Sara McCord, *The Muse*

When you're waiting to hear back from someone, it's all you can think about: Did you get the job? Is your boss impressed with your ideas? Will your networking contact pass on your resume? You may think your follow-up note is just a "gentle nudge," but you're being manipulative. Unsure if your opening line reads as legitimately helpful or a (not-so-secret) secret strategy to compel someone to write back already? Here's how the four worst excuses to follow up translate. [Learn more](#)



Don't Hover While Your Team is Brainstorming

By Paul Sloane, *Innovation Excellence*

You want to hold a meeting with your team in order to generate some really creative ideas. You would like the group to challenge assumptions, think differently and come up with plenty of radical proposals. Here is the dilemma. You naturally want to lead the meeting but should you be in the room at all?

Unfortunately for managers, your presence in the room can inhibit people. With you there, it is very hard for your team to switch from normal meeting mode to creative brainstorm mode. You want them to confront the current conventions and generate unorthodox ideas. But some of these hidden factors might be at play... [Learn more](#)

Customers Are Often More Emotional Than Pragmatic

By Howard Lax, *Customer Think*

We know that customer recall is poor: that's why there is a push to ask for feedback immediately after an interaction. The ability to remember specifics tends to atrophy over time. Equally important, people often misremember. What customers remember and what they forget is of critical practical importance to every company. In theory, every customer touch is important. In reality, some touches are more important than others, while some might barely matter. Those experiences that affect the larger customer relationship are key. [Learn more](#)



Forget Startups-Just Buy a Small Business From A Retiring Entrepreneur

By Krista Stein, *Fast Company*

Droves of baby boomer business owners are starting to retire, and looking to hand off their life's work. That spells opportunity. Many aspiring entrepreneurs forget that they can become successful business owners simply by taking over an existing small business. And now couldn't be a more opportune time to consider that option. Real money can be made from the "silver tsunami" of businesses about to be put up for sale by their baby boomer owners. Over the next 20 years, retiring business owners will sell or bequeath \$10 trillion worth of assets, held in more than 12 million privately owned businesses. [Learn more](#)

Get Involved

Halle Heart Museum Seeks Leaders

Are you looking to get more involved? Do you have a passion for the health and future of the Phoenix community? The American Heart Association's Halle Heart Children's Museum (HHCM) is seeking passionate volunteers to serve on a leadership committee! The HHCM creates an educational, interactive and contemporary museum experience for children of all ages to increase awareness and prevent cardiovascular diseases. The focus of the committee will be promoting the museum and expanding its footprint throughout the Valley. Committee members will utilize their personal and professional contacts to gain awareness. Contact Cara Foster at cara.foster@heart.org to learn more.

Tempe Boards and Commissions Seek Members

Do you have a special interest or expertise in a particular field? Serving on a Board or Commission is an excellent way to become involved in the community. The City of Tempe is seeking people to be part of several city Boards and Commissions that have current or upcoming vacancies. Hundreds of residents and other community members currently serve on Tempe Boards and Commissions, which advise the City Council on all aspects of life in Tempe. Examples include The Parks, Recreation, Golf, and Double Butte Cemetery Advisory Board, The Tempe Sustainability Commission, and The Technical Code Advisory Board of Appeals. For questions, call 480-350-4311, or [learn more here](#).

Chamber Committees Offer Chance to Grow Networks and Skills

The Tempe Chamber of Commerce offers the chance to collaborate with other business leaders through one of our many committees. Varied in purpose and scope, each offers unique and valuable opportunities to become involved and grow your

network and skill set. [Learn which one is right for you.](#)

This month's featured committee is the **Military Affairs Committee**. Its purpose is to act as representatives for the Tempe Chamber of Commerce and the city of Tempe. To promote good fellowship and mutual understanding for and with the United States military communities. [The committee](#) is open to the public and past or current military service is not a requirement to join. For more information or to attend a meeting as a guest - no strings attached - email info@tempechamber.org with "Military Affairs Committee" in the subject line.

Member News

C2 Tactical is Hiring

[C2 Tactical](#) is now hiring for cashiers, range safety officers, sales and administrative positions. Interested parties may email their resume in pdf format toworkatC2@c2tactical.com.

Tempe Tourism Office Announces New Sports Sales Manager

[Chris Prince](#) recently joined the staff at the Tempe Tourism Office as a Sports Sales Manager. Prince will focus on the sports tournament and meeting markets for the group sales team. He will participate in trade shows, sales missions, prospecting campaigns, and familiarization trips. Originally from Phoenix, Prince was working in Los Angeles for the new Major League Soccer (MLS) expansion team, Los Angeles Football Club (LAFC). Prior to that, he was the Premium Seating Manager at the Rose Bowl in Pasadena.

Do You Have News?

Is there something exciting going on in your business? Maybe you had a big achievement? Did a team member join a board? Are you offering new services? If there is something you want the Tempe Chamber community to know, just add a Status Update in our [Member Information Center](#). Don't have a login? Just reply to this email and we will help you.

Member to Member Deals

Check out these amazing deals and specials our members offer **exclusively** to their fellow chamber members. From massages to hotel stays, banking to education, shopping to marketing, there is something for everyone. [Click here](#) to check out the

current deals.

Want to offer something to members? [Log into](#) our Member Information Center and get started. If you need assistance logging in, please reply to this email.



Community News

Arizona Coyotes Announce Tempe as New Home of Hockey Arena

The Arizona Coyotes announced last week that they have entered into an exclusive negotiation agreement with Catellus Development Corporation, master developer for the Arizona State University Athletic Facilities District, to work towards the finalization of a new arena and commercial development project within the district along Tempe Town Lake. The site of the proposed new arena is the Northwest corner of Rio Salado Parkway and McClintock Drive. The plan includes the construction of a 16,000-plus seat NHL arena for the Coyotes with an attached additional 4,000 seat multi-sport arena. The agreement provides for a period ending no later than June 30, 2017 to create the overall budget, design and operational plan for the development.

ADP's New Office to Add 1,500 Tempe Jobs

ADP will open a [new location](#) in downtown Tempe in the spring of 2017. This new office will create up to 1,500 new jobs and the company will invest more than \$33.75 million in the Tempe community. The company is a comprehensive global provider of cloud-based Human Capital Management (HCM) solutions serving more than 650,000 global clients. The Tempe Chamber of Commerce is proud to work with City of Tempe to foster an environment that attracts businesses like this to our city.

Tempe Conducting Survey for Residents' Opinions, Suggestions

The City of Tempe is conducting its [annual survey](#) of residents to understand how

residents feel about everything from facilities and programs to public safety and code enforcement. Tempe Mayor Mark Mitchell said, "Over the next few months, my council colleagues and I will be making decisions that affect a wide range of City services, including public safety, parks, recreation, economic development, code enforcement, and others. To make sure that the City's priorities are aligned with the needs of our residents, we need to know what you think."

All Tempe residents are encouraged to [take this survey](#) before Nov. 30.

East Valley Regional Veterans' Court Opens in Tempe

Former and current U.S. military service men and women who have been charged with misdemeanor violations will have more opportunities to resolve underlying issues that may have led them to being charged. On Nov. 9, several communities will come together to celebrate the establishment of the East Valley Regional Veterans' Court.

The centralized operation is located within the Tempe Municipal Court building.

The court will help hundreds of veterans resolve their citations for everything from trespassing and disorderly conduct to domestic violence and DUI. Many veterans need assistance addressing homelessness, substance abuse, mental health, anger management and conflict resolution issues. Social service agencies and the Department of Veterans Affairs collaborate with the court to create a customized plan for each veteran. If they make progress, they may get reduced or waived jail time or fines.

Get Social with the Tempe Chamber



Use [#TempeChamber](#) when you are posting on social media to show your pride in your membership. You may even get a like, retweet or repost!

Tempe Chamber of Commerce

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