

### Window to the West

#### **Schedule of Events**

September 12th Chamber Meeting 12:00 noon Badlands Saloon & Grille

September 13th Chamber Blood Drive 11:30am—2:30pm WCC

September 15th City Council Meeting 6:30pm—WCC

September 24th Golden West Annual Community Meeting 9am — WCC - GH

September 24th Minute Man Missile National Historic Site OPEN HOUSE 1:00 pm Exit 131 on I-90



# Wall Badlands Area Chamber of Commerce

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# HONDA GOLD WING ROAD RIDERS ASSOCIATION

Did you happen to notice a few Honda Gold Wings around town a couple weekends ago? The Nebraska /South Dakota District Gold Wing Road Riders Association was holding it's Annual Meeting in Wall, while on their way to the National Conference in Billings MT.

A total of 280 riders registered when it was said and done. Our motels and campgrounds offered rooms and sites, many of them filling up for a few days. A scavenger hunt from participating businesses brought in just about all of them to their stores, as they looked for a matching ticket to win a prize. Food was served by area restaurants, the local Mason's for a free will donation, along with an ice cream social provided by the Phoebe's group and church members of the Wall Lutheran Church.

Many of them took advantage of the free weekend at the Badlands National Parks' 100th Birthday Celebration, and Saturday completed their weekend with a light parade around town which had been postponed because of Friday's rain.



I want to personally thank everyone in Wall for the generosity and the kindness they showed the Gold Wing group. I have heard nothing but GREAT feedback of how wonderful everyone treated them and they

Mayor Marty Huether welcoming the GWRRA to wall.

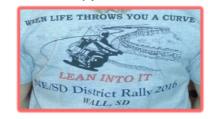
would love to come back to Wall. Many businesses also expressed how wonderful they were



It was a full house in the Grand Hall.

to work with as well. I knew when I asked them to consider coming here, the town wouldn't disappoint, and you didn't... You are all AWESOME!

You make my job so much easier, thank you!



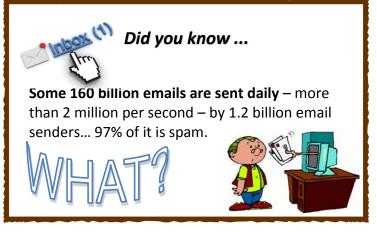
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**NOTE:** There are no minutes this month, as the Chamber had no meeting in August.





Sponsored by the Wall Badlands Area Chamber



Customer Service Quote of the Month

Whether you are big or small, you cannot give good customer service if your employees don't feel good about coming to work.

~ Martin Oliver ~



**CHECK OUT WHAT THE LIBRARY HAS FOR YOU! Library Sign-Up Month** – Calling all kids and teens! September is Library Sign-Up Month. Did you know that children and teens may have their own accounts? Parents are still in charge, but kids learn responsibility while enjoying books and reading! The first 48 children and teens to sign up for their own account or renew their existing account will earn an "I Love Reading" lanyard with a case for their library card. Everyone who signs up for an account, including adults, will be entered in a drawing to win a gift certificate from Books-A-Million.

# **Top 12 Customer Service Phrases**

As a service representative, you are the face and voice of your organization. By choosing your words wisely, you will project a professional image for yourself and the group you represent. The following phrases are 12 favorites at Business Training Works. They either set a positive tone, indicate a willingness to help, or show appreciation. Improve the service you provide by incorporating them into your conversation.

- 1. Good Morning. / Good Afternoon.
- 2. How may I help you?
- 3. Let me be sure that I understand.
- 4. May I ask you a few questions?
- 5. It would be my pleasure.
- 6. What I can do is ...
- 7. I am sorry that happened.
- 8. Let me find out for you.
- 9. Let me find someone who can answer that for you
- 10. Thank you.
- 11. You're Welcome.
- 12. Please come see us again. / Please call again.

For information about Customer Service training contact info@businesstrainingworks.com\_or online at www.businesstrainingworks.com.

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Points to Ponder ... Giving up doesn't always mean you're weak, sometimes it means you are strong enough and smart enough to let go and move on.

#### September is ...

- Classical Music Month
- Hispanic Heritage Month
- Fall Hat Month
- International Square Dancing Month
- National Blueberry Popsicle Month
- National Courtesy Month
- National Piano Month
- Chicken Month
- Baby Safety Month
- Little League Month
- Honey Month
- Self Improvement Month
- Better Breakfast Month



2016 Buffalo Round-up Custer State Park Friday September 30th 51st Anniversary www.travelsouthdakota.com/things-do/events/ custer-state-park-buffalo-roundup

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#### WALL-BADLANDS AREA CHAMBER OF COMMERCE

#### **Board of Directors:**

Donna Curr— President Jackie Kusser — Vice President Jackie Heathershaw—Treasurer Janet Lurz Sheila Drees Dawn Hilgenkamp Juanita Schroeder Trisha Eisenbraun Carol Hoffman Cindy Schuler—Executive Director

#### **Chamber Luncheon Meeting Locations:**

Jan, Feb, Mar—Red Rock Restaurant April—Annual Meeting May—Golf Course Mixer June—Community Center July – Wall Golf Course August—No Meeting Sept, Oct, Nov—Badlands Saloon & Grille Dec—Holiday Mixer The Next Chamber Meeting will be on Monday, October 17<sup>th</sup> @ 12 NOON Badlands Saloon & Grille 509 Main St — Wall, SD Menu or Lunch special available

# 2016 Wall Badlands Area Chamber of Commerce Membership

4th Avenue Floral Air Hon American Legion Auxiliary Americas Best Value Inn Anderson Investments Ann's Motel Arrow Campground Ascend Ag, Inc. **Badland Outpost Badlands Automotive Badlands Budget Host Badlands Harley Davidson Badlands Inn & Campground Badlands Interior Campground Badlands National Park Badlands Natural History Association Badlands Quilters** Badlands Saloon & Grille **Badlands Trading Post** Badlands/White River KOA **Best Western Plains Motel** Bev Dartt **Bill Bielmaier** Black Hills and Badlands Tourism Assoc. Black Hills Federal Credit Union **Broken Arrow Trading Company** Candee Kitterman Cedar Pass Lodge **Circle View Guest Ranch** Common Cents (Moyle Petroleum) **Corner Pantry Cornerstone Industries Country Cupboard Food Pantry Crazy Horse Memorial** 

#### \* GOLD MEMBERSHIP INVESTMENTS \*

GOLDEN WEST TELECOMMUNICATIONS WEST RIVER ELECTRIC ASSOCIATION

**Crew Agency** Crown Oil **Cutting Edge Salon** Dakota Mill & Grain Days Inn De's Oil & Propane East Pennington Co Transit East Pennington Conservation District East Penn County Ambulance District Econo Lodge **Evangelical Free Bible Church** Farm Bureau Financial Services First Interstate Bank **First Lutheran Church** First Western Insurance Agency **Frontier Cabins Gold Diggers** Hillcrest Motel Jitterbug Daycare Jonny Winn-Holsether Juanita Schroeder Larry Eisenbraun Mary Williams Minuteman Missile NHS Motel 6 Pennington County Commissioners **Pennington County Courant** Pioneer Auto Show & Prairie Town **Prairie Homestead** 

**Red Rock Restaurant & Lounge Richard Wahlstrom / EDWARD JONES** Rod Renner Ruland Arena, LLC **Rush Funeral Home** SanDee's Shearer's Western Dakota Ranch Vac. Singing Horse Trading Post Sleepy Hollow Campground St. Patrick's Catholic Church Subway Sunshine Inn Super 8 Motel SWIFTEC Inc. Triangle Ranch B & B Two Bit Saloon & Steakhouse **USDA Forest Service** Vintage Soule Salon & Boutique Wall Auto Livery Wall Building Center & Construction Wall Car Care Center Wall Dairy Queen Wall Drug Store Wall Food Center Wall Golf Association Wall Community Library Wall Meat Processing Wall Motel Wall Rodeo Booster Club Wall School District 51-5 Wall United Methodist Church Waste Connections Welsh Motel Wildlife Museum / Kodiak Coffee Shop

Thank you for your investment!