



MISSION REGIONAL CHAMBER OF COMMERCE BusinessTRACK

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NOV 2021

What is the Mission Regional Chamber of Commerce?

The majority of businesses who are members of the Mission Regional Chamber of Commerce are businesses with 1-5 employees. We asked them why they have joined the Chamber, and the answer is, "I have someone in my corner". That is what the Mission Regional Chamber of Commerce is, a player in your business's corner, cheering you on and assisting in any way that we can.

We work as a team with you to Advocate for you, provide Benefits that will assist you, and provide meaningful Connections for you - our ABC's.

Advocacy

We engage, support, and are a resource for businesses and organizations in our community. We work to create community dialogue and identify concerns and opportunities for our members.

Benefits

Membership provides access to benefits, opportunities, and resources for businesses and organizations.

Connections

We provide members with strategic connections that strengthen and optimize their business or organization.

Our Mission is simple; To be the resource of choice for businesses and organizations in our community.

Attract – Support – Empower

The MRCC is a member-driven organization made up of close to 500 businesses and local organizations in the region. The Chamber is a not-for-profit organization, incorporated under the Federal Board of Trade Act. The Chamber is governed by a Board of Directors, who adhere to the MRCC Bylaws and Constitution. The MRCC is also a member of the BC Chamber of Commerce and the Canadian Chamber of Commerce.

Membership in the BC and Canadian Chambers of Commerce is fundamentally important when advocating to senior levels of government. Through membership in the network, the MRCC becomes a part of more than 200,000 businesses' voices across Canada.

Through our advocacy efforts and our strong working relationship with the District of Mission, Downtown Business Association, and Community Futures North Fraser, we promote business growth, sustainable development, and job creation while cultivating productive relationships with the community, educational facilities, businesses, non-profits, and other government organizations.

If you are interested in joining and becoming a member of the Mission Regional Chamber of Commerce, please reach out to our office and

we would be excited to talk more about how we can work together and be in your businesses or community organisations corner.

Missionchamber.bc.ca 604 826 6914
execdir@missionchamber.bc.ca



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President's Report NOV 2021



Angel Elias
CHAMBER PRESIDENT

The Mission Regional Chamber of Commerce is happy to announce and introduce our New Executive Director, Janessa Derksen. With a mix of great past employment opportunities and post-secondary studies in Public and Business Administration, Janessa joined the Mission Regional Chamber of Commerce in 2016.

Through the years Janessa has consistently worked on creating relationships with the Mission Business and Non-Profit community and being innovative in ways the Mission Chamber can support our local organizations. She showcases her commitment and passion for our community through any conversation.

Janessa looks forward to having those conversations that matter and finding the solutions that count for our business and community leaders.

The Board of Directors were excited to embark on a 2 day strategic planning session, with On Board Training. It was 2 days of great discussions and we are happy to have created a solid strategic plan that will support the Chamber in moving forward with growth in several areas.

The Board continues to review and update policies, and have made progress with this task. Thank you to the Governance committee for spear heading this.

Our first Business after Hours event was finally able to take place. Hosted by Community Futures, this was a great evening of Networking, and Community Futures pulled out the red carpet for members who were in attendance, serving amazing refreshments and swag bags for all. It was great to see people in person.

We are excited to be hosting the Annual Christmas Chamber luncheon in December, where we will have an update from the City of Mission and maybe even a guest appearance from a special person. Pre-registration is required as space is limited.

Last but not least, I want to thank our Community for their continued support over the last year. COVID 19 has posed many challenges and we all rose to the occasion and worked through and adapted to the daily changes. On top of a pandemic the Chamber had some transition to manage, with change in leadership. However even through the transition and change of Leadership, the Chamber continued to strive to support the Business Community and Organizations.

I would like to wish you all a Happy Holiday Season, filled with joy and laughter.

Holiday Business "Survival Tips"

With the holiday's quickly approaching, we thought it was time to share some Holiday Business tips!

The first tips include:

1. Focusing on marketing specifically for the Holidays, creating a marketing plan and implementing it early in the season.
2. Once the plan is in progress, organize where your marketing dollars are going. Purchasing space in communication mediums like *What's On! Mission* and/or *the Mission Record* needs to be completed ahead of time. Don't miss out.

Tips that go beyond sales:

3. Re-evaluate the holiday-staffing. Which employees are around for the holidays, who is willing to work overtime, and is there a need for seasonal staff hires? Would your business thrive or suffer if you made changes to your holiday hours?
4. Look at the budgets – does it account for a busy holiday season with specialized hours? Make sure that staff are motivated to end the year off on a high-note.
5. Show the staff they are appreciated. Can you afford to let staff leave a little early or adjust their hours for a merry work-life balance? Happy staff are productive staff.
6. Organize a holiday party! Another great way to show staff you appreciate them.
7. Look at previous year's sales and make sure there is enough inventory to meet the demand of the holiday rush.
8. Look through the member or past customer email list and send a strategic holiday "offer" to lure them through the door. Let's capitalize on the desire to spend for the holidays.
9. Winter is coming, so for businesses this means year end is around the corner. Check out the financials and get prepared.
10. **GIVE BACK** - Show the community how much you appreciate them, by having a holiday sale and providing snacks and drinks for everyone that comes in.

With these few tips you should not only be organized but you won't feel the crunch of year-end as much. We wish our community a happy holiday season, and remember: SHOP LOCAL. #BetterTogether



2020/2021 BOARD OF DIRECTORS

<small>Angel Elias PRESIDENT</small>	<small>Manny Deol VICE PRESIDENT</small>
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Spotlight on Business Excellence

Why Do Businesses Sponsor the Business Excellence Awards?

As we begin to announce the nominees for the 21st Annual Business Excellence Awards, we gear up the community to celebrate the achievements of our local businesses and non-profit organisations.

But what does this really mean to local organisations that have been nominated? Well, it begins with the simple excitement of being recognized by the community they serve for their efforts over the past year. Through another pandemic year, many businesses have stepped forward to help our community even when times have been tough. Our local businesses are the ones that step up, whether to help us find that special gift, donate to silent auctions for our children's sports teams and much much more, they are consistently the backbone of our Mission community.

What better way to celebrate the businesses that you have nominated than with awards, cheer, recognition and celebration. Hence, the Business Excellence Awards. In its 21st year, this event has always been a highlight for the community. It is a time where organisations support organisations, and events like this are not possible without the sponsorship of the community.

Currently there are sponsorships still available for businesses to invest in, to market their own organisations, and to showcase their support for the recognition of their neighbours. The Mission Regional Chamber of Commerce works tirelessly to showcase our nominees, finalists, award winners, and our sponsors of the Business Excellence Awards.

Then, the question stands, would you like to be a sponsor of this year's 21st Annual Business Excellence Awards? Details on sponsorship opportunities can be found on the Mission Regional Chamber of Commerce website: missionchamber.bc.ca or by calling the office at 604 826 6914.

The list of generous sponsors and sponsorship opportunities stand as;

Award Sponsors:

- Customer Service Excellence Award - **Sponsorship still available**
- Exceptional Business of the Year Award - **Sponsorship still available**
- Resiliency & Recovery Award - **Sponsorship still available**
- Non-Profit Organization of the Year Award - **Sponsorship still available**

Marketing & Communication Award
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Small Business of the Year Award
Sponsored by



U40 Entrepreneur of the Year Award
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Pictures of past Business Excellence Awards celebrations



Presenting Sponsor



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BusinessTRACK

Welcome to our New Members

Upcoming Events

Keep Your Eye on These Events Coming Soon!

ANNUAL CHRISTMAS LUNCHEON – STATE OF THE CITY

Thursday, December 9th 2021
11:30 AM – 2:00 PM

Registration required – Limited Seats

Join us for our annual Christmas luncheon at the Best Western in Mission!

Connect with fellow Chamber members, enjoy an amazing meal and hear from the Mayor of Mission Paul Horn on the "State of the City"

The event will be featuring:

- A holiday style meal
- Cash bar
- Silent auction
- Networking games

Santa may even make an appearance – time to work on which side of the naughty/nice list you will fall on.

We will be collecting donations for the Mission Christmas Bureau and St. Joseph's Food Bank at the entrance, please donate generously if you have the means.

Call to all members! Please consider donating items for the silent auction. Proceeds from the silent auction will be split evenly between the Mission Regional Chamber of Commerce Bursary Fund, the Mission Christmas Bureau, and St. Joseph's Food Bank. This is a great opportunity to give back to your community!

Please contact Events Coordinator Sandeep at events@missionchamber.bc.ca to donate items for the silent auction.

In your email, please provide item description, value, and how we will receive your item. Please note, the Chamber can pick up the item from you or you can drop it off at our office. Deadline for us to receive items is Friday, Dec 3rd at 4pm.

Stay Tuned...

We are currently in the works to bring more workshops, Virtual Coffees and Networking events that are yet to be announced. **Therefore for future workshops and events stay tuned to our events page at missionchamber.bc.ca**



Duton's Mobile Service

(604) 850-4867
E: duton2@telus.net

Lashes by Melmi

(778) 878-4949
E: missionmama@gmail.com
W: www.facebook.com/lashesbymelmi

CrossFit VMA Inc.

(778) 548-4757
208-7261 River Place
Mission, BC V4S 0A2
E: crossfitvmission@gmail.com
W: www.crossfitvma.com

Christine Allan – Realtor

(604) 202-6996
E: christineallansells@gmail.com
W: www.christineallansells.ca

Goldenball Mercantile Ltd.

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33057 First Avenue
Mission, BC V2V 1G2
E: brooke@anbrook.com
W: www.goldenballmercantile.com

Robyn Roste Communications

(604) 217-5671
E: robyn@robynroste.com
W: www.robynroste.com

Valley-Wide Financial

(604) 866-8139
E: tarl@valley.bc.ca
W: www.valleywidgroup.ca

Priscilla Pizarro Personal Real Estate Corp

1-604-202-2330
E: priscillasellsbc@gmail.com
W: www.PriscillaSellsBC.com

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Contact for more information

Connect@missionchamber.bc.ca

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Thank you to the Mission Community for submitting your nominations, it is now time to notify the nominees and prepare for public voting!

Voting will open November 30th 2021 - December 30th, 2021

This is where the public gets to be the judge! Public voting will take place on our website from November 30, 2021, until December 30, 2021. All Business Excellence Nominees will be listed in the appropriate categories using a single choice survey system. Only one vote per IP address is allowed.

Vote for the business you believe excels at what they do! Your votes will have weight in the final determination of the top 3 businesses in their respective categories.

The Judging process begins in January 2022.

The Judging portion of the awards-process begins with the nominee interviews which are performed by a volunteer panel of judges selected by the Mission Chamber.

The judges will be comprised of our Board of Directors, long-time members, and engaged community volunteers. Each judge will review the nomination package that was submitted prior to the interviews.

The judges will score each Finalist based on the criteria of the specific award category and at the end of the process hand the results over to the Chamber Team. Award Finalists will be announced after the interviews are complete and the final scores are tallied by the Chamber Staff.

The final step of the process will have the Finalists return for a fun interview with a videographer. The videos produced will be showcased through an award presentation.

21st Annual Business Excellence Awards Timeline

- January 10 - The finalists will be announced
- January 17-21 - Finalist's interview filming week
- January 21 - Finalist Nomination Packages due
- January 24th – 28th Judging Process



www.missionchamber.bc.ca

Congratulations!
Award Winners & Nominees

We are honoured to recognize and congratulate all nominees and winners of the 2021 Business Excellence Awards. We appreciate all that you do for our community and the resiliency and leadership you have shown in a very difficult year. Thank you for all your contributions.

We wish you continued success.





It's time to celebrate the best businesses in Mission

CUSTOMER SERVICE EXCELLENCE

The Customer Service Excellence Award is presented to a business that exemplifies superior Customer Service. They demonstrate outstanding customer retention, exceptional knowledge of their products, and/or services, and exceeds their customers' expectations repeatedly.

NOMINEES

- | | |
|------------------------|----------------------------------|
| ARNOLD'S SHOE REPAIR | LIBERTY TAX |
| ART OF ALCHEMY | LUSH STUDIO |
| CAN DANCE STUDIO | MISSION CITY PIZZA |
| CHARTWELL CEDARBROOKE | MISSION CRIME PREVENTION OFFICE |
| RETIREMENT RESIDENCE | MON CHERI |
| ELENI'S RESTAURANT | PICTURESQUE CLOTHING COMPANY |
| EXCALIBUR ELECTRIC LTD | PRESSLAND GENERAL |
| FOUNTAIN TIRE | PRISTINE TOUCH CLEANING SERVICES |
| FRAME IT ON FIRST | REXALL PHARMACY |
| HERITAGE PARK PHARMACY | STC LANDSCAPING |
| JC LIQUIDATORS | STUDIO FITRX |
| KARLA'S SPECIALTEAS | THE MAGENTA ROSE HOUSE |
| LEARN & PLAY KIDS | THRIVE SUPPLMENTS AND VITAMINS |
| | ULTRA FUELS |

EXCEPTIONAL BUSINESS OF THE YEAR AWARD

A business that showcases entrepreneurial spirit, exceptional leadership, services, and vision will be presented with this award. This award recognizes the significant contributions to the economic health of the Mission community, business growth, development of fresh and revitalized business practices, and continuous contributions to the business community.

NOMINEES

- 4TH DIMENSION DESIGN + DRAFTING
- CAN DANCE STUDIO
- DR. FIX COMPUTERS
- ELENI'S RESTAURANT
- EVOKE WELLNESS CENTRE
- JC LIQUIDATORS
- LACEY CONSTRUCTION
- LEARN & PLAY KIDS
- MATH4ME LEARNING INC.
- MISSION CITY PIZZA
- PRESSLAND GENERAL
- SAVE-ON-FOODS
- STUDIO FITRX

EVOKE WELLNESS
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Thank you for nominating our team for the
Exceptional Business of the Year Award!

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info@evokewellnesscentre.com | evokewellnesscentre.com

Gallery 202 f gallery202missionbc

Business Excellence Awards Nominee
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Manga Art	Kids' Birthday Parties
Ladies Night Drop-In	Cedar Weaving Workshops
Gallery 202 Kids' Choir	Ceramic Painting Workshops

NOVEMBER & DECEMBER EVENTS

- 18 Nov: Customer Appreciation - Live Music
- 19 Nov: Artist of the Month - Live Music
- 3 Dec : First Friday - Live Music
- 1-31 Dec: Xmas Ceramics Make & Take
- 1-31 Dec: Food Bank Dropoff

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It's time to celebrate the best businesses in Mission

RESILIENCY AWARD

This award new to the 20th Annual Business Excellence Award is presented to a business that demonstrated strength and resiliency during COVID-19. This business found new and innovative ways to adapt and respond to business disruptions while maintaining continuous business operations or pivoting their operations to serve the greater community. They did not give up, and above all things, they were kind, calm, and compassionate.

NOMINEES

- ACADEMY OF CHEER EXCELLENCE
- ARCH-WAY DANCE
- CAN DANCE STUDIO
- CHARTWELL CEDARBROOKE RETIREMENT RESIDENCE
- EMBERS BBQ HOUSE
- ENGLISH TARTS
- PRESSLAND GENERAL
- STUDIO FITRX
- THE MAGENTA ROSE HOUSE
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MARKETING & COMMUNICATION

Sponsored by Mission Record



A business or organization which is innovative in its approach to marketing and promoting their product or service effectively is eligible for this award. Utilizing media and communications on all levels, including personalizing marketing with digital tools, data, and approaches, to build a reputation, drive strategic growth, and enhance their business, improving engagement with customers and prospects.

NOMINEES

- LACEY CONSTRUCTION
- MISSION CITY PIZZA
- STUDIO FITRX

We are thrilled to be nominated for the Business Excellence Awards!



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It's time to celebrate the best businesses in Mission

SMALL BUSINESS OF THE YEAR AWARD

Sponsored By The Downtown Business Association



An emerging or existing innovative small business with 20 or fewer employees that has been in operation between one and five years, and exemplifies entrepreneurial spirit and vision, exceptional leadership with new products, services, or processes. This is a business that is recognized by their peers for their competitive edge, professional integrity, excellence in customer service, and their success.

NOMINEES

ALDERWOOD APPAREL
EXCALIBUR ELECTRIC LTD
GALLERY 202
LEARN & PLAY KIDS
LUSH STUDIO
PRESSLAND GENERAL

STC LANDSCAPING
STUDIO FITRX
THE MAGENTA ROSE HOUSE
TIRES 2 GO
WHO KNOWS LIQUIDATION & THRIFT

NON-PROFIT ORGANIZATION OF THE YEAR

Awarded to a registered society that is active in the local community by making a positive contribution to the social, cultural or economic well-being of the Mission area. This organization shows leadership, demonstrates outstanding contributions, active collaboration, and engagement with others beyond who they serve while maintaining a good relationship with their internal and external partners.

NOMINEES

COMMUNITY FUTURES NORTH FRASER
MISSION DISTRICT HISTORICAL SOCIETY
MISSION SKATING CLUB
MISSION YOUTH ACTION GROUP



We are ecstatic to be nominated for the *Small Business of the Year Award!*

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We are honoured to be nominated for the Resilience and Recovery, Customer Service Excellence, Exceptional Business of the Year, and Small Business of the Year Awards!

Thank you for nominating us for the Business Excellence Awards!




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It's time to celebrate the best businesses in Mission



The U40 Entrepreneur of the Year recognizes the outstanding achievement of those under the age of 40 and is awarded to persons who have successfully built their organization. This person has gained an expanding positive reputation and strong interpersonal, career, and business potential within the community.

NOMINEES

- ART OF ALCHEMY
- MATH4ME LEARNING INC.
- MIRROR ENVY
- MISSION CITY PIZZA
- STUDIO FITRX
- TIRES 2 GO
- URBAN VALLEY TRANSPORT LTD.



THANK YOU
for nominating us for the Resiliency & Recovery and Customer Service Excellence Awards!

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Thank you, Mission!

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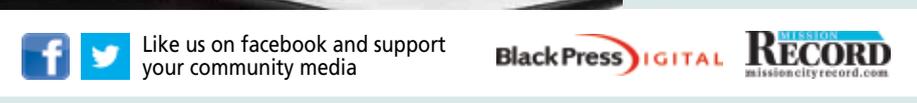


CONGRATULATIONS TO ALL THE NOMINEES!




We are proud to help local Mission small business's thrive and grow – connecting you to potential customers with effective print and digital marketing solutions that really impact success.

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We are thrilled to be nominated for Customer Service Excellence & Small Business of the Year!

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