



Village of Hanover Park Administration

Municipal Building
2121 Lake Street
Hanover Park, IL 60133-4398

630-823-5600
FAX 630-823-5786
www.hpil.org

PRESIDENT
RODNEY S. CRAIG

VILLAGE CLERK
EIRA CORRAL

TRUSTEES
WILLIAM CANNON
JAMES KEMPER
JON KUNKEL
HERB PORTER
RICK ROBERTS
LISA TROUSDALE

VILLAGE MANAGER
JULIANA A. MALLER

VILLAGE OF HANOVER PARK CONECT COMMITTEE REGULAR MEETING Municipal Building, Room 214 Hanover Park, IL Tuesday, December 8, 2015 12:30 p.m. AGENDA

1. **CALL TO ORDER**
2. **ACCEPTANCE OF AGENDA**
3. **PRESENTATIONS/REPORTS: None**
4. **APPROVAL OF MINUTES:**
 - 4-a. Request to approve the Minutes of November 10, 2015
5. **ACTION ITEMS:**
 - 5-a. Mayor's Choice Business Award – Scoring/Evaluations
 - 5-b. CONECT Committee 2016 Calendar
 - 5-c. Logo second item review of samples – adhesive cell phone wipes
6. **TOWNHALL SESSION:**
 - 6-a. Persons wishing to address the public body must register prior to Call to Order. Please note that public comment is limited to 5 minutes per speaker
7. **OLD BUSINESS (NON-ACTION ITEMS)**
 - 7-a. Business/Realtor Reception – Recap and feedback.
8. **NEW BUSINESS (NON-ACTION ITEMS)**
 - 8-a. Local Business Welcome Visit:
Sona Wireless, (Cell Phone Providers), 6768 Barrington Road, 630.299.6524,
Mohammed Abbasi



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**Betty's Bistro, (Restaurant w/ Video Gaming), 1146 Lake Street, 630.656.5747,
Mary Jensen**

9. Development Update

10. Upcoming Events –

Northwest Hispanic Chamber of Commerce – Meet and Greet Event, Tuesday, December 8th, 5:30 p.m. – 8:00 p.m.

11. ADJOURNMENT



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VILLAGE OF HANOVER PARK

CONNECT COMMITTEE Regular Meeting

Municipal Building, Room 214
2121 Lake Street
Hanover Park, IL 60133

Tuesday, November 10, 2015
12:30 p.m.

MINUTES

1. CALL TO ORDER

Chairperson Tobin called the meeting to order at 12:37 p.m.

PRESENT: Members: Mario Farfan, Ben Diaz, Angela Ligocki, Kevin Swan, Adam Cortes, Balwinder Chhokar, Patrick Kaveney, Chairperson Gail Tobin

ABSENT: Members: Mary Morrison, Jean Lynn, Andy Bunge, Bob Morris, Jon Stickney, Beth Corrigan, Ann Robinson, Jeff Acks, Michelle Macholl, Gayle Peneschi, Andrea Fox

VILLAGE STAFF
PRESENT: Director of Community & Economic Development Shubhra Govind, Village Clerk Eira Corral, Trustee Herb Porter, Secretary Kathleen Arnold

GUESTS: Poplar Creek Public Library – Scott Casper and Elizabeth Neil

2. ACCEPTANCE OF AGENDA:

Motion by Member Farfan to accept the Agenda, seconded by Member Swan.

Voice Vote:

All AYES.

Motion Carried: Agenda Accepted.



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3. **PRESENTATIONS/REPORTS:** Poplar Creek Public Library – Scott Casper and Elizabeth Neil.
A powerpoint presentation was made to the Committee detailing the history, location and resources available to Hanover Park businesses at the library. Most valuable for small businesses would be the use of many databases, reference books and examples of business forms. In order for businesses to access these resources they would need to go to the library and set up a special account. The library is also a great resource for personal use as they have resources for job searching and personal finance investment tips. For further information you may contact Scott Casper at 630.483.4754 or Elizabeth Neil at 630.483.4935.

4. **APPROVAL OF MINUTES:**
 - 4-a. **Request to approve the Minutes of October 13, 2015.**
Motion by Member Macholl to approve the Minutes, seconded by Trustee Porter.
Voice Vote:
All AYES.
Motion Carried: Approved Minutes.

5. **ACTION ITEMS:**
 - 5-a. **Mayor's Choice Business Award Nominee Interviews – request for members to conduct interviews. (Evaluation/Scoring at December Meeting)**
The following members volunteered to conduct the interviews for the nominated businesses:
Mickey Macholl – Bungalow Joe's
Herb Porter – Round Ground Metals
Mario Farfan – Dulce Vida Juice Bar
Kevin Swan – Jimmy John's
Gail Tobin – Olde Salem Café.
All interviews are due by December 1st so they can be included in the December Agenda packets.

5-b. **Business After Hours, Tuesday, February 9th, 2016 request for Sub-Committee Members.**
The following members volunteered to be on the sub-committee:
Mickey Macholl, Gail Tobin, Mario Farfan and Andrea Fox.
Secretary Arnold will set up a meeting just after the new year to start planning event.

5-c. **Decide additional Logo Items**
The committee discussed and decided to go with the adhesive/sticky cell phone wipe for the second logo item not to exceed budgeted amount allocated and items should be ordered before 12/31/2015.

6. **TOWNHALL SESSION: Julie M Holloway – Shop Small Campaign**



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A presentation of the American Express Shop Small campaign was presented by Julie M Holloway, who agreed to be the Hanover Park Neighborhood Champion for this event. American Express provided marketing materials and access to the website for all small businesses who wish to participate on this free campaign. The event date is scheduled for Saturday, November 28th.

7. OLD BUSINESS (NON-ACTION ITEMS):

7-a. Realtor & Business Reception

Members of the Committee discussed and recommended the following:

- Member Fox has sent electronic email blasts to Hanover Park Chamber of Commerce members.
- Food will be ordered from Hanover Park businesses such as Jimmy John's, Rosati's Pizza and if possible a donation from Dulce Vida Juice Bar.
- County Farm Liquors will donation alcoholic beverages.
- Committee members were asked to promote event on their Facebook Pages

NEW BUSINESS (NON-ACTION ITEMS):

8-a. Local Business Welcome Visit:

Kids Island Adventures, (Day Care), 4475 Turnberry Lane, 847.404.8225

Shubhra Govind volunteered to make the welcome visit.

8-d. Development Update:

- **Hanover Square Shopping Center** – An update was provided.
- **RGM** – Round Ground Metals – Shubhra Govind and Mayor Craig visited the business to complete a business retention survey.
- **900 Irving Park Road** – Village expects to receive an application for a Senior Housing project soon.
- **Homes for a Changing Region** – Housing study results will be presented soon.

8-e. Upcoming Events:

- **Hanover Park Park Foundation** – Will be having a Casino Night on November 19th at the Bristol Palace Banquet facility located in Palatine. The event is held to raise funds for Park District Scholarships.
- **Hanover Park Community Bank** – 6800 Barrington Road, Grand Opening will be held early December. Details to follow.

9. ADJOURNMENT: 1:50 p.m. Motion by Member Swan to adjourn, seconded by Member Machol.

Voice Vote: All AYES.

Motion Carried: Adjourned.



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Recorded and Transcribed by:

Kathleen Arnold, Secretary
Community Development
On this 10th day of November, 2015

Gail Tobin, Chairperson

20th Annual Mayor's Choice Business Award – EVALUATION FORM

1. Community Involvement

(This category is established to evaluate the resources allocated by the company [financial, manpower, etc.] to projects benefiting the community).

Community Involvement	Point Value	Score
No evidence of resources provided	0 pts	
Evidence of expected level of authority for a company	10 pts	
Evidence of resources allocated that directly benefit Hanover Park	20 pts	

TOTAL _____

2. Excellence in Customer Service

(This category is established to evaluate the policies and practices that demonstrate a strong commitment to customer service.)

Customer Service	Point Value	Score
No evidence of policies/practices of excellent customer service	0 pts	
Evidence of policies/practices that yield an expected level of customer service for a company	10 pts	
Evidence of policies/practices that yield a strong commitment to customer service	20 pts	

TOTAL _____

3. Positive Image and Appearance

(This category is established to evaluate the level which business provides growth within the Village, a positive image and attractive appearance.)

Positive Image and Appearance	Point Value	Score
Fair	5 pts	
Average	10 pts	
Above Average	15 pts	
Exemplary	20 pts	

TOTAL _____

4. Longevity in Hanover Park

(This category is established to evaluate the number of years the company has been located in Hanover Park.)

Longevity in Hanover Park	Point Value	Score
Less than 1 year	2 pts	
1-5 years	4 pts	
6-10 years	8 pts	
10 + years	10 pts	

TOTAL _____

GRAND TOTAL

CONNECT MEMBER: _____

Business Name: Dulce Vida Contact: Greg Date Called: 11/19/2015

MAYOR'S CHOICE BUSINESS AWARDS - TELEPHONE INTERVIEW FORM

Hello, I'm Mario Farfan from the Hanover Park Business CONECT Committee of the Village of Hanover Park. I'm calling to congratulate you on your nomination for the Village's annual "Mayor's Choice" business award! In order to be considered, I need to ask you a few brief questions so that the Committee has all the information they need for evaluating all businesses nominated and selecting a winner. (This should take no more than 5-10 minutes).

1. What is the total number of persons currently employed at your business? 5
2. What are your business hours? 7 Days a week- Open from 6am-10pm everyday
3. Can you please provide a short history of your company/business? We started our business in Melrose Park, as an alternative to healthy options. We are growing and plan to look at other locations but currently we use our Hanover Park store as a training site. We have over 2200 followers on our website and continue to grow through word of mouth and social media.
4. How long has your business been located in the Village? Since 2014
5. Can you please provide some background regarding your company's growth while you have been in Hanover Park? We have only started to really get our name out there through small marketing and community involvement. Our clientbase is growing steadily and we feel good about the many opportunities here in Hanover Park
6. Can you provide a description of your company's business "philosophy", as well as accomplishments, and challenges that you face? Our vision is healthy options for our customers, we have accomplished hiring/creating jobs in the community. Partnered with Local artists to display their work in our store. We recently joined a program called "Shop Local/small" which encourages residents of Hanover to buy within their own community.
7. Please describe any involvement that your business has had in the community. We have had "Smoothie classes" and also worked with the Bartlett Public library.
8. Please tell me what your company does to provide the best possible customer service it can.
We have monthly staff training in our store to develop knowledge and customer care. Our store setup, I feel has a warm and welcoming appeal. We have our menu's in dual language to accomadate Hanover Park residents.
We will begin to have a Sunday Juicing class for free(2016) We will also have WGN when we have our
Thank you for your time. official grand opening in march/april of 2016.

Business Name: Jimmy John's **Contact:** Brad Simousek **Date Called:** 11/25/15

MAYOR'S CHOICE BUSINESS AWARDS - TELEPHONE INTERVIEW FORM

Hello, I'm _____ from the Hanover Park Business CONECT Committee of the Village of Hanover Park. I'm calling to congratulate you on your nomination for the Village's annual "Mayor's Choice" business award! In order to be considered, I need to ask you a few brief questions so that the Committee has all the information they need for evaluating all businesses nominated and selecting a winner. (This should take no more than 5-10 minutes).

1. What is the total number of persons currently employed at your business?

20 Employees.

2. What are your business hours?

Business hours are 11-9

3. Can you please provide a short history of your company/business?

Growing up in Hanover Park, it was important to us to open the first location in this town. The business opened its doors on October 1, 2004 and has been serving the public the world's greatest gourmet sandwiches ever since.

4. How long has your business been located in the Village?

The business has been located in the Village since October 1, 2004.

5. Can you please provide some background regarding your company's growth while you have been in Hanover Park?__

When we opened the business we were welcomed by the community. However the business was affected by the recession. Therefore we put together many aggressive advertising plans to get us back on our feet which allowed us surpass where we were prior to the recession. In addition, another major contribution to our growth was an extensive remodel in which improved our efficiency. We changed the layout of the store, and added all new equipment from the slicer to our POS system, which allows us to deliver the sandwiches even faster.

6. Can you provide a description of your company's business "philosophy", as well as accomplishments, and challenges that you face?

Our business is about simplicity, quality, speed, and delivery. We offer the best sandwiches in the business, made with the best meats, cheese, and bread while providing lightning fast delivery service. Our challenge going forward is being able to continue our growth in these challenging economic times.

7. Please describe any involvement that your business has had in the community.

The business and its employees have been involved in numerous charitable events for local schools, churches, and the VFW. We also like to give financial support to show our appreciation for Hanover Park's great police officers and firemen.

8. Please tell me what your company does to provide the best possible customer service it can.

Jimmy John's cuts no corners in the preparation of our sandwiches. We slice our meat, cheese, and veggies fresh daily. Our bread is baked fresh throughout the day. Our delivery service is very important to us. Everyday we aim to provide the freshest sandwiches and fastest deliveries.

Thank you for your time.

Business Name: Olde Salem Café **Contact:** Renate Smith **Date Called:** 11/25/15

MAYOR'S CHOICE BUSINESS AWARD - TELEPHONE INTERVIEW FORM

Hello, I'm **Gail** from the Hanover Park Business CONECT Committee of the Village of Hanover Park. I'm calling to congratulate you on your nomination for the Village's annual "Mayor's Choice" business award! In order to be considered, I need to ask you a few brief questions so that the Committee has all the information they need for evaluating all businesses nominated and selecting a winner. (This should take no more than 5-10 minutes).

1. What is the total number of persons currently employed at your business?

1 (self) occasionally a friend helps out.

2. What are your business hours?

10-7 Monday – Saturday

3. Can you please provide a short history of your company/business?

We started with desserts online (Cookies A La Carte) which did well so we expanded to a café with food options. We have German oriented cuisine and desserts.

4. How long has your business been located in the Village?

2 years

5. Can you please provide some background regarding your company's growth while you have been in Hanover Park?

The business is growing. The Highlighter, Coupon Magazine, Restaurant.com, Yelp & Facebook postings have helped people find the business.

6. Can you provide a description of your company's business "philosophy", as well as accomplishments, and challenges that you face?

We provide the best service and high quality food to our customers. We offer as much homemade as we can. About 80% of the food is homemade. The buns and breads are made right here. We offer something different. We would like to expand to have more seating. The biggest challenge is to get customers in and get the word out. We have great customers and appreciate each one of them.

7. Please describe any involvement that your business has had in the community.

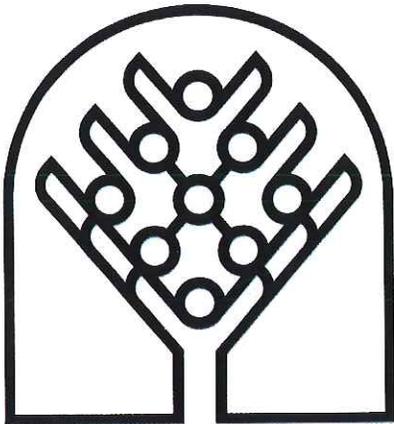
We have catered the Village Mardi Gras event and advertise in the Village newsletter. Renate would like to get more involved, but can't until she hires someone so she can leave.

8. Please tell me what your company does to provide the best possible customer service it can.

We are down to earth with the people. We greet them when they come in, joke around, and be attentive without being overbearing. We provide fresh, homemade and unique food choices.

Thank you for your time. You will be receiving an invitation to attend the award ceremony on Friday, January 30, 2015. Details, including the time and location of the ceremony, will be provided in the invitation. Thanks again!

2015 Business Award



Hanover Park

**One Village
One Future**

**Eira L. Corral
Village Clerk**



**People's
Choice
Nominee**

- | | |
|------------------------------|--------------|
| *Dulce Vida Juice Bar | 67840 |
| *Bungalow Joe's | 67841 |
| *Jimmy John's | 67842 |
| *Olde Salem Cafe | 67843 |
| *Round Ground Metals | 67844 |

VOTE

for this business by texting the no. listed above

to 650-600-9016

Polls close January 8, 2016 at 11:30 pm

One vote per participant. Voting available only via text, standard charges apply.



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EDWARD J. ZIMEL, JR.

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HANOVER PARK BUSINESS C.O.N.E.C.T (COMMITTEE ON NETWORKING, EDUCATION AND COMMUNITY TEAMWORK)

2016 MEETING SCHEDULE

(Second Tuesday of each month)

12:30 p.m.

Municipal Building, Board Room 214

January 12

February 9

March 8

April 12

May 10

June 14

July 12

August 9

September 13

October 11

November 8

December 13

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HOUSE

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MOUSTACHE

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1.

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Your custom sticky clean comes attached to the card, then wrapped individually in cellophane wrapper.

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2.

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YOUR LOGO HERE!

Your
Sticky

3.

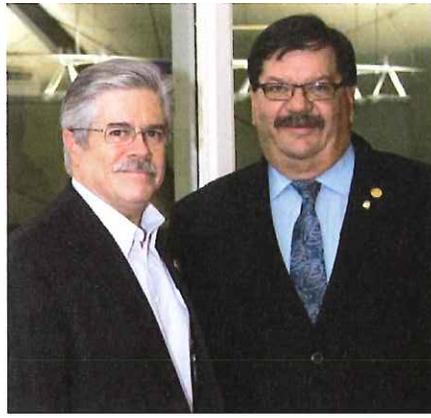
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Realtor & Business Reception November 18, 2015 Recap

Year	2012	2013	2014	2015
Total Attendees	79	100	69	74
Village Board Members, Staff, CONECT	22	20	18	36
Service Agencies	13	21	10	14
Businesses	10	20	11	25
Photographer	1	1	0	0 (Staff)
Realtors/Guests	41 (18) Realtors	40	31	38
Table Fees	\$0.00	\$250.00	\$100.00	\$125.00
Budget	\$1200.00	\$1000.00	\$750.00	\$750.00
Total Expenses	\$509.00	\$468.15	\$424.79	\$649.30
Over/Under Budget	\$691.00	\$781.85	\$325.21	\$100.70
Donated Items:	Tony's Finer Foods, Prestige Florist, Starbucks, Bungalow Joe's, Menards, Park District, First Eagle Bank, Hanover Park Library Branch	Tony's Finer Foods, Starbucks, Bungalow Joe's, Jimmy Johns, Cookies a la Carte	Bungalow Joe's (wine, beer and pulled pork sandwiches and chips), Jai Hind Palace (2 trays Samosa), First Eagle Bank (flashlights/note pads), Park District (ice, signs)	Bungalow Joe's - pulled pork sandwiches and chips. County Farm Liquors - Alcohol
Purchased Items:	Photographer \$50.00, Caputo's \$221.95, Family Dollar Supplies \$9.50, Party City Supplies \$117.00, Sam's Club Beverage/Snacks \$110.62	Postage to business \$132.38, Examiner Publication Ad \$40.00, Party City \$51.96, Tony's Finer Foods \$79.02, Sam's Club \$164.79	Postage to business \$72.28, Sam's Club \$194.35, Party City \$54.71, Walmart \$20.09, Dollar Tree \$3.00, Warehouse Direct \$80.36	Postage to Businesses and Realtors \$283.24, Food /supplies \$366.06
Committee Suggestions	<ul style="list-style-type: none"> Do welcome earlier - maybe 5:30 and the raffles no later than 6:00 Keep the welcome and comments short - no more than 5 - 10 minutes Encourage attendees to visit the information booths to learn more Hand out the bags with only the bullet points sheets to people as they arrive and have each service agency give their logo items to encourage attendees to visit each information station Provide service agencies with enough space to promote their services and be comfortable. Stick to brief statement format for the bullet list. Along with their displays, encourage Service Agency to venture out into the crowd. Have Committee Members arrive 1.5 hours before event each with an assigned task so that everything is ready for our guests to arrive. <p>Not enough signage out front or inside of the building to make it clear that there was a function going on. Maybe next time we can ask the park district to add it to their big letter sign out</p>	<ul style="list-style-type: none"> Appoint an Ambassador to introduce people and to direct them to the sign in table as they enter the building (2 entrances) Presentation could not be heard by all. Therefore many missed what was being said. Attendees, when first entering space had no idea where to start or that there was a sign in table. Attendees tended to go right instead of left. May help to move sign in desk. Because of two entrances and the sign in only at one of them, attendees who attended may not have signed in. Venue layout not adequate. Number of people asking where the sign-in table was or where to find the coat rack. The gym or an open room setting would have been better instead of wondering what was around the corner. Don't recall meeting any realtors. Seemed more like a business to business event. We should have visited each table to let them know we were going to make a brief presentation. Presentation missed by many. Push harder to get more realtors involved. Arrange for Public Works to pick up all materials, supplies, 	<ul style="list-style-type: none"> Hire professional sales /social media to make phone calls. Assign calls to businesses. More networking. More social face to face to promote event. (Multi-chamber event). Need a contact for realtors - Nat'l Association of Realtors. Member to attend Realtor events to build or establish a relationship. Incentive to Realtors to attend. Advertising on Village Website. Better business listing. More Village staff 	To be discussed at 12/8/2015 Meeting.

<p>front</p>	<p>foods, etc. first thing in the morning the day after event.</p> <ul style="list-style-type: none"> • Approach Lynfred Winery well in advance of event to ensure there are wine samplings. • Send Tony's Finer Foods and Sam's Club a written request for donations two months before the event for approval from their Corporate Headquarters. • Hold the event on a Saturday to run more than two hours. Bring in the general public and encourage more business participation. • Invest in signage to direct attendee traffic. • Use Village mobile signage. • Invite Commercial Realtors • Invite Industrial Businesses • Focus more on showcasing just Hanover Park Businesses • Didn't notice many realtors. Perhaps it is time to give up the "realtor" focus. <ul style="list-style-type: none"> • Invite Developers & Commercial 		
<p>Positive Feedback</p>	<p>None requested</p>	<ul style="list-style-type: none"> • More display space • Attendees seemed to enjoy the event <p>Contacts</p> <ul style="list-style-type: none"> • Overall the event was good • Made some new connections • Successful and set up was great. • Every year gets better. 	<p>Positive comments received by attendee on Hillighter</p>
			<p>Things to consider in 2015</p>



REALTOR AND BUSINESS RECEPTION – NOV. 18, 2015



Northwest Hispanic Chamber Of Commerce
Meet and Greet Event

**Tuesday, December 8th
5:30 pm-8:00pm**

Hosted by:
**Hanover Park
Community Bank**
6800 Barrington Rd.
Hanover Park, IL 60133



Refreshments & Food provided
Network with Suburban Latino Businesses and Professionals
Please Share This Invitation with Other Business Owners

Please Register

Registration Link:

<https://www.eventbrite.com/e/northwest-hispanic-chamber-of-commerce-meet-and-greet-event-tickets-19731511482>

OR Contact:

Mario Farfan: 847-852-9514 email: mfarfan@wintrust.com