Hanover Park

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
JENNI KONSTANZER
JON KUNKEL
RICK ROBERTS
EDWARD J. ZIMEL, JR.

VILLAGE MANAGER
JULIANA A. MALLER

VILLAGE OF HANOVER PARK

CONECT COMMITTEE
REGULAR MEETING

Municipal Building, 2121 Lake Street, Room 214, Hanover Park, IL
Tuesday, December 9, 2014
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 October 14, 2014.
5. **ACTION ITEMS**:
   5-a. CONECT Committee 2015 Calendar
   Request to review. Attendance and RSVP for meetings.
   5-b. Mayor's Choice Business Award Nominee Interviews
   Assign volunteers to conduct interview with Mayor's Choice Business Award Nominees.
   5-c. Hosting of Chamber "Business after Hours"
   Designate role and duties of CONECT as host.
6. **TOWNHALL SESSION**:
   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. Recap of Realtor and Business Reception – Raffle Winner
8. **NEW BUSINESS (NON-ACTION ITEMS)**:
   8-a. Local Business Welcome Visits:
   List of new businesses (August, September, and October, 2014)
   Geek Inc Comics – 5654 Arlington Drive
   8-b. Development Update:
   8-c. Upcoming Events:
9. **ADJOURNMENT**

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

2015 MEETING SCHEDULE

(Second Tuesday of each month)

12:30 p.m.
Municipal Building, Board Room 214

January 13

February 10

March 10

April 14

May 12

June 9

July 14

August 11

September 8

October 13

November 10

December 8

2014 CONECT Attendance Record

COMMITTEE MEMBER	14-Jan	11-Feb	~~11-Mar~~	8-Apr	13-May	10-Jun	8-Jul	12-Aug	9-Sep	14-Oct	11-Nov	9-Dec	Total Meetings	Total Attended	Total Absent	% Attended	Exp.
Bungalow Joe's Angela Ligocki	Present	Present	C	Excused	Present	Present	Cancelled	Present	Cancelled	Present	N		8	8	1	100.0%	4/30/15
Charter National Bank Jon Stickney/Adam Cortes/Mario Farfan	Present	Adam		Adam Mario	Adam Mario	Adam Mario	Cancelled	Present	Cancelled	Present	O		8	8	0	100.0%	4/30/15
Classic Computer System/Kevin Swan	Excused	Excused	A	Present	Present	Present	Cancelled	Present	Cancelled	Present	Q		8	6	3	75.0%	4/30/16
First Eagle Bank - Pat Kaveney	Present	Present		Excused	Present	Present	Cancelled	Present	Cancelled	Present	U		8	8	1	100.0%	4/30/15
H.P. Branch Library - Gail Tobin	Present	Present	N	Present	Present	Present	Cancelled	Present	Cancelled	Present	O		8	8	0	100.0%	4/30/16
H.P. Chamber - Andrea Fox	Present	Present		Present	Present	Present	Cancelled	Present	Cancelled	Present	R		8	8	0	100.0%	4/30/15
H.P. Park District - Jeff Acks Mary Morrison	Present	Jeff	C	Present	Present	Present	Cancelled	Present	Cancelled	Present	U		8	8	0	100.0%	4/30/15
H.P. Park Foundation - Mickey Macholl/Mary Morrison	Mary	Mary		Mickey	Mickey	Mickey	Cancelled	Absent	Cancelled	Present	M		8	7	1	87.5%	4/30/15
HP. Comm. Resource - Gayle Peneschi/Ann Robinson	Ann	Excused	E	Ann	Ann	Absent	Cancelled	Absent	Cancelled	Absent	C		8	3	6	37.5%	4/30/15
Hanover Quick Wash - Phil McBride	Present	Present		Present	Present	Excused	Cancelled	Present	Cancelled	Excused	A		8	5	4	62.5%	4/30/16
Liberty Mutual - Denis Keservic (Auxilary)		Present	L	Present	Present	Present	Cancelled	Excused	Cancelled	Excused	N		8	5	4	62.5%	
Menards - A.Silbernagel/B. Morris	Absent	Bob	L	Absent	Absent	Absent	Cancelled	Absent	Cancelled	Absent	C		8	1	8	12.5%	4/30/16
Northern Frame & Auto - Jean Lynn	Present	Excused	E	Present	Present	Present	Cancelled	Absent	Cancelled	Present	E		8	5	4	62.5%	4/30/16
Village Trustee Jenni Konstanzer 5/11	Present	Present		Present	Excused	Absent	Cancelled	Absent	Cancelled	Absent	L		8	3	4	37.5%	4/30/14
Village Clerk Alternate-Eira Corral Not a Voting Member	Present	Present		Excused	Present	Present	Cancelled	Present	Cancelled	Present	D		8	8	1	100.0%	4/30/16

Excused = Notified Staff
Absent = Did Not Show Up
No Notification
LOA = Leave of Absence

Notes: BAH 3/16/11 - 2/21/12 - 2/12/13 - 3/14/14-2/17/15
Realtors 10/25/11 - 11/14/12 - 11/14/13-11-5-14
Trustee Konstanzer Apptd by Mayor 5/19/11

Martin Escobar Apptd by Mayor 8/1/13
Per Mayor Craig 11/8/13 conversation, removed Martin Escobar from Committee as he has not Committee.
Member Marc Holland passed away 11/27/13

Notes: Quorum =8
No Quorum:
Ord 7/7/11 (15 Members) with 3

2014 Mayor's Choice

Column1	Column2	Column3	Column4	Column5	Column6	Column7
Business Nominated	Nomination Form	FaceBook	Text Messages	CONECT	Mayors Choice	
	Received	Likes	Received	Evaluation Form	Winner	
Alianza Hispana Inc	1					
Azteca Bakery	1					
Bungalow Joe's	15					
Hanover Park Barber Shop	1					
Hanove Park Community Bank	1					
Jackson Hewitt	8					
Kamphaus Auto	1					
Olde Salem Café	5					
Prairie Station Pub	1					
Zuli's Grocery	1					
0	35	0	0	0	0	0

19th 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 _____

CONECT MEMBER: _____

Business Name: _____ **Contact:** _____ **Date Called:** _____

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?

2. What are your business hours?

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

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

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

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

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

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

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!

Hanover Park Chamber of Commerce

Invites you to

GIVE YOUR BUSINESS MORE EXPOSURE!

DATE: TUESDAY, FEBRUARY 17,2015

TIME: 5:00 P.M.–7:00 P.M.

Business after Hours
New Orleans' Style!
Hosted by:
Village of Hanover Park
CONECT Committee

HANOVER PARK PARK DISTRICT, MEZZANINE
1919 WALNUT STREET
HANOVER PARK, IL 60133

RSVP EARLY FOR THIS POPULAR
B2B NETWORKING EVENT
(BUSINESS TO BUSINESS)

HANOVER PARK CHAMBER EXECUTIVE DIRECTOR
ANDREA FOX - 847.727.5393
E-MAIL: EXEC@HANOVERPARKCHAMBER.COM

Networking
Music
Wine
Tastings
Jambalaya
Muffaletta
Beignets
Masques
Door Prizes

Save the Date

Hanover Park
Chamber of Commerce

Business after Hours
New Orleans Style!

Hosted by:
Village of Hanover Park
CONECT Committee

Tuesday, February 17, 2015

Andrea Fox 630.372.2009
exec@hanoverparkchamber.com

Agenda Item 5a

2014
Hanover Chamber of Commerce
"Business after Hours" New Orleans' Style!

Tuesday, March 4th
5:00 – 7:00 p.m.

Hanover Park Park District
1919 Walnut Avenue

Attendees: (70+ people, similar to last year) Attendees were greeted with a New Orleans flair that included authentic music, foods and decorations. Attendees received a CONECT logo cell phone pocket to adhere on the back of their cell phone, a Mardi Gras mask of their choice, a light-up ring, beads and a ticket for one free drink.

- **13 Hanover Park businesses:** First Eagle Bank, Walgreens, Bungalow Joes, Classic Computer Systems, Physicians Immediate Care, La Taqueria, Mangy Dawg's Pub & Liquor, Kung Fu Martial Arts, Jackson Hewitt, Hollywood Bliss, Dunkin Donuts, Zumba Fitness
- **14 Non-Hanover Park businesses:** Parkway Bank & Trust Co., Arts in Bartlett, Steven's Printing Service, Heritage Bank Schaumburg, United Central Bank, American Airlines, Movement Mortgage, Century 21, JC Restoration, Delta Insurance Advisors, World Financial Group, Kindling Hope, Oldfield & Fox PC
- **Organizations represented:** Village of Hanover Park, Development Commission, Hanover Park Park District, Hanover Park Park Foundation, Hanover Township, HPCRC, Boy Scouts, Historical Commission, Lions Club, Poplar Creek Library, Hanover Park Library

The Park District provided two Basset trained employees to attend bar, first drink was free, and attendees could purchase additional beverages for a $2.00 fee.

Two tables were set up for businesses to display brochures/flyers, etc.

Door Prizes: 1 - $300.00 gift certificate from Jackson Hewitt, 2-$25 gift certificates to Bungalow Joes; 4 - gift certificate for a free pizza from Rosatis, 2 Gift Bags from the CONECT Committee

Donations: Starbucks, Prestige Florist, Mangy Dawgs, Rosati's, Bungalow Joes

Advertising: This event was advertised via: Website, email, U.S. Postal Service, Village Electronic sign, Press Release, TV Channel, January 2014 Village Newsletter, *Daily Herald* Out *and About*, email to Media Group, Lobby signage, Chamber e-Blast, and an ad was placed in the *Examiner*.

Items purchased from: Amazon, Olde Salem Café, Tony's Finer Foods, Meijers, Party City, Examiner newspaper, and Popeyes.

Business after Hours - Feedback

PROS

- Good Music, good food, good venue, very festive.
- Good mix of high and low tables
- Stayed within budget
- Good networking opportunity
- Holding the presentation and raffles earlier
- Good signage to guide attendees to event
- Park District staff helpful
- Free Drink Ticket a nice perk
- Casual feel of the event and table set up encouraged networking

CONS

- The speaking component was still too long. There were too many speakers: Rod, Gayle, Shubra, Andrea, Eira. One person from the Village should be enough.
- The crowd got frustrated halfway through and started talking over the speeches. It makes it hard for those who are listening to pay attention. The event loses its flavor of networking and looks disorganized.
- Announce all of the elected officials together and we'll wave.
- Crowd cleared after door prize drawing. Prizes seem to be the draw.
- Weak teamwork and buy in from a majority of CONECT members. Same people volunteering and working to ensure a successful event.
- Weak marketing by members encouraging their business associates and local businesses to attend. (Two members responded to email confirming they had made their call from call list.)
- No sense of engaging activity/games to get people to communicate with each other.
- Better communication between Chamber and Park District regarding alcohol to be served. $2 for beer or wine seemed odd to people, but I think the coupons eased the situation.
- CONECT members volunteering to set up arrived late and then were displeased that most of the set up was done.

RECOMMENDATIONS:

- Schedule Village Photographer to work the event.
- CONECT members can be ambassadors introducing people with other people throughout the event.
- Provide a backdrop for presentation area and picture taking of door prize recipients.
- Purchase more light-up rings.
- Confirm arrival time of Executive Director and CONECT volunteers to ensure direction is clear on set up with crew.
- Administrative Assistant will not arrive early to set up event. Will arrive at set time established by volunteers.
- Determine members who will volunteer for cleanup and ensure they stay till all is clear.
- Order only one full tray of jambalaya, 75 sandwiches (1/2 with sauce on them, extra sauce and one box of coffee.
- Consider venue.

Business after Hours Costs

Date of Purchase	Purchased from:	Items Purchased	Cost
1/21/14	Amazon	Masques/rings/beads/headbands	$119.65
2/26/14	Examiner Publications Inc	Ad in 2/26/14 Issue	$40.00
2/28/14	Tonys	CONECT Gift Bag Items/Pop	$32.03
3/4/14	Tonys	100 Muffalatta Sandwiches	$100.00
2/28/14	Party City	Decorations/Napkins/Plates	$65.37
3/3/14	Meijers	Veggie & Fruit Trays/Cups/toothpicks/lighter	39.75
3/1/14	Popeye's	Jambalaya	$39.99
3/4/14	Olde Salem Café	Beignets	$38.40
		2014 TOTAL	$475.19
		2013 TOTAL	$719.16
		2012 TOTAL	$777.66
		2011 TOTAL	$684.54

Hanover Park Chamber of Commerce
Business After Hours
Tuesday, March 4, 2014 5:00 – 7:00 p.m.
Hosted by: Village of Hanover Park CONECT Committee

CONECT Member	Tasks
	Room Layout Update Invitation/Flyer 1/14/14 TBD email/mail invites Publicize: e-News; website; press release; access channel; lobby kiosk; electronic sign; Daily Herald & Trib Event Calendars Man the Sign in Table Provide nametags? Event Report Check on Committee Name tags
	Select caterer for Muffalettas/Beignets/Jambalaya/Cheese/Fruits/Veggies/Olives/ King Cake. (Village to provide plates, tableware/cloths, cups, napkins)
	Purchase and set up drink refreshments (Village to provide water and soft drinks) Checking with Lynfred Winery on Wine Samplings
	Provide Music Kevin???
	Coordinate Mardi Gras Masks on sticks
	Purchase Balloons-Grn/Gold/Purple Flowers Masks/Room Decorations – Oriental Trading Co.
	Decorate Room 214 or Park District – Plan on arriving, with balloons, at 3:00 p.m. to get the room decorated in time.
	Welcome bags – Determine what, if anything, else you would like to provide in the bags.
	Door Prizes: Last year: $40 coupon to Northern Frame and Auto Bungalow Joe's 2/$25 gift certificates Park District Fitness and Aquatic Center Memberships CONCECT – Three small gift bags

Realtor & Business Reception
November 05, 2014
Recap

Year	2012	2013	2014
Total Attendees	79	100	69
Village Board Members, Staff,CONECT	22	20	18
Service Agencies	13	21	10
Businesses	10	20	11
Photographer	1	1	0
Realtors/Guests	41 (18) Realtors	40	31
Table Fees	$0.00	$250.00	$100.00
Budget	$1200.00	$1000.00	$750.00
Total Expenses	$509.00	$468.15	$424.79
Over/Under Budget	$691.00	$781.85	$325.21
Donated Items:	Tony's Finer Foods, Prestige Florist, Starbucks, Bungalow Joes, 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), India Patio (2 trays Samosa), First Eagle Bank(flashlights/note pads), Park District (ice, signs)
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
Committee Suggestions	• 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. Not enough signage out front or inside of the building to make it clear that there was a function going on. Maybe	•Appoint an Ambassador to introduce people and to direct them to the sign in table as the 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.	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

	next time we can ask the park district to add it to their big letter sign out front	•Arrange for Public Works to pick up all materials, supplies, foods, etc. first thing in the morning the day after event. •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. • Invite Developers & Commercial	
Positive Feedback	None requested	•More display space •Attendees seemed to enjoy the event Contacts •Overall the event was good •Made some new connections •Successful and set up was great. •Every year gets better.	Positive comments received by attendee on HiLighter
			Things to consider in 2015