

Special points
of interest:



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The Chamber
will be closed
for
LABOR DAY
on
September 7th

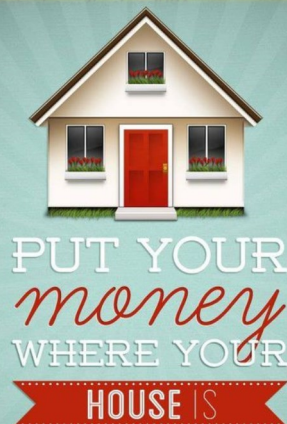
Nappanee Chamber Of Commerce



Volume 10, Issue 9

September 2020

INDEPENDENT
BUSINESSES
are what YOUR
makes TOWN
DIFFERENT



GHOST
TOWNS
HAPPEN
when you don't
SHOP LOCAL

PUT YOUR \$
WHERE
YOUR ♥ IS
BUY LOCAL

"Every time
you SPEND MONEY,
you're casting
a VOTE for the
kind of WORLD
you WANT."

Anna Lappe



From the Desk of Jeff Kitson

Many of you have done a lot of reflection about your businesses during the Covid-19 quarantine. It is a healthy thing to do from time to time and many times we get too busy to just stop and reflect. Unfortunately, the quarantine and stay at home mandates forced a lot of down time. One thing that many of you may have pondered is how to attract customers and how to keep them coming back, especially since many of your customers have had to rely on buying items on-line instead of visiting your businesses.

I encourage you to take a look at the following blog about customer service. You can read the blog below or find the blog online at: <https://freshdesk.com/customer-support/customer-service-in-retail-a-differentiator-blog/> It is a proven fact that great customer service can give you the competitive edge you need to retain your customers and build incredible loyalty.

Please take a moment to read this blog and discuss it with ALL of your staff. After putting these ideas into practice, be sure to reflect on how your efforts are making a difference in increased sales and profits.

CUSTOMER SERVICE IN RETAIL – A DIFFERENTIATOR

The lifeblood of retail businesses has always been sales. But it is customer service that turns those casual purchasers into loyal customers. Things like well-trained salespeople, responsive communication, effective use of technology, showing empathy for customer needs and providing personalized experiences are just a few retail customer service examples your company can do to ensure positive outcomes.

People go back to retailers because they receive a personalized experience. Your products may have been what got them in the door the first time but keeping them happy and coming back with repeat business is all about providing a positive and consistent customer-centric experience. In a world of retail commoditization, you can make customer service your competitive advantage

WHAT IS RETAIL CUSTOMER SERVICE ALL ABOUT?

Retail customer service is about providing seamless experiences that tell the customer that you not only care about making the sale, you care about them being satisfied with their purchase. Customers value their time – if they need to seek support either before or after the sale, they want it to be easy, efficient, and without a lot of hassle.

Why is retail customer service so important?

There is an innate joy for many people when it comes to shopping. Whether it's buying a gift for a loved one or treating themselves to something special, the joy of shopping is the sum total of all parts – the products and the experience. While it's important to make sure you've got enough stock and a variety of products, the experience you deliver is a much bigger factor in deciding whether a customer will return to your store or not. Here are two reasons why the retail customer service experience is so critical in today's competitive landscape:

Converting Casual Purchasers into Loyal Customers

The customer experience doesn't end when the sale is made, and the customer leaves the store. A retailer's customer service strategy and returns policy can also be a differentiator in the eyes of the customer. 78% of consumers have bailed on a transaction or not made an intended purchase because of poor service experience.

If customers can be confident that you will be there to give them support after the sale and promptly address any problems or concerns without a lot of hassle, they will be more likely to give you their businesses and may even be willing to pay a little bit more for your products. According to Harris Interactive, 9 out of 10 U.S. consumers say they would pay more to ensure a superior customer experience.

Shoppers use feedback, reviews from peers & broadcast bad experiences online

Modern consumers are highly engaged in rating, reading and sharing reviews of products and services online. They also rely heavily on opinions from their social group in developing brand perceptions and making purchasing decisions. If your retail customer service is not up to the mark both online and at your physical stores, it won't take long for customers to lose patience.

The effect of a bad experience can become amplified when word of it gets out on social media. Facebook and Twitter are the go-to platforms for customers to vent their frustrations over poor experiences with a brand and this can be extremely damaging to your reputation. In fact, once there is a negative word of mouth in the market, damage control will be even harder to fix.

How Retail Customer Service Can Differentiate You From Competitors

70% of buying experiences are based on how the customer feels they are being treated. While customers set the bar of expectations high for service experience, most small and medium-size retailers find it hard to meet customer service expectations.

You don't have to be perfect at customer service, but you do need to perform sufficiently better than your competitors to stand out from the crowd. 81% of companies with strong capabilities and competencies for delivering customer experience excellence are outperforming their competition. Here are a few of the things you can do as a retailer to stand out from the competition.

Easy Access to Information about Products and Processes

The customer service experience starts before the customer enters your store (whether that be for a new purchase or for help with a previous purchase). Most customers will do research online – read reviews, check your store opening time and maybe your refund policy. You can take advantage of this by giving this information ahead of time. Set up a FAQ section on your website, or provide it in the form of support articles. Improving the quality and value of this information will make the in-person interaction when the customer visits your store more smoothly.

Effortless experience and easy-to-access service

Providing a good service experience is only part of the story. You also have to make it easy for customers to find the information they are looking for. This is possible either by guiding them to the different channels on which they could reach you, or offering an exhaustive self-service portal. Whether they are reaching out on email, chat, social Media or phone having an omnichannel presence is key to making the experience as effortless as possible for customers.

Effective Communications on the Status of Customer Questions and Requests

Not every question or a request from a customer can be addressed immediately. Your customer service teams solve issues with varying degrees of complexity every day. However, every customer needs to be well informed of how long the issue is going to take to fix while also providing a reason for the same.

Customers are more empathetic to longer wait times as long as they are kept in the loop and given timely updates. On the other hand, keeping them in the dark about how long they have to wait won't be tolerated and can effectively make a bad situation, worse. So the important thing is to ensure your communication is effective. Give customers the right information about the problem, how long it will take to resolve it, and provide regular status updates.

Efficient Returns Processes

Returns are the most common request for post-sale support. It also happens to be a situation where most companies lose happy customers. There are some companies that have turned it into a differentiator. Their returns policies and easy-to-use tools/processes are creating a competitive advantage and drawing more customers in the door.

One example of this is by a US retail chain called Trader Joe's. They have an 'unlimited days' return policy on many of their items, where items purchased at their store can be returned no matter when they were purchased. They also don't ask for a receipt which avoids the problem of trying to find that small piece of paper you most likely threw away already. This not only encourages more consumers to choose their store, but they also differentiate themselves from other retailers.

Small and medium businesses, without the massive customer service budgets, need to be leaner, smarter and even more personalized. They need the leverage that technology provides to accomplish the same results with fewer resources.

EXAMPLES OF GREAT RETAIL CUSTOMER SERVICE

#1 Zappos delights customers in need : When stuck with trying to understand what good customer service looks like, we can always look at what the best in the business is already doing. Zappos is one such retail brand that is known for its excellent customer service. Here is a story depicting how good they are at it:

A customer bought six pairs of shoes from Zappos for their mother who had a medical condition where her foot was numb because of recent surgery.¹ Unfortunately, none of the shoes provided the desired comfort, so the customer decided to return them.

She called Zappos to explain her situation and requested a return and refund for the shoes. A couple of days later, the customer opened the door to find a bouquet of flowers that had a get-well-soon message and the entire family was given a free upgrade in membership status which included free shipping on all future orders.

#2 A lovely personalized message from T-We Tea: One of the advantages of being a smaller business is the deep, personal relationship that you can build with your customers, over time. When you acknowledge your regular customers and really make them feel like they are part of your community it goes a long way in creating a positive image about your brand.

T-We Tea is a tea store in San Francisco, California with various different types of tea products and blends available to choose from.²

One customer was a regular and frequently purchased tea products from their online store. When opening one such order, the customer found a note that read: "OMG, Hi Francesca! So lovely to see your name come up! We miss you dearly up here but know you are always doing epic things!"

This sort of personalized message really struck a chord and made the customer feel special. It's a great way of doing the little things to make your customers happy.

RETAIL CUSTOMER SERVICE TIPS TO CREATE A BETTER EXPERIENCE

#1 Competent Service Representatives and Sales People

Customers do their research often before coming into the store. When they engage with a sales or customer service representative, customers expect your employees to be more knowledgeable about the products you sell than they are.

#2 Easy access of information for Customers to Solve Problems on Their Own

There are many common questions about your products and processes (like exchanges and returns) that customers don't need to talk to a person for an answer. Making this data accessible and informative can help make the customer service experience simpler for the customer.

#3 Personalization

Customers assume that companies that they do business regularly with them know something about their needs and preferences through data that is being collected about them (loyalty cards, mobile apps, surveys, etc.) and they expect that to result in personalized shopping and customer service experiences.

#4 Engaging at a Time Convenient to the Customer

As mentioned earlier, customers are busy and their time is valuable. One of the key reasons customers shop online is because they can do it at a time that is convenient for them. Brick & mortar retail businesses are at a bit of a disadvantage because most of them have business hours. Technology can help them overcome this by making services available to customers even when the physical store is closed.

#5 Predictable and Customer Friendly Processes and Experiences

When a customer has a question or needs help, they want to talk with someone who cares, and they want to know ahead of time what to expect in the process and experience.

#6 Manage Expectations with Timely Communications

Not all issues or questions can (or need to) be addressed immediately. Customers are generally understanding about this if they know you are working on it. Regular and timely communication can improve customer service perception by showing customers that you are still paying attention and working on the issue, even if they aren't actively engaged.

Elkhart County Health Department has 2 Training Opportunities in September

Adult Mental Health First Aid - September 10 / Youth Mental Health First Aid - September 21

Did you know you are more likely to encounter a person in an emotional or mental health crisis than someone having a heart attack? Would you know what to do?



Elkhart County Health Department

ADULT MENTAL HEALTH FIRST AID 2020

COMMUNITY TRAININGS

WEDNESDAY, MARCH 25TH
WEDNESDAY, JUNE 24TH
THURSDAY, SEPTEMBER 10TH
WEDNESDAY, DECEMBER 2ND

CLASS: 8:00AM - 4:30PM
CHECK IN: 7:45AM

LOCATION:

ELKHART COUNTY
HEALTH DEPARTMENT
608 OAKLAND AVE
ELKHART, IN 46516

Cost: \$ 25

MHFA training is worth \$170.

Registration is required. Please register at www.eventbrite.com.

LUNCH

- ⇒ Lunch is included.
- ⇒ Please bring your own lunch if you require dietary restrictions.

YOU ARE MORE LIKELY TO
ENCOUNTER A PERSON IN AN
EMOTIONAL OR MENTAL HEALTH
CRISIS THAN SOMEONE HAVING
A HEART ATTACK.
WOULD YOU KNOW WHAT TO DO?

You will learn:

- The prevalence of mental illnesses in the U.S. and the emotional and economic cost.
- The potential warning signs and risk factors for depression, anxiety disorders, trauma, psychotic disorders, and substance use disorders.
- A 5-step action plan to help an individual in crisis connect to professional care.
- Resources available to help someone with a mental health problem.

Certification in Mental Health First Aid will be attained upon completion of the 8-hour training and course evaluation.

For additional information, please contact
Certified
Mental Health First Aid Instructors:

Amanda Noland, MA
anoland@elkhartcounty.com
or
Barb Welty
Health Promotion Specialist
bwelty@elkhartcounty.com
574.523.2119



MENTAL
HEALTH
FIRST AID

YOUTH MENTAL HEALTH FIRST AID TRAINING 2020 Trainings

February 24th, June 15th & September 21st

You will learn:

- That the peak age of onset for mental illness is early adolescence
- The unique risk factors and warning signs of mental health problems in adolescents
- The importance of early intervention
- How to help a youth who is experiencing a mental health or substance use challenge
- A 5-step action plan to assist an adolescent in crisis or an adolescent that is exhibiting the signs and symptoms of mental illness
- Resources available to help adolescents with a mental health problem

Participants who successfully complete the 8-hour training will become a certified "Youth Mental Health First Aider".

Course is for adults working or living with adolescents. This course is particularly suitable for teachers, coaches, youth workers, church youth leaders and parents.

Sign-In 7:45am
Class: 8:00am-4:30pm
Cost: \$25
Registration is required.
Please register on
www.eventbrite.com.

LOCATION:

Elkhart County Health Department
Lincoln Center
608 Oakland Ave
Elkhart, IN 46516

Lunch is provided. Please bring your lunch if you require dietary restrictions.



Elkhart County Health Department

For additional information, please contact certified Mental Health First Aid Instructors:

Amanda Noland, MA
anoland@elkhartcounty.com
or
Barb Welty
bwelty@elkhartcounty.com

574.523.2119



MENTAL
HEALTH
FIRST AID

Training with
MAPLETRONICS
COMPUTERS

To sign up,
Please contact Gloria Moser at
Gmoser@mapletronics.com
or 574.534.2830 x 153

2020 Classes at Nappanee Chamber

CLASS TITLE	DATES	TIME
QuickBooks Level 1	September 1 & 3	5:30-9
QuickBooks Level 2	October 27 & 29	5:30-9
Outlook	October 27	3-5 pm
Excel Level 1	September 22 & 24	5:30-9 pm
Excel Level 2	October 20 & 22	5:30-9 pm
Word Level 2	October 13 & 15	5:30-9 pm
Teams	October 20	3-5 pm

UPCOMING EVENTS

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Sep 1 & 3	MapleTronics QuickBooks I 5:30-9 pm
Sep 7	Chamber & City Offices Closed - <i>Labor Day</i>
Sep 11-12	Rentown Old Fashion Days
Sep 11-12	Tractor & Truck Pull-Power from the Past Showgrounds
Sep 12	Market on Market with Young Entrepreneurs
Sep 18	Visit Nappanee Friday Fest 5-8 pm
Sep 19	Parks Dept. Family Golf Tournament & Golf Cart Drive In
Sep 22 & 24	MapleTronics Excel I 5:30-9 pm
Oct 9	Visit Nappanee Friday Fest
Oct 13 & 15	MapleTronics Word II 5:30-9 pm
Oct 20 & 22	MapleTronics Excel II 5:30-9 pm
Oct 27	MapleTronics Outlook Training 3-5 pm
Oct 27 & 29	MapleTronics QuickBooks II 5:30-9 pm
Nov 7	Visit Nappanee Veteran's Luncheon
Nov 11	Chamber & City Offices Closed - <i>Veteran's Day</i>
Nov 26-27	Chamber & City Offices Closed - <i>Thanksgiving</i>
Dec 3	Hoosier Hospitality ServSafe Class at Nappanee Center
Dec 5	"Miracles at Main & Market Streets" Parade, Cookies & Hot Chocolate, Santa arrives
Dec 11	Countryside Nite Out
Dec 24	Chamber & City Offices Close at Noon - <i>Christmas Eve</i>
Dec 25	Chamber & City Offices Closed - <i>Christmas Day</i>
Dec 31	Chamber & City Offices Close at Noon - <i>New Year's Eve</i>

VISIT NAPPANEE.COM



FRIDAY - SEPTEMBER 18th

CAR/MOTORCYCLE SHOW • DOG/PET PAIR & CRAFTS
ART WALK • LIVE MUSIC • FAMILY FRIENDLY •
SHOPPING • CORN HOLE • FOOD TRUCKS • and MORE!



FRIDAY FEST events are designed to highlight our numerous Nappanee businesses, services and goods, while celebrating small town Americana. Mark your calendars so you can be a part of this exciting community event and enjoy an exciting evening of great activities, music, games, food, fun and fellowship!

5:00 p.m. - 8:00 p.m.

For More Information or to Exhibit, Contact Cami Mechling - Ph. 574.333.6201

VISIT NAPPANEE - HELPING OUR COMMUNITY GROW!

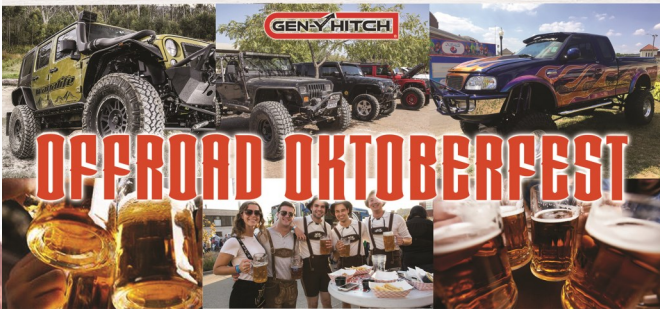


VISIT NAPPANEE.COM



FRIDAY - OCTOBER 9TH

4X4/TRUCK/JEEP SHOW • OKTOBERFEST & CRAFTS
LIVE MUSIC • CHILDREN'S ACTIVITIES • SHOPPING
CORN HOLE • FOOD TRUCKS • and MORE!



FRIDAY FEST events are designed to highlight our numerous Nappanee businesses, services and goods, while celebrating small town Americana. Mark your calendars so you can be a part of this exciting community event and enjoy an exciting evening of great activities, music, games, food, fun and fellowship!

5:00 p.m. - 8:00 p.m.

For More Information or to Exhibit, Contact Cami Mechling - Ph. 574.333.6201

VISIT NAPPANEE - HELPING OUR COMMUNITY GROW!



IT'S OUR 75TH ANNIVERSARY!

In 1945, the Plevna Garage opened in Plevna, Indiana by Emerson P. Shrock and brother James F. Shrock, where they began selling Oliver tractors upon returning from World War II.

AND GRAB YOUR 75TH ANNIVERSARY HAT & T-SHIRT!



JOIN US THE WEEK OF SEPTEMBER 8TH TO CELEBRATE!

KOKOMO | 7960 E 400 N
NAPPANEE | 1916 E MARKET ST

DAILY PROMOTIONS:

TUESDAY, SEPT. 8th: 10% OFF AGCO TRACTOR PARTS-
WEDNESDAY, SEPT. 9th: FREE PICK UP/DELIVERY ON ALL EQUIPMENT FOR SERVICE*
THURSDAY, SEPT. 10th: \$100 OFF PURCHASE OF EQUIPMENT
FRIDAY, SEPT. 11th: 10% OFF AGCO HARVEST EQUIPMENT PARTS.

*within 20 mi.
+excludes oil

FIELD
DAY

WEDNESDAY, SEPTEMBER 9TH | KOKOMO

RIDE N' DRIVE:

FENDT IDEAL 8
FENDT 800, 1000 & 1038
CHALLENGER MT700 & MT800
ROTATOR 1100C
SUNFLOWER & GREAT PLAINS TILLAGE TOOLS
FENDT MOMENTUM PLANTER
GLENER 597
MASSEY 6727 & 7720
MASSEY COMPACT & UTILITY TRACTORS

LUNCH & CEREMONY TO BE HELD AT NOON

IDEAL
COMBINE
LIVE CORN HARVEST
DEMO!

AGCO

CHALLENGER

WHITE

FENDT

MASSEY FERGUSON

Challenger

GLENER

John Deere

State Farm Neighborhood Assist®

Back for its ninth year, this program helps communities across the U.S. by awarding \$25,000 grants to 40 nonprofit organizations.

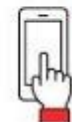
You help decide where the money goes!

We will accept 2,000 applications and narrow down to 200 finalists.

Then a public vote will decide which 40 community causes will win the \$25,000 grants.

Submit a Cause

Submit a cause starting July 15 for a chance to win a \$25,000 State Farm Neighborhood Assist grant.



Submission Phase

Starts July 15 and ends when 2,000 submissions are reached.



Voting Phase

Sept. 23 - Oct. 2



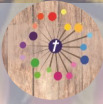
Winners Announced

November 4

#SFNeighborhoodAssist

State Farm®

For more information, please visit:
neighborhoodassist.com



JOIN US by Coming to 1 of 6 "Smaller" Local Table Events

Be our guest for an informal and intimate evening of dining. Listen to The Center Director, Mark Mikel share about the work we have been doing through the pandemic crisis and how you can continue to support the ministry and our local Nappanee Restaurants. Contact: info@fcdcin.org or 773-2149 to purchase a ticket or sponsorship level. \$25 a plate.

2020 DINNER AT A LOCAL TABLE

9TH ANNUAL
NAPPANEE, INDIANA

FLINDRAISER SUPPORTING "THE CENTER"
THE FAMILY CHRISTIAN DEVELOPMENT CENTER
"COMPASSION IN ACTION"

September 17th, 6:30 PM - \$25
Mullett's Custom Dining - 72280 CR 100

September 22nd, 7:00 AM - \$25
Renee's - 161 S Main St

October 1st, 6:30 PM - \$25
Main Street Roastery - 105 N Main St

October 8th, 6:30 PM - \$25
Dutch Kitchen- 700 N Tomahawk Trl

October 15th, 6:30 PM - \$25
LaSalle Grill, Amish Acres - 1234 W Market St

October 22nd, 6:30 PM - \$25
Mullett's Custom Dining - 72280 CR 100

PLEASE RSVP WITH YOUR SELECTION & PAYMENT

PO BOX 227 151 S. LOCKE ST. - NAPPANEE, IN
574-773-2149 OR INFO@FCDGIN.ORG

10th Annual *Rentown*



OLD FASHION DAYS



**September
11 & 12**
Friday 3 to 8 p.m.
Saturday 9 a.m. to 4 p.m.

Located in Rentown
- 3 Miles East of Bremen, Indiana -
(2640 Birch Road) 46506



THREE FEATURED EVENTS

Timber Framing, The Whip Guy & Reaper Demo

• Steam Tractors • Rumleys • Antique Tractors • Antique Vendors • Threshing
• Sawmill • Blacksmith • Train Rides • Wood Carving • Cider Press • Rug Weaver

Antiques, Art and Craft Vendors are welcome.

Please contact us for reservations at **574-546-1246**

Fun for the kids

Putting Zoo Train Rides For the Kids
Find Candy & Money in a haystack
Tug o' War with a team of horses

Admission

\$5.00
13 and under Free

Free Parking

Bake sale: made by our own ladies



SPONSOR FORM



IN SUPPORT OF "THE CENTER" - THE FAMILY CHRISTIAN DEVELOPMENT CENTER
PLEASE SEND FORMS: P.O. Box 227 - 151 S. Locke Street - NAPPANEE, IN 46550 - P: 574.773.2149 - FAX 574.773.5337
INFO@FCDGIN.ORG - WWW.THECENTERNAPPANEE.ORG

COMPANY/DONOR: _____ CONTACT NAME: _____
ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____
EMAIL: _____ PHONE: _____

*PLEASE MARK YOUR SELECTION OF SPONSORSHIP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PLATINUM \$10,000		GOLD \$5,000	SILVER \$2,500	BRONZE \$1,000	COPPER \$500
TICKETS FOR EVENT	16	12	8	4	2
PR FOR EVENT	X	X			
FCDIC WEBPAGE	X	X	X	X	
EVENT PROGRAM INSERT	X	X	X	X	X
ACKNOWLEDGEMENT IN QUARTERLY NEWSLETTER	FULL PAGE	% PAGE	% PAGE	LISTED	LISTED

*PLEASE SELECT WHICH EVENT YOU WILL BE ATTENDING AND HOW MANY TICKETS			
September 17th 6:30 pm	Mullett's - Nappanee		\$25
September 22nd 7:00 am	Renee's - Nappanee		\$25
October 1st 6:30 pm	Main St. Roastery - Nappanee		\$25
October 8th 6:30 pm	Dutch Kitchen - Nappanee		\$25
October 22nd 6:30 pm	Mullett's - Nappanee		\$25
Date TBD 6:30 pm	LaSalle Grill, Amish Acres - Nappanee		\$25
		TOTAL	\$25
I/WE ARE NOT ABLE TO ATTEND AT THIS TIME, BUT WOULD LIKE TO MAKE A DONATION:			\$
		TOTAL	\$

PAYMENT METHOD: A PORTION OF YOUR DONATION MAY BE TAX DEDUCTIBLE. EIN: 35-1574463

☐ Please Invoice me ☐ I will pay online (donate button & indicate for CTTT 2020) ☐ Cash ☐ Check

☐ Visa ☐ MC ☐ Amex ☐ Disc. Credit Card# _____ Exp: / _____ CV# _____

Name as it appears on card: _____

Billing Address (if different): _____

☐ Please send me your quarterly newsletter Email: _____

Nappanee Market on Market is looking for:

Crafters, Bakers and Makers ~ 18 & under for a special market day on September 12th

visit nappaneparks.recdesk.com



We're hosting a special day for young entrepreneurs. It is our hope to inspire the kids of our community to try to create, promote and sell items that they've grown, baked or crafted themselves. Youth vendors will be set up along with other vendors and will follow the same standards for being locally made or sourced.

All fees have been waived for anyone under 18 and we hope this will provide a positive experience for them. Registration is available at nappaneparks.recdesk.com until Sept. 9th.

Market is open from 9:00 AM to 1:00 PM every Saturday until October 10th.

Are you a golfing family? Test your skills against other families in this 9 hole fun tournament! Shotgun start at 6:00 pm. Cost is \$15.00 per person and includes Drive In Movie (Happy Gilmore) following the tournament at approx. 9:00 PM, along with a boxed dinner. Prize will be awarded to 1st place finisher. One registration per player is required. Players must be immediate family. Registration is open at nappaneparks.recdesk.com under "Programs" until 9/18 at noon. *Must be immediate family (mom/dad & kids, grandparents & grandkids, siblings or a combination of all!)

Nappanee Parks & Rec is hosting a

Family Fun Foursome Golf Tournament

			
MCCORMICK CREEK GOLF COURSE	SATURDAY, SEPT. 19 TH 6:00 SHOT GUN START	FOR IMMEDIATE FAMILY (MOM/DAD & KIDS, GRANDPARENTS & GRANDKIDS, SIBLINGS OR A COMBINATION OF ALL)	\$15.00 PER PERSON (AND INCLUDES DRIVE IN MOVIE (HAPPY GILMORE) AT APPROX. 9:00 PM & A BOXED DINNER)
Contact us at:			
574-773-2112 X2108	NAPPANEEPARKS.RECDESK.COM	1300 THOMPSON DR., SUITE A	

Nappanee Parks & Rec is hosting a

GOLF CART DRIVE IN

Saturday
September
19th

HAPPY GILMORE

SHOW TIME 8:30 PM

MCCormick Creek Golf Course

Cart provided* or use your own

Bring your own snacks and drinks

Free popcorn & Ice cream*

*while supplies last

We're hosting a FREE Golf Cart Drive In Movie featuring the golf classic - Happy Gilmore (rated PG-13) at McCormick Creek Golf Course! Carts can be provided on a first come first serve basis or feel free to bring your own! We recommend bringing chairs or blankets just in case. We will have FREE popcorn and ice cream from Flavor Freeze (while supplies last) but feel free to bring your own snacks and drinks! No registration needed.

Friday Night

CAR AND BIKE CRUISE-IN



THE BARNS
at NAPPANEE

THEATRE | DINING | EVENTS
HOME OF AMISH ACRES

Every Friday through September 11 from 5:00-8:00 pm.

2020 Chamber Members

Page 10

MANUFACTURING

Alexander Dennis, Inc.
Aluminum Trailer Co.
Ayr Cabinet
Challenger Door
Commercial Structures Corp.
Cornerstone Moulding
Eagle Routing & Laser
Hochstetler Grain Equipment
inTech Trailers
Kountry Wood Products
Miller Manufacturing Corp.
Mullet Custom Interior
Newmar Corporation
Northern Indiana Axle
PWI
Quality Hardwood Sales/UFP
US Rod

RETAIL

Alpha Building Center
Bourbon Street Pizza Co.
Burkholder Country Store
Burnworth-Zollars Chrysler
Dodge Jeep RAM
Community Business
Equipment
Coppes Commons
CountryHome Furniture
Culinary Mill Market & Deli
Daily Bread Market
E. Newcomer & Son
Graber's Flooring Studio
Heritage Fabrics & General
Store
Holy Smokes BBQ
HomeStyle Furniture
Hunter's Hideaway Bar &
Grill
Jenkins Automotive/NAPA
John's Butcher Shop
K.E.Y. Boutique
Kountry Cabinets
Light of Grace Book & Gift
Store
Little Nook Bookstore
LJ Wagner Interiors

Main Street Roasters
Martin's Super Market
McCormick Motors
Miller Stove & Fireplace
Miller's Variety Store
Mullet's Dining
My Red Moon
Nang's Chinese Restaurant
Nappanee's Bakery & Treat
Shopee
Panthers Pizza
Perfect Twist Pretzels
Persing Tire & Auto Service
Plevna Implement Co Nappanee
Pro IT Solutions
Rentown Stores, Inc.
Rite Choice
Rocket Science Ice Cream
Schwartz Nylon Harness Shop
Solar Energy Systems
Stickley Ace Hardware
The Barns at Nappanee
Tractor Supply Co.
Veni's Sweet Shop
Verizon Wireless - Russell
Cellular
Vintage Haus
Weaver Furniture Barn

SERVICE/ PROFESSIONAL

1st Source Bank
Adams Remco
ADEC, Inc.
Beacon Health Foundation
Beacon Medical Group
Nappanee
Beer & Slabaugh, Inc.
Best Insurance Settlement
Better Business Bureau
Big Brothers Big Sisters of
Elkhart County
Boys & Girls Club
Brady Klotz Agency—Indiana
Farm Bureau
Brea's Pet Services &
Photography

Center for Hospice Care
Chiphone FCU
City Of Nappanee
CLC International
Community Foundation of
Elkhart County
Community Hospital of Bremen
CountrySide Inn
Eastlake 24 Nappanee
EDC of Elkhart County
Edward Jones ~ David Kauffman
Edward Jones ~ Deborah Ayres
Elkhart County Commissioners
Elkhart County Convention &
Visitors Bureau
Elkhart County Health Dept.
Everence Financial
Fahlbeck Properties
Family Christian Development
Center
Final Phase Electric Company
Get Fit Get Healthy
Goshen Hospital
Goshen Health Rehabilitation
Services
Gravelton Machine Shop, Inc.
Gravelton Properties
GT Properties Eastown Villa
Hampton Inn
Heckaman Insurance Agency
Henschen Oil
Heritage House
Hoosier Hospitality Consulting
Horizon Education Alliance
Hutsell Chiropractic
INterra Credit Union
John Mast Construction
John's Auto Spa
Jr. Achievement & Lemonade
Day
Justus Property Management
Kemp Electric
KeyBank
Kindig & Sloat
Klotz Insurance
Korhorn Financial Group

Lake City Bank
 Law Office of Christopher Walter
 Lee Anne Stewart Dance School
 L.O.H Tax Group
 Loucks & Weaver CPA
 Main Street Manor
 MapleTronics
 Market St. Auto Service
 Meadows MHC
 MedStat Nappanee
 Miller Poultry
 MJ Finishing
 Nappanee Family Eyecare
 Nappanee Noon Kiwanis
 Nappanee Open Door
 Nappanee Public Library
 Nappanee Rotary Club
 Nappanee Spinal Adjusting
 Center
 New Paris Telephone
 Nephew Pharmacy
 Newcomer Service

NIPSCO
 NorthWood Family Dentistry
 Northwood Family Medicine
 Nuway Construction
 OSMC
 Osteopathic Family Clinic-
 Nappanee
 O.T. Works/The Therapy
 Playce
 PDS
 Phil Hahn & Associates
 Physicians Health Plan
 Premiere Signs
 R. Yoder Construction, Inc.
 Reliance Construction, Inc.
 Salem Insurance
 Schrock Financial
 SCORE
 Shamrock Motel
 Sylvia Benjamin State Farm
 Insurance
 The Goshen News
 The Hall at Oakland Park

The Papers, Inc.
 Thompson Lengacher &
 Yoder Funeral Home
 Topping Dental Group
 Topp-Notch Construction
 United Way of Elkhart County
 Visit Nappanee
 Visiting Angels
 WaNee Community Schools
 Weaver Home Improvement &
 Construction
 Wilson Financial Group
 Windsor Legacy LLC
 WSBT TV 22
 Yoder, Ainlay, Ulmer &
 Buckingham, LLP
 Yoder-Stutzman, Inc.



Mission Statement

The mission of the Nappanee Area Chamber of Commerce is to help make Nappanee an industry leading city with innovative businesses, a great community in which to live with abundant resources, and a wonderful tourist destination where visitors can "Embrace the Pace".

Our Vision Statement

The vision of the Nappanee Area Chamber of Commerce is to create an environment for people to start or relocate businesses, to work, to worship, and to live in our community and to ignite passion to serve our community with heart.



Into the Woods at The Round Barn Theatre

August 20—October 17

Into the Woods features Caleb Shaw, a Nappanee native who has appeared on American Idol and also works at Disneyland in California. He and his wife Jaclyn came to the Round Barn Theater last month as spectators, but with their careers in California frozen in time, they signed on as cast members.

Prepare to go on a journey back in time to childhood stories- just a bit mixed up! Stephen Sondheim's hit Broadway musical interweaves classic tales by the Brother's Grimm in a fun, fast-paced hilarious adventure. From Jack in the Beanstalk to Cinderella, to Little Red Riding Hood, every story becomes intertwined with others as they all go "into the woods" to find their wishes!

Into the Woods can be combined with LaSalle Farm & Table Farm Feast for an unforgettable evening. Reservations are available online at thebarnsatnappanee.com or by calling the Box Office at (574) 773-4188.

Nappanee Chamber Of Commerce
302 W. Market Street
Nappanee, IN 46550