

AccessDeKalb

a DeKalb Chamber of Commerce Member Publication
an affiliate of the DeKalb Business Network
The Voice of Business since 1938

JAN
FEB.
2005

VOLUME 1
ISSUE 2

2004 - A Year of Triumph and Success



Delores Crowell
2004 Board Chairman

It has truly been a privilege and a challenge to serve as your Chair in 2004. Together, we have accomplished a tremendous amount of work and it is that spirit of collaboration and partnership that I hope to pass on to the new Leadership at the DeKalb Chamber of Commerce.

We retained a new President for the Chamber. Prior to his arrival, the DeKalb Chamber had struggled, but persevered without the position of a President being filled for over 2+ years. During this period, the Chamber Chair(s) as well as the Executive and Board of Directors were primarily responsible for the daily operations of the Chamber. It was during this 12 month period, where every leadership and business management skill I owned was tested and I am glad to report we passed every challenge with results that many times exceeded our own expectations.

In 2004, we successfully implemented several new programs, relocated the Chamber to its current location in the heart of the county seat, continued to execute our first Monday Luncheons and Business After-hours, all in the midst of a major reorganization.

Our programs were designed and implemented based on member feedback, collaboration with the Office of Economic Development and the internal experience of our highly professional staff and ambassadors. *continued on page 2*

Statement from the Chamber



Leonardo McClarty

Greetings! I trust that all of you had a wonderful holiday season. Your DeKalb Chamber made great strides in 2004 and we look forward to carrying that momentum into the 2005 year. As we begin this year, there are several new initiatives that you should be made aware of and they are highlighted in this issue of *Access DeKalb*.

Starting in January the Chamber will be re-instituting three highly popular programs, the Leads Group, Human Resource Council, and the Small Business Council's *Business-And-A-Bagel* Series. I invite you to pay close attention to the calendar of events for times and locations. In addition to these new programs, the Chamber is also preparing for two outstanding events that you surely will not want to miss. The first is an awards banquet set for March 3, 2005 at the Crowne Plaza Ravinia where we will honor a host of DeKalb County businesses that have made this county what it is today either through their business practices, environmental protection, or corporate giving. The second event is a golf tournament to be held at Stone Mountain Park April 18, 2005. A portion of the proceeds from the golf tournament will go to the DeKalb Microenterprise Institute, an entrepreneurial training agency.

Besides the various events noted in the forthcoming pages, I also would like to bring to your attention the articles written by Chamber members on customer service, business protection and employee relations. All of these pieces provide valuable information as it relates to client and employee retention and satisfaction. There are also details on new Chamber benefits which should prove to be significant costs savings to businesses. Read on to find out more about the phenomenal plans your Chamber has in store for you.

Leonardo McClarty - President, DeKalb Chamber of Commerce

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2004 - A Year of Triumph and Success

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Programs like the DeKalb Chamber Education Foundation, which received its first grant from BellSouth Corporation in the amount of \$10,000.00 to provide mini-grants to deserving Teachers and Students in DeKalb Public Schools.

The Bio and Life Sciences Initiative which was marketed and coordinated through the Chamber, held several roundtable discussions analyzing the needs and assessments of the medical and educational institutions with respect to this fast growing technology and business opportunities it represents to our county.

The Business Association Roundtable, scheduled to be implemented in 2005, is an effort to bring the various business leaders and business associations together to identify common business challenges and develop solutions that can be addressed through individual efforts or as a common issue, requiring the attention of our local county and public officials.

We also implemented the Drugs Don't Work Program through collaboration with the Georgia Chamber of Commerce where members can enjoy the benefits of reduced insurance premiums when successfully completing the required training hours.

These initiatives are just a sampling of what we accomplished in 2004 and serve as a primary example of what can be accomplished with cooperation between the private and public sectors represented by both our Board of Directors and our general Membership.

We relocated the Chamber and brought our business partners with us. Organizations like DEBCO, UGA Small Business Development Association and DeKalb Works all agreed to continue our partnership and moved with us to our new location on East Ponce De Leon in downtown Decatur. In addition, we added a new partner organization, the Micro Business Enterprise Group to enhance our overall effort to provide a "one stop shop" for business in DeKalb County.

**We have a
lot to be
proud
of...**

We have a lot to be proud of and a lot of people to thank:

The Board of Directors for your patience and support.

The Staff for your dedication, words of encouragement and "can do" attitude.

The DeKalb Development Authority for your wisdom and willingness to invest in the Chamber.

The Office of Economic Development for your cooperation and collaborative spirit.

DeKalb County Government for access to your resources and business expertise.

Finally, I want to personally thank my employer, BellSouth Corporation and the support of our Senior Management for allowing me to serve in this capacity during extremely challenging economic times. Your support of the DeKalb Chamber of Commerce serves as a perfect example of what real commitment to the community is all about. It demonstrates a superior example of what "giving back" really means and hopefully serves as a benchmark to our peers and other businesses with interests in DeKalb County.

I pray that you, your families and your businesses have a safe and prosperous 2005.

Respectfully,

Delores Crowell

BellSouth - Region Manager - Corporate and External Affairs

**Quick
Bites**

Get up-to-date

You can find the most up-to-date information on DeKalb Chamber events by going to www.dekalbchamber.org and clicking the link to Calendar of Events?

Earn a \$50.00 discount.

If you belong to another business organization and would like to join the DeKalb Chamber, you could qualify for a discount of \$50.00 off your joining fee.

Need Meeting Space?

Contact the DeKalb Chamber of Commerce for rates on booking our conference room.
404-378-8000

February 7th - First Monday Lunch

Commissioner Michael L. Thurmond



Plan to attend the first luncheon of the year as we welcome featured speaker **Commissioner Michael L. Thurmond of the Georgia Department of Labor.** **RSVP to this event by calling 404-378-8000 x 224 or email rsvp@dekalbchamber.org to secure your seat by January 28th.**

Location: Holiday Inn Select - Decatur - 130 Clairemont Avenue, Decatur, GA 30030.

Chamber Members - \$20.00 - (RSVP and Payment in advance)

Chamber Members - \$25.00 - (payments taken at the door)

Non-Members & Guests - \$30.00

Calendar of events

January

3rd - Monday
NO FIRST MONDAY LUNCH

11th - Tuesday
Quarterly New Members
Orientation - 12:00 noon - 1:00 pm - **Sponsored by Zaxby's** / Location: DeKalb Chamber Offices - 150 E. Ponce de Leon Ave., Suite 400, Decatur, GA 30030. Contact Janniece Leonard @ 404-378-8000 or email jleonard@dekalbchamber.org.

19th - Wednesday
Network DeKalb Leads Group - 11:30 am - 1:00 pm Location: Ruby Tuesday Restaurant - 158 W. Ponce de Leon Ave., Decatur, GA - 404-687-3389 - Cost to attend - \$10.00. includes lunch. For more information contact Janniece Leonard @ 404-378-8000 - email jleonard@dekalbchamber.org.

20th - Thursday
Kick-Off Reception - DRUGS DON'T WORK / AUTO OWNERS Program - 11:30 am - 1:00 pm Location: Manuel Maloof Building Auditorium - 1300 Commerce Drive, Decatur, GA. - Open to the public. Please contact Kim Davis Mitchell @ 404-378-8000 or email kdavismitchell@dekalbchamber.org.

20th - Thursday
Business After-Hours
5:30 pm - 7:00 pm

Sponsored by Oglethorpe Power & Ruby Tuesday Restaurant
Location: DeKalb History Center (Old Courthouse on the Square)
Join us as we honor our DeKalb Legislators.
Location - 101 East Court Square, Decatur, GA 30030. Please contact Janniece Leonard @ 404-378-8000 or email rsvp@dekalbchamber.org. Please RSVP by January 17th. Members - Free - \$10.00 - guests.

25th - Tuesday
Human Resources Council
7:30 am - 9:00 am
This is a forum that allows the business community to discuss important issues related to personnel management.
January Seminar Topic: The New White Collar Overtime Regulations: Be Ready or Be Liable - Location: DeKalb Chamber - 150 E. Ponce de Leon Ave., Suite 400, Decatur, GA . Open to the public. Chamber members - Free. Non-members - \$10.00. Contact Kim Davis Mitchell @ 404-378-8000 -email kdavismitchell@dekalbchamber.org.

27th - Thursday
Business & a Bagel Series
a part of the Small Business Council
7:30 am - 9:00 am
The Business & a Bagel series will address solutions to real life problems faced by the small business community and young entrepreneurs. **January**

Seminar topic: "Protecting your data from hackers, viruses and other unknown disasters."
Location: Holiday Inn Select - Decatur - 130 Clairemont Avenue, Decatur, GA 30030. Open to the public. Chamber members - Free. Non-members - \$10.00. Contact the Chamber @ 404-378-8000 or email rsvp@dekalbchamber.org.

February

2nd - Wednesday
Network DeKalb Leads Group
11:30 am - 1:00 pm
Location: Ruby Tuesday Restaurant - 158 W. Ponce de Leon Ave., Decatur, GA - 404-687-3389 - Cost to attend - \$10.00 includes lunch. For information contact Janniece Leonard @ 404-378-8000 - email jleonard@dekalbchamber.org.

7th - Monday
First Monday Lunch
Featured Speaker - Commissioner Michael Thurmond - Georgia Department of Labor.
11:30 am - 1:30 pm
Location: Holiday Inn Select - 130 Clairemont Ave., Decatur, GA 30030 - 404-371-0204. For information Contact Janniece Leonard @ 404-378-8000 or email jleonard@dekalbchamber.org. RSVP by 1/28/05.

10th - Thursday
Business & a Bagel Series
A part of the Small Business Council

7:30 am - 9:00 am
The Business & a Bagel series will address solutions to real life problems faced by the small business community and young entrepreneurs.
Location: DeKalb Chamber Offices - 150 E. Ponce de Leon Ave., Suite 400, Decatur, GA 30030. Open to the public. Chamber members - Free. Non-members - \$10.00. Contact the Chamber @ 404-378-8000 or email rsvp@dekalbchamber.org.

16th - Wednesday
Network DeKalb Leads Group
11:30 am - 1:00 pm
Location: Ruby Tuesday Restaurant - 158 W. Ponce de Leon Ave., Decatur, GA - 404-687-3389 - Cost to attend - \$10.00 includes lunch. For information contact Janniece Leonard @ 404-378-8000 - email jleonard@dekalbchamber.org.

17th - Thursday
Business After-Hours
5:30 pm - 7:00 pm
Sponsored by Hines
Location: Perimeter Summit - 3003 Summit Blvd., Atlanta, GA 30319 - **Join us as we welcome DeKalb Schools Superintendent, Dr. Crawford Lewis.** Contact Janniece Leonard @ 404-378-8000 or email rsvp@dekalbchamber.org. RSVP by January 14th. Free to Members - \$10.00 for guests.

Calendar Information Subject to Change. Please visit our website at www.dekalbchamber.org for timely updates.



2005 DeKalb Chamber Board Members

The DeKalb Chamber welcomes incoming 2005
Chairman of the Board - David Purcell of the
Georgia Power Company

Mr. Don Bieler (*Stone Crest Mall*)
 Mr. Robert L. Brown (*R.L. Brown*)
 Mr. Thomas Brown - Ex-Officio (*Sheriff - DeKalb County*)
 Mr. Peter E. Chang (*A.C.T., Investments, Inc.*)
 Ms. Delores Crowell (*BellSouth Corporation*)
 Mr. Michael Dacey (*Wachovia*)
 Mr. Brennan Dicker (*Crawford Communications, Inc.*)
 Mr. Don Fears (*DeKalb Medical Center*)
 Mr. Alvin Hall (*Center for Disease Control*)
 Mr. Randall Holmes (*Black Knight Partners, LP*)
 Ms. Kathy Jackson (*Hewlett Packard Co.*)
 Honorable Vernon Jones Ex-Officio (*CEO DeKalb County*)
 Mr. Kelly Jordan (*Arabia Mountain Heritage Area Alliance*)
 Mr. John Joyner & Mark Burnette (*Joyner & Burnette*)
 Mr. Jon Manns (*DeKalb Convention & Visitors Bureau*)
 Mr. Russell D. McKeller (*Pattillo Construction Company*)
 Ms. Lyn Menne (*Decatur Downtown Development Authority*)

Ms. Maria Mullins (*DeKalb County Government*)
 Mr. Dan O'Leary (*UnderGround Atlanta*)
 Ms. Lynda Penton (*Marta*)
 Mr. David Purcell (*Georgia Power*)
 Mr. Arthur Queen (*Ebony Glass & Mirror*)
 Mr. Spencer Ragsdale (*DeKalb County School System*)
 Mr. Julian Roberts (*Roberts Resource, Inc.*)
 Mr. Chuck Schmandt (*Charles K. Schmandt*)
 Mr. Clyde Shepherd III (*Shepherd Construction*)
 Mr. Robert Steele (*Oglethorpe Power*)
 Mr. Richard Stogner (*DeKalb County Government*)
 Ms. Linda Torrence (*Fox 5 - WAGA-Atlanta*)
 Dr. Eugene Walker (*DeKalb County Development Authority*)
 Mr. Michael Williams (*Homebanc Mortgage Corporation*)
 Ms. Betty E. Willis (*Emory University*)
 Mr. Al Wiseman (*Georgia Perimeter College*)
 Mr. David Yu (*Summit National Bank*)

You're invited
to a Grand Opening &
Red Ribbon Ceremony for

**WESTWOOD
COLLEGE**

JANUARY 26th
10:30 AM - 11:30 AM
1100 Spring Street
Atlanta, GA -720-406-7906

Hewlett Packard

Launches 2005 Technology for
Teaching Grant Initiative



Deadline: Tuesday
February 15, 2005

This initiative will award grants of cash and equipment totaling \$5M over two years to innovative K-12 public schools and two and four-year colleges and university faculty engaged in integrating mobile technology into teaching.

For more information about applying, go to:
<http://www.hp.com/go/hpteach>

You're invited
to a Grand Opening &
Red Ribbon
Ceremony for
The UPS Store



JANUARY 27 @ 11:30 AM
Loehmann's Plaza
2484 Briarcliff Road
Suite 22, Atlanta, GA 30329
404-273-1825

Leaders Wanted

**Leadership DeKalb is looking for great applicants
for the Class of 2006!**

Applications are being accepted for the next Class of Leadership DeKalb. Companies and organizations are encouraged to nominate one official candidate. If you live and/or work in DeKalb County and are experienced in or committed to service to the community or you are a community or civic volunteer, or an emerging or established leader in your profession, then you should apply. Nominations are due by January 25, 2005. Completed applications are due by February 28, 2005.

For more information about Leadership DeKalb, click on the following: www.leadershipdekalb.org, then proceed to our Application page in order to download a Nomination or Application form. The organization's brochure is on our home page of the website. For further information, please contact us by phone at 404/373-2491 or by e-mail at info@leadershipdekalb.org.

Customer Service

a MAJOR Part of any business success

With 2005 right upon us, like myself, many business owners are in the midst of making plans for next year. Many of us are setting sales goals, looking at how we can reduce expenses and deciding whether or not to invest in a new computer system. These and a myriad of other decisions and activities are occupying our minds. To that list I would like to add that we examine our customer service. It is one of the major keys to the success for any business.



A recent survey by Coldwell Banker quantified the importance of customer service. Of those consumers surveyed, nine out of 10 felt the question of customer service was "very or extremely" important in deciding whether or not they continue to purchase from a particular business. In fact consumers will change the business they purchase from because of poor service (32%) almost as often as they do because of lower prices (38%).

What do consumers feel constitutes poor service? Some of their answers are below:

- Inability to solve problems or resolve issues (46%)
- Being difficult to contact (38%)
- Having to contact several people to solve a problem (37%).
- Not being fully knowledgeable of product or services being provided (34%)
- Not being courteous and/or professional (33%)

How do your consumers feel about your business? Do you know? Are you absolutely sure? Despite the fact that customer service is key, many companies are not asking their consumers how they are doing. The Coldwell report found that about 1/3 of those surveyed were frequently asked their opinion of a business' service and another 1/3 were infrequently asked. That leaves 1/3 being asked rarely or not at all.

When was the last time you asked your customers how you are doing? Among the activities you are considering for next year, I would recommend a customer service survey. It could be a return-back questionnaire or phone survey. I would suggest the latter. With people being busy, the percent of returned questionnaires would be low. You could consider hiring someone part-time to call you customers and ask them key questions. Think about what you would like to know from them. Questions to consider are:

- How would you rate the overall service you received over the past year or so?
- Have my employees and I been able to answer your questions in a knowledgeable manner?
- Have you encountered problems in reaching my business? Are my employees and I returning your phone calls and/or emails in a timely fashion?
- Are my employees and I always courteous to you? Do you always feel that you are always treated with respect?
- If you have had any problems with my product and/or service, were your complaints resolved in a timely manner and to your satisfaction.
- What would you like to see my employees and I do differently?

The answers to these questions may (or may not) surprise you. Either way they can help you plan your customer service strategy for next year and beyond ... your strategy for success.

Donna Satchell of Success! Can Be Yours
info@DonnaSatchell.com * www.DonnaSatchell.com

Donna Satchell is a Speaker, Trainer and President of **Success! Can Be Yours**. Her business specializes in personal and professional development with a focus on workplace success.



e-blasts

Don't miss a single opportunity to network. Your DeKalb Chamber sends information by email regarding events, partnerships and other items of interest to your business. If you're not receiving our information email blasts, you're missing out. Contact Janniece Leonard at jleonard@dekalbchamber.org to add your name to the email distribution list.

TIPS FOR EMPLOYERS ON HOW TO AVOID POTENTIAL LAWSUITS



Currently, almost 20 percent of all civil court cases are employment-related, so avoiding legal pitfalls has become extremely difficult for businesses.

If a lawsuit is filed against your company, even if you win the case, an incredible amount of your company's time, energy and resources will be spent defending the case. Therefore, your primary goal as an employer should be not to win every lawsuit, but to prevent employees from filing a lawsuit against you in the first place. The following tips should help decrease the chances that you or your managers could end up in court.

Immediately address any troublesome employee issues

Communicate your expectations immediately and clearly to your employees, and quickly address any bothersome issues such as tardiness or unsatisfactory performance with the employee, even if he or she is a new hire because early in the relationship is the critical time to establish expectations.

Document everything

Documentation will prevent lawsuits or win them. Effective documentation includes written warnings (or other formal performance or counseling documentation), letters, memos and emails. Keep some examples of the employees' work in a file.

Implement standard human resource policies in your workplace

It is critical to establish policies and to document your company's practices. One of the most important tools any company can have in the workplace is an employee handbook. Employee handbooks help outline what is expected of every employee, and they also help orient new employees to the values and culture of your company.

Be consistent and be fair to every employee

It is important that your company and your managers be perceived as fair and that they are consistent in their dealings with employees.

Be straightforward with every employee

Let's face it...no one likes to give or get criticism. Without constructive criticism, employees think they are doing okay even though they may not be. By doling out "satisfactory" performance reviews when an employee has performed less than satisfactory work, you may be setting yourself up for a negative outcome should that employee ever take you to court.

So the bottom line is to always be honest and truthful. It will only help your employees...and you and your company.

Greg McCoy - Business Development Manager (GEVITY: Helps businesses find, develop and manage their people, retain their best employees, manage the paperwork, and protect their businesses. These services are provided through specific offerings, such as recruiting assistance, training, benefits administration, payroll processing and related paperwork management, and legal compliance.)

JANUARY 25TH
HR WORKSHOP - "The New White Collar Overtime Regulations: BE READY OR BE LIABLE!"

WELCOME NEW MEMBERS

Auto & Transportation

Grice & Associates, Inc.
1349 W. P'Tree St. 1290
Atlanta, GA 30309
404-577-6300

Nalley BMW
1606 Church Street
Decatur, GA 30033
404-292-1400
www.nalleycars.com

Business Services

Express Personnel Services
2250 N. Druid Hills Rd NE.
Suite 128
Atlanta, GA 30329
404-929-7177
www.expresspersonnel.com/atlantagane

Gilcrest Consulting, LLC
4370 Wesley Way
Decatur, GA 30034-3644
770-322-7069
www.gilchristconsulting.com

UPS - Loehman's Plaza
2484 Briarcliff Road
Suite 22
Atlanta, GA 30329
www.theupsstore.com

Communications & Technology

ITC DeltaCom
300 Satellite Blvd.
Suwanee, GA 30024
678-835-5177
www.itcdeltacom.com

Community & Government

Boys & Girls Clubs of Metro Atlanta
1330 N. Druid Hills Road
Atlanta, GA 30319
404-231-0082
www.bgcma.org

Dept. of Family and Children
Services
178 Sams St
Decatur, GA 30030
404-370-5246

Waldorf School of Atlanta
827 Kirk Road
Decatur, GA 30030
404-377-1315
www.waldorfofatlanta.org

Health & Beauty

Fitness Together
431 W. Ponce de Leon #5
Decatur, GA 30030
404-378-4810
www.ftdeatur.com

Kaiser Permanente
200 Crescent Centre Pkwy.
Tucker, GA 30084
404-364-4998
www.kaiserpermanente.org

OnSite Health Service Providers
P.O. Box 78897
Atlanta, GA 30309
404-233-7630
www.onsitehealthservicesproviders.com

Scottsdale Child Development
Center
479 Warren Ave
PO Box 904
Scottsdale, GA 30033
404-294-8362

Insurance

Anderson Insurance
121 Langley Drive
P.O. Box 100,000
Lawrenceville, GA 30046
770-962-4111
www.andersonins.com

The Henry Agency- Nationwide
Insurance
68 N. Avondale Rd. C2
Avondale Estates, GA 30032
404-292-2224

International

Georgia Hispanic Chamber of
Commerce
1961 North Druid Hills Road, NE
Suite 201-B
Atlanta, GA 30329
404-929-9998
www.ghcc.org

Media & Public Relations

DeKalb Neighbor Newspaper
580 Fairgrounds Street
Marietta, GA 30060
770-454-9388
www.neighbornews-papers.com

On Common Ground
7331 Stonecrest Concourse
Suite D
Lithonia, GA 30038
678-526-1910
www.ocgnews.com

Transit Television Network
1100 Johnson Ferry Road, NE
Center Two, Suite 160
Atlanta, GA 30342
404-477-3346
www.transitv.com

Retail, Hobbies & Gifts

Perimeter Mall
4400 Ashford Dunwoody Rd
1360 Perimeter Mall
Atlanta, GA 30346
770-394-4270

Specialty Baskets
2897 North Druid Hills Road
#203
Atlanta, GA 30329
678-317-2100
www.specialtybasket1.com

Travel, Lodging & Meetings

Crowne Plaza Ravinia
4355 Ashford Dunwoody Rd
Atlanta, GA 30346-1521
770-395-7700

GIVE YOUR BUSINESS A **BOOST**



**Advertise with
On Common Ground News**

(678) 526-1910

DeKalb Chamber Program offers up to **30%** Discount on Disability Insurance

If you're like most people, your lifestyle depends largely on your income - which is why many financial planners consider income protection an essential part of a sound financial plan.

Now, a new DeKalb Chamber Program offers a 10% discount off disability insurance (or more when combined with other discounts). This new discount makes a wise decision even more affordable for members like you!

What is Disability Insurance?

There are three basic types of disability insurance, Disability Income Insurance for individual needs, plus Overhead Expense and Disability Buy-Out Insurance for business owner needs.

Disability Income (DI) - Disability Income insurance is "income protection." It provides a monthly benefit to replace a portion of your income if you become too sick or hurt to work. Unlike employer-provided Group Long-Term Disability (LTD) insurance, individual DI coverage is portable, and the benefits are non-taxable (when premiums are paid by the insured with after-tax dollars).

Overhead Expense (OE) - If you're a business owner, OE insurance reimburses you for certain business expenses to help keep your business' doors open if you become disabled and cannot work.

Disability Buy-Out (DBO) - For two or more business owners, DBO coverage provides the funds to buy-out a disabled partner in the event of a long-term disability - up to a \$2 million benefit. (DBO requires two or more owners.)

Why do I need it?

Your ability to work and earn a living is your most valuable asset. If you became too sick or hurt to work would you be able to pay your bills and maintain your lifestyle? If the answer is no, you should consider individual disability insurance.

Because the risk and financial impact of a disability can be devastating, disability insurance can provide peace of mind. And it's surprisingly affordable too! Just 1-3% of your gross income could purchase a policy that would potentially replace 70-80% of your earnings if you became too sick or hurt to work.

Disclaimer - Disability insurance has limitations and exclusions. For costs and complete details of coverage, contact a Principal Life financial representative. Program subject to state approval; program not available in California. Disability insurance is issued by Principal Life Insurance Company, a member of the Principal Financial Group®, Des Moines IA 50392, Policy forms HH 702/HH 703/ HH 750. #625382006

Doreen Nunnally is a financial services representative with New York Life Insurance Company. For more information on the DeKalb Chamber Program discount program, contact her at 404-847-2670 or visit www.drnnally.nylagents.com



member - to - member discounts

WE ARE UPDATING OUR MEMBERSHIP BENEFITS PACKAGE INFORMATION! If you offer a member-to-member discounts to DeKalb Chamber members, please contact our offices **TODAY** to be included in our promotion material and member-to-member discount book being produced. Call 404-378-8000 x 224 or email jleonard@dekalbchamber.org.

Update GDOT

Improvements headed for I-20 at Wesley Chapel Road

On November 1, 2004, the Georgia Department of Transportation began construction improvements and upgrades on Interstate 20 at Wesley Chapel Road between South Hairston Road and Snapfinger Road in DeKalb County. These improvements are necessary to safely accommodate the increased traffic volume in the area. Crews will be installing a grass median with trees and shrubbery as well as sidewalks along the roadway. The anticipated completion date is April 30, 2007.

This project includes removal and replacement of the existing bridge, widening exit and entrance ramps on Interstate 20 at Wesley Chapel Road as well as adding two additional lanes to Wesley Chapel Road.

During the course of this project, a temporary bridge will be built on the east side of the existing bridge to maintain traffic flow on Wesley Chapel Road. Lane closures will be permitted weeknights from 9:00 p.m. until 6:00 a.m. and weekends beginning Friday night from 10:00 p.m. until 9:00 a.m., Saturday from 10:00 p.m. until 10:00 a.m. and Sunday from 10:00 p.m. until 6:00 a.m. the following morning. For convenience, traffic lane closures will be limited during week days between the hours of 9:00 a.m. and 3:00 p.m. No work will be allowed during holidays or inclement weather.

We encourages motorists to plan ahead, drive slowly and cautiously through the work zone. For motorist convenience and safety during construction, the Georgia DOT will provide project information on portable and overhead message signs.

www.dot.state.ga.us or www.georgia-navigator.com.



Where Marketing Falls in Line

Collateral
Corporate Identity
Direct Mail Services
External Printing Audits
Exhibit, Tradeshow & Event Planning
Print Media Advertising
Public Relations
Specialty Fulfillment Services

2876 Guinevere Dr. NE • Atlanta, GA 30345
404-636-6650 • 404-636-6658 fax
www.robertsresource.com

Save the Date
March 3rd, 2005

The Board of Directors of the DeKalb Chamber
invite you to

Celebrate The Legacy
in a Salute to DeKalb County Businesses



Crowne Plaza Ravinia
4355 Ashford Dunwoody Road,
Atlanta, GA 30346
Sponsored in part by HomeBanc Mortgage Co.

Save the Date
April 18th, 2005

1st Annual DeKalb Chamber Golf Tournament

A Day of Golf

Stone Mountain Golf Club
1145 Stonewall Jackson Drive
Stone Mountain, GA

Contact Terrance Ross for more information:
404-270-2020 - phone * 404-378-3397 - fax

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Volume 1 - Issue 2

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Connie Martinez - Information Specialist
Kim Davis Mitchell - VP of Programs & Operations
Janniece Leonard - Mgr. Marketing & Communications
Katie Shaw Howell - Member Services Representative
JoAnn Webb - Haye - Member Services Representative

Contact the Chamber at 404-378-8000 for
advertising information for Access *DeKalb*.

Access DeKalb is a bi-monthly publication of the DeKalb Chamber of Commerce, 150 E. Ponce de Leon Avenue, Suite 400, Decatur, GA 30030, Phone (404) 378-8000, (Fax) 404-378-3397, Web Site www.dekalbchamber.org.

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The DeKalb Chamber of Commerce do not verify any claims or other information appearing in any advertisements contained in the publication and cannot take responsibility for any losses or other damages incurred by readers in reliance on such content.

Articles written and submitted by Chamber members are accepted and will be published at the discretion of the DeKalb Chamber. Articles submitted become the property of the DeKalb Chamber of Commerce and may be altered to fit the publication size, to correct terminology or verbiage. The DeKalb Chamber of Commerce reserves the right to reject any submitted article or event listing if deemed inapporriate or irrelevant. Articles and eventy may be submitted to Janniece Leonard (jleonard@dekalbchamber.org).

Due Dates for Editorial Submission are as follows:

March / April 05 -	February 15th
May June 2005 -	April 15th
July / August 05 -	June 15th
September / October 05 -	August 15th
November / December 05 -	October 17th

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