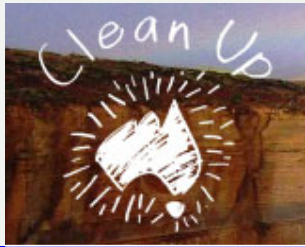




MARCH 2010



Clean up Australia Day—Sunday 7 March
20th Anniversary
Register Now—online—www.cleanup.org.au
so that equipment, bags , etc can be delivered on time

Upper Hunter Show—2010

Friday and Saturday
19 and 20 March

Plus

Industry & Mining Expo

at Muswellbrook Showground

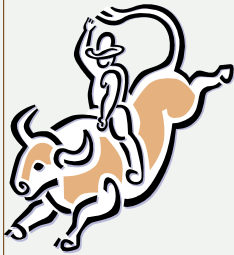


**Rodeo—Mean Cowboys and other Big Bad
Bulls**

Saturday 20 March
from 6.00 pm

www.upperhuntershow.com.au

Phone: 6541 2014



**Welcome to new
members:**

**La Ciboulette
&
P & L Protection and
Security Solutions
Pty Ltd**

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Business Awards 2009

Nominations are now open for the
2009 Business Awards.

If you have not yet received your
brochure and questionnaire they can
be downloaded/printed from our
website—[www.muswellbrook.org.au/
chamber](http://www.muswellbrook.org.au/chamber)

Please give your entry full considera-
tion as it is an extremely worthwhile
exercise as it allows you to look back

on what you achieved in 2009
and helps you focus on what you
hope to achieve in 2010.

The awards will be presented at
the Muswellbrook RSL on
Saturday 17 April with a great
night of entertainment and a
delicious meal.

For any enquiries please contact
De-anne Douglas 0419 684 519

Your newsletter is brought to you by....

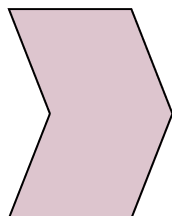
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Tips for Remembering People's Names



Did you know WorkCover NSW has produced a young workers eLearning tool *Hazard a Guess*? The tool is specifically for employers, educators, students and young workers and helps employers and trainers meet their OHS training obligations and in turn contributes to lower injury rates in young workers.

Hazard a Guess uses a 'game show' style environment where the user is presented with a range of OHS and injury management topics and questions. As the user selects a topic they are presented with a scenario in which they must make a series of decisions about which actions to take. Each scenario is worth a certain amount of money. Actions that result in dangerous or reckless behaviour result in the loss of money and the characters being injured or killed

The tool will be officially launched on 1 March.

1. **Believe it's possible.** 'Act as if' you have a good memory. The feeling of certainty breeds confidence and subsequent actions to support that belief. When you feel confident in your memory, you proactively focus to capture information for later retrieval.
2. **Observe your self-talk.** How often do people interrupt an introduction with a light-hearted, 'Oh, I'll never remember everyone's name!' (Sound familiar?) Replace 'I can't remember' with 'It will come to me later'. Tell yourself, 'I have a good memory'. After a short time of reprogramming your sub-conscious, you'll be surprised and delighted to find information and people's names at your fingertips!
3. **Focus.** Most people are passive (or lazy) at the moment of introduction and allow new names to fall away. You have to **capture** information first in order to retrieve it later. Once you make a conscious decision to remember next time the opportunity arises, focus, actively listen and be confident of your recall. Short-term or working memory improves significantly with practice.
4. **Mentally rehearse.** As soon as introductions are complete, don't be the first person to talk. Stand back and mentally review who you've met and their names. By testing your memory within 30 seconds, you indelibly etch their names in your consciousness. It has to do with creating **brain cell connections** which improves the chance of subsequent recall.
5. **Repeat name in conversation.** Use the person's name straight away. You might say, 'Hi, **John**, nice to meet you.' Or 'Tell me **John**, who do you know at this party / meeting?' You could remark on their appearance, '**John**, where did you get that great jacket?'
6. **Be the host.** And when the next new person joins your group, dazzle them by introducing this new person to others in the group. You may find your peers comment,

According to research the consumer is more likely to trust information received via their own research, on the web or from friends than that from a salesperson.

Whatever industry you are in, it is important to get the credibility message across quickly as the consumer has not got the time to wait and do research on you to provide them with the confidence they need.

Here are five essential attributes for the credible salesperson.

1. **First impression based on what you wear**
There is a dress code for nearly every job. Some of those codes may be quite strict with little leeway, others may be looser, but a code still exists. You cannot get away with wearing Bermuda shorts if you are a bank manager, outside Bermuda. The consumer will judge you on what you wear, you have to play by their rules.
2. **Watch the body language**
Use positive, not negative, body language when dealing with the client. Facial expressions are as important as having an open body stance. You need to show you are confident in what you are saying. How you say it is as important as what you are saying.
3. **Have a business card handy**
Business cards are an important tool in your armoury and should be with you all the time. When you cannot present a business card your credibility declines in the customer's mid straight away.
4. **Use Open Questions to start the conversation**
To gain credibility with the consumer you have to start the conversation in the right way to obtain the information you require to gain credibility. Open questions, those that start with How, When, Where and Why allow the consumer to explain where they are in the process, what information they already have and what information is missing in their mind. This allows you to fill in the gaps for them.
5. **Listen**
Credible people are listeners, not only do they listen, but they show they are listening. Perfect those listening skills and the customer will be more open with you and more trusting of you. Do not butt in at the wrong time or interrupt and finish the conversation for the customer. The gold rule in a successful transaction is that you talk for about 30% of the time and listen for about 70% of the time.
6. **Tell your team what is happening**
Listen to the customer and follow up in the correct manner. Keep your team informed of what is happening and progress to date so that anyone can deal with the customer should he ring or call in.

Top tips for establishing credibility with your customers

YOUR BOARD OF DIRECTORS

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JENNIFER LECKY	6542 5792
JULIE ANDREW	0408 712 922



Celebrate International Women's Day 2010

Sobs and Songs from 'The Inconvenient Child'

Hear Sharyn Killens and Lindsay Lewis tell this Extraordinary Story

When: Friday 5th March 2010, From 6.00 pm

Where: Muswellbrook Library,

Cost: \$5.00 donation to be given to **St. Vincent de Paul, Muswellbrook.**

For bookings please phone Dion/Rosemary by 1st March 2010—02 6543 1913



Muswellbrook Shire Local & Family History Society—Update notes & gossip

- ◆ Note Change of Name to include "Shire" in the title;
- ◆ The Society's research an study will now extend to the whole of Muswellbrook Shire;
- ◆ The Society extends and invitation to all residents throughout Muswellbrook Shire including Denman, Sandy Hollow and Rural Areas to join the Society;
- ◆ Meeting are held in the Muswellbrook Library on the 3rd Tuesday at 7.00pm
- ◆ Next Meeting: 16th March;
- ◆ Taped Lecture by Dr. John Turner "Bengalla and Overton"

Upcoming Activities:

Members will be photographing numerous Buildings to record 2010 Streetscape;

The Society is co-operating with Muswellbrook Shire Council to place ROW MARKERS in the cemetery.

NATIONAL TRUST HERITAGE FESTIVAL 2010

The Making of our Nation: 9th - 14th April 2010

- "Personalities of the Past" - Display in the Library
 - Sunday 18th April - A "Town Walk" from the library with commentary (Bookings Essential - 65 43 1574); Gold Coin donation; Refreshments afterwards
 - Lecture: The Life & Times of Governor Lachlan Macquarie At the April Meeting (20th April - 7.15pm at the library - all welcome
- Two IMPORTANT Launches:
1. A brand new HERITAGE TOWN DRIVE
 2. "The Market Reserve - including the Union" written by Bill Spicer
(Dates/Venue to be confirmed)

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Upper Hunter Motoring Association Inc

Host Club of

Global Village Motorfest & Fair

A part of the Muswellbrook Carnivale in Spring

Hi Everybody,

We would like to introduce you to a new club in the Hunter Valley, we have called ourselves the Upper Hunter Motoring Association Inc and we are based in Muswellbrook, right in the centre of the Valley. We were born out of the success of last year's Global Village Classic Car Show when the organisers identified that there was a real need for a motoring club to suit the large and diverse range of motoring exhibits that existed within Muswellbrook and the Upper Hunter Region.

Our objectives state that we want to provide a forum for enthusiasts with interests from the many divergent areas of the motoring spectrum, past and present, without any favour or prejudicial views towards make, model, age or background, be that cars, bikes, military, stationary motors or other.

We intend to have monthly cruises for our families to interesting and diverse places in and around the Valley and beyond, also to promote and attend those events where our members feel our Association presence would be of value.

Another of our objectives is to support the Muswellbrook PCYC and to this end we will be hosting the renamed **Global Village Motorfest & Fair** on the 14 November 2010, more information and invitations for this event will be forthcoming when we get on our feet from forming the new club, but the organising Committee is essentially the same as last year albeit now with more resources available to us through the formation of the Upper Hunter Motoring Association Inc. We do have some new things planned for this year but for now you may like to add this date to your events calendar for future consideration. More information about either the UHMA or the Global Village Motorfest & Fair can be obtained by contacting me through any of the means listed below.

We meet at the Muswellbrook RSL Club auditorium on the first Wednesday of each Month starting at 8.00 pm, new members are always welcome.

Cheers Geoff Budden

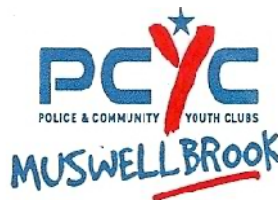
Secretary – Upper Hunter Motoring Association

Chairman – Global Village Motorfest & Fair

6543 2269 or 0407 247 998 or gt40f@bigpond.net.au

If we don't ask the question, we will never know the possibilities

muswellbrook
carnivale ...in spring





Help from Industry

In recent weeks, there have been a number of enquiries at the Muswellbrook Visitor Centre for accommodation for young folk who have obtained apprenticeships in the Muswellbrook area. In many cases, these young people, particularly in the short term, are finding it difficult to find affordable accommodation.

The aim is to develop a “bank” of local residents who might consider providing “room and board” at reasonable rates. It is hoped to develop this service specifically for younger people on lower wages, but not just limited to apprentices.

Kevin Doherty would appreciate it if businesses and industry could provide some “feedback” as to any similar issues they may encounter for their work force.

Accommodation is rather tight at the moment in Muswellbrook. The intention is to make sure where possible, our younger employees are looked after. In many cases it is their first experience of living away from home. Our young people are our future.

If you are able to assist in any way, please contact Kevin Doherty at the Muswellbrook Visitor Centre phone 6541 4050 or email visitorcentre@muswellbrook.org.au

Rotary—Bowelscan Project

Once again, the Muswellbrook Rotary Club is participating in the **ROTARY ANNUAL BOWELSCAN SCREENING PROGRAMME**.

This is a community service directed at people over 40 years of age.

Kits contain information about the tests and instructions for use—PLEASE READ THEM CAREFULLY

Kits are available from each of the three (3) pharmacies in Muswellbrook and elsewhere throughout the Upper Hunter

The cost is just \$6.00 per kit.

KITS will be on sale from Monday 1 March 2010 until the end of March 2010

Cancer of the bowel is the commonest internal cancer to affect men and women in western society. Over 9,000 will be diagnosed as having bowel cancer this year and over 4,500 will die of the disease.





Dates for the Diary

- 2 March Chamber Breakfast—Glen Eden Dairy, Burtons Lane Muswellbrook, 7.00 am
- 5 March International Women's Day function at Muswellbrook Regional Library—Bos and Songs from The Inconvenient Child. RSVP 1 March to 6543 1913
- 7 March Clean up Australia Day—register on-line at www.cleanupaustriaday.org.au to join the sites for Muswellbrook
- 9 March Muswellbrook Women's Network Dinner—Noah's in the Valley. Guest Speaker Lynnette Collison from Colour Monkey. \$40.00 pp. RSVP Lorraine Skinner, 0429 329 353 by Friday 5 March 2010
- 12 March Hunter Valley Research Foundation Breakfast, Muswellbrook & District Workers' Club, 7.00 am. RSVP to Maree Campbell at HVRF 02 4969 4566 or email maree@hurf.com.au
- 13 March Muswellbrook Photographic Award
- 19-20 March 130th Upper Hunter Show including Industry & Mining Expo and Saturday night Rodeo.—see attached list of events/entertainment the FMX Extreme KAOS team will perform their freestyle motocross demonstrations – including a Crusty Demon rider who will perform BACKFLIPS for the crowds. There will be free posters, as well as autograph signing session and giveaways. The Tex Morton Touring Museum will be a part of an area of Australia Nostalgia at the rear of the ground inside the gate opposite Aldi. There will also be demonstrations on Damper Making and Billy Tea, Sheep Shearing, Horse Shoeing and a vintage display.
- 18 March Expo Launch Dinner: Thursday 18 March commencing 7pm for 7.30 pm at the Muswellbrook Race Club at a cost of \$65 per head. Guest speaker will be Jim Knowles, Director of The Jim Knowles Group. Jim has worked as a safety consultant and trainer and has travelled extensively throughout the world to implement good work practices. His personal story is a wonderful tribute to his strengths and the growth of his business in Australia. Contact Julie Fibbins for bookings—0428 238 399
- 19 March Trades & Business Expo—Muswellbrook Race Course in conjunction with the Aberdeen Cup
- 21-28 March Seniors Week
- 27 March Charity Dinner for Cure for Life Foundation—guest speakers Dr Charlie Teo and Brad Fittler. Phone Fiona at the RSL to book your table 6543 1700

Charity Dinner, Muswellbrook RSL, 27 March 2010

in support of



Guest speakers Brad Fittler and Dr Charlie Teo

Tickets \$50.00 per person (includes 2 course dinner)
For bookings call Fiona on 6543 1700

Get a group of friends together for a great evening

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Club
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Muswellbrook RSL

Community Services

Challenge Disability Services
Hunter Valley Youth Express
Muswellbrook PCYC
Upper Hunter Community Services
Upper Hunter Show Inc
Westpac Rescue Helicopter Service

Construction

Abigroup

Dance School

Giant Leap Dance School

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Careers Australia Institute of
Training
Hunter TAFE
Muswellbrook South Public School
Protector Alsaf

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Macquarie Generation

Employment Services

Alliance People Solutions
Hopkins Recruitment Solutions
Joblink Plus
Mission Employment Solutions
Workpac

Engineering

G & S Engineering
RHM Consulting Engineers Pty Ltd
Thomas & Coffey

Fitness Centre

Anytime Fitness

Government Services

Attorney Generals Department

Hairdressers

The Colonial Classic Salon

Hospitality/Tourism

Baybrook Motor Inn
Benson's Hospital Shop
Centabrook Motor Inn
Comfort Inn Noah's in the Valley
Doherty, Kevin
Hermitage Motel
Lucky Inn
McDonalds, Muswellbrook
Prince of Wales Tavern
Sandy Hollow Tourist Park
Segenhoe Inn Luxury B & B
The Miners' Hut Bistro
The Upper Hunter Wine Centre

Industrial Supplies

Hitachi Construction Machinery
(Aust) P/L Muswellbrook Branch
Power & Mining Industrial Supplies
Wear Parts Services

Internet Service Provider

Maxnet
Reset Internet Services

IT Sales & Support

Muswellbrook Computers Pty Ltd
NCCS Pty Ltd
NHH Consulting
Reset Computers

Kitchen Manufacturers

Edmonds Joinery

Laundry

Muswellbrook Laundrette

Local Government

Muswellbrook Shire Council

Massage/Beauty Therapy

Healthy Touch Natural Beauty &
Body Therapies

Media

Muswellbrook Chronicle/Hunter
Valley News Radio Hunter Valley

Medical

Brook Medical Centre
Muswellbrook Diagnostic Imaging

Mining, Industrial, Agriculture

Anglo Coal (Drayton Management)
P/L

Bengalla Mining Company
Coal & Allied

Darryl's Bobcat Pty Ltd

Mt Arthur Coal

Muswellbrook Coal Co
Muswellbrook Crane Services

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