AGENDA

1. Call to Order

2. Acceptance of Agenda

3. Presentations/Reports - None

4. Approval of Minutes – December 10, 2019

5. Townhall
   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

6. Old Business

7. New Business
   7-a. Business of the Year
       • Review of scoring criteria
       • Review nominations and score
   7-b. February 24, 2020 Business After Hours
       • Mardi Gras/Carnival International theme – add Indian and Mexican cuisine, tying in with new Village branding with food from multiple local ethnic businesses
       • There will not be alcohol or raffle items
       • Restaurant reach out by members for Mardi Gras type food ideas
   7-c. B.E.S.T. – Business Education Series on Technology
       • Discuss promotion of the next seminars on 2/11/20 and 5/12/20
• 2/11/20 – Grow Your Business Online - Facilitated by Aisha McBurrows, Women’s Business Development Center
• 5/12/20 – Marketing Your Business - Presentation by MiGente Consulting

7-d. New Business Welcome
• Blue Raven Solar – 1300 Greenbrook, #202

8. Development Updates
• NLNW update

9. Bartlett Area Chamber Update
• Chamber Casino Royale - Moretti’s in Bartlett, Friday, February 7, 2020

10. Schaumburg Township Library District – Education & Learning Seminars
• Transition a Good Idea into a Great Business – Wednesday, January 22, 2020
• Are You Visible on LinkedIn? – Monday, January 27, 2020
• Home Buying & Selling – Monday, February 10, 2020
• Investment Basics – Monday, February 24, 2020
• SCORE: Selling & Profiting with Amazon – Wednesday, February 26, 2020

11. Northwest Hispanic Chamber Update

12. WBDC Update
• 2020 Roadmap to Success: Creating Your Business Blueprint for the New Decade – Wednesday, January 22, 2020 @ 6:00-8:00 pm
• Is Certification Right for You? - Wednesday, January 22, 2020 @ 12:00–1:00 pm

13. Upcoming Events
Visit the Village website for complete details.
• Mayor Craig’s State of the Village Address – January 29, 2020
• The History of Black Music – February 2020
• Business After Hours – February 24, 2020

14. Adjournment
VILLAGE OF HANOVER PARK
ECONOMIC DEVELOPMENT COMMITTEE

REGULAR MEETING
Municipal Building, Room 214
2121 Lake Street
Hanover Park, IL
Tuesday, December 10, 2019, 12:30 p.m.

MINUTES

1. Call to Order
Chairperson Tobin called the meeting to order at 12:44 p.m.

PRESENT: Members: Chair Gail Tobin, Adam Cortez, Edgar Candelas, Nan Gudenkauf, Aisha McBurrows, Mark Revollo, Steven Zanfardino

ABSENT: Members: Bungalow Joe’s, Classic Computer System, Delta Insurance Advisors, Hanover Park Park District, Menards, Olde Salem Café, Northwest Hispanic Chamber of Commerce

VILLAGE STAFF PRESENT: Director Shubhra Govind, Planner Ellen Weber, Administrative Assistant Kathy Sjodin

GUESTS: James Smith – Hanover Park resident, retired

2. Acceptance of Agenda
Motion to approve the Agenda for December 10, 2019.
Motion by Member Zanfardino, second by Member Gudenkauf
Voice Vote: All AYES, agenda accepted

3. Presentations/Reports –
Dana Nikoloulis, Sr. Cloud Sales Executive, PGI/Global Meet
28 years in business - business communication services including audio-visual, webcasting and web conferencing, cloud voice phones
Webcasting – there is a registration feature, replay sessions, questions/polling, and ongoing feedback are possible
All browser based; iPad/tablet, smartphone, laptop
Monthly fee base starting at $99.00
4. **Approval of Minutes – November 12, 2019**  
Motion by Member Zanfardino, second by Member McBurrows  
Voice Vote: All AYES, Minutes accepted

**Motion to approve the Minutes of the November 12, 2019 EDC Meeting.**  
Motion by Member Zanfardino, second by Member McBurrows

5. **Townhall**  
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.

6. **Old Business**  
6-a. **Business Corridor Meetings**-

1. **Mallard Lake and Hanover Corporate Business Parks**: Thursday, November 14, 2019  
   @ 8:00 am – 9:00 am at ER2 Image Group  
   - Attendees were impressed by ER2’s facilities and printing capabilities  
   - 16 foot wide printer for all size banners, cards, car wraps, braille signs  
   - ER2 is doing the printing for the NBA Finals promotions

2. **Turnberry Lakes**: Tuesday, November 19, 2019 @ 5:00 pm – 6:00 pm  
   - This was the annual Business Property Owners Association meeting where the Village was invited to make a presentation; well-attended  
   - Discussed Village Streetscape, IL-390 extension, and NWC Lake & Gary  
   - Positive feedback was received about the Village’s services

6-b. **Small Business Saturday – November 30, 2019**  
- Staff distributed promotional items sent by American Express to 9 local business: Schaumburg HP Branch Library, Chic Beauty, Neehee’s, Country Style Donuts, Hanover Park Park District, Hanover Park Community Bank, Caputo’s, Briana’s Pancake House, and Tap House Grill  
- The Shop Small Saturday banner was hung on the bridge crossing over County Farm Road and a press release was sent out.  
- According to American Express, a record $19.1 billion was spent this year  
- It was agreed to promote this event again in 2020

6-. **February 24, 2020 Business After Hours**  
- The Mardi Gras/Carnival International theme was questioned since many are not familiar with Carnival, and it was decided that it will just include Mardi Gras-type food, with the addition of Indian and Mexican foods  
- It was agreed that it will continue to be just a networking event  
- No alcohol will be served. Last year there was not much interest in it anyway
7. **New Business**

7-a. **Business of the Year**
- Director Govind explained the interview process for the nominated businesses
- Past winners are not eligible to win (Olde Salem Café, Country Style Donuts)
- Of the eligible nominated businesses, each was assigned to an EDC member to be interviewed:
  1. TTSG – Member Gudenkauf
  2. Dulce Vida Juice Bar – Member Cortes
  3. ER2 Image – Chair Tobin
  4. Bharti’s Tailors – Member Revollo
  5. Mike’s Wine & Spirits – Member Candelas

- To be assigned: CD One Price Cleaners, A2Z Family Dental
- In January 2020, the EDC will score the nominated businesses based on interview information received. CD staff will count scores to determine the winner which will be announced at the annual awards dinner on January 31, 2020 @ 6:00 pm Village Hall, Room 214

7-b. **New Business Welcomes**
- Briana’s Pancake House – Member Zanfardino
- Hollywood Taste – Member Revollo
- Elite Care Dental – Member Revollo
- Cigar-Rette Palace – Member Gudenkauf
- Boost Mobile – Member Candelas
- Mike’s Spirits & Wines – Member Candelas

8. **Development Updates**
- Phase 2 of Verandah has been approved and the first 4 buildings are complete
- NWC Lake/Gary – there will be a Development Commission public hearing on December 12, 2019
- Village Center Streetscape is currently underway
- Recreational cannabis – there will be a second Development Commission public hearing on December 12, 2019 to recommend the time/place/manner for cannabis related businesses to operate

9. **Bartlett Area Chamber Update**
- Neehee’s Ribbon Cutting – December 16, 2019 @ 11:30-12:30 pm
- Membership ‘N More Breakfast 2020 – January 15, 2020 @ 7:30-9:00 am
- Chamber Casino Night - Moretti’s in Bartlett, Friday, February 7, 2020

10. **Northwest Hispanic Chamber Update**
- La Posada Gala – December 19, 2019 at The Seville Banquets, 6-10 pm

11. **WBDC Update**
12. **Upcoming Events**
Visit the Village website for complete details.
- Mayor Craig’s State of the Village Address – Village Hall, Room 214, January 29, 2020 @ 8:00 am
- The History of Black Music – February 2020
- Business After Hours – Village Hall, Room 214, February 24, 2020, @ 5-7:00 pm

13. **Adjournment:** 1:50 p.m.
Motion to adjourn.
Motion by Member Gudenkauf, second by Chair Tobin
Voice Vote: All AYES, meeting adjourned.

Recorded and Transcribed by:

______________________________  ______________________________
Kathy Sjodin, Administrative Assistant  Gail Tobin, Chairperson
Community Development
On this 10th day of December, 2019
1. Community Involvement
(This category is established to evaluate the resources allocated by the company [financial, manpower, etc.] to projects benefiting the community).

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<th>Point Value</th>
<th>Score</th>
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<td>No evidence of resources provided</td>
<td>0 pts</td>
<td></td>
</tr>
<tr>
<td>Evidence of expected level of authority for a company</td>
<td>10 pts</td>
<td></td>
</tr>
<tr>
<td>Evidence of resources allocated that directly benefit Hanover Park</td>
<td>20 pts</td>
<td></td>
</tr>
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TOTAL ________

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

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</thead>
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<td>0 pts</td>
<td></td>
</tr>
<tr>
<td>Evidence of policies/practices that yield an expected level of customer service for a company</td>
<td>10 pts</td>
<td></td>
</tr>
<tr>
<td>Evidence of policies/practices that yield a strong commitment to customer service</td>
<td>20 pts</td>
<td></td>
</tr>
</tbody>
</table>

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.)

<table>
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<th>Positive Image and Appearance</th>
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<tr>
<td>Above Average</td>
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</tr>
<tr>
<td>Exemplary</td>
<td>20 pts</td>
<td></td>
</tr>
</tbody>
</table>

TOTAL ________

TOTAL ________

GRAND TOTAL ________
Business of the Year Award 2020

Deadline for receiving nominations is Friday, November 29th.

*Business of the Year Award is conducted by the members of the C.O.N.E.C.T. Committee.*

- Winners will receive an award at a 2020 Village Awards Presentation at Village Hall

- Winners will be featured on the Village Facebook Page.

- Winners will be featured in the Hanover Park Hi-Lighter Newsletter.

- Exhibitor fees for the Local Business Expo will be waived.

<table>
<thead>
<tr>
<th>Business Name</th>
<th>Bharti's Tailors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Phone Number</td>
<td>(630) 830-5666</td>
</tr>
<tr>
<td>Business Address</td>
<td>1182 E Lake St, Hanover Park, IL 60133</td>
</tr>
</tbody>
</table>

How does this business contribute to the Community?

Bharti is always willing to help with events or group needs, from PTO to Springwood Bands. The quick, convenient, and reasonable prices offered are a great benefit to the community.

Why do you feel they provide Excellence in Customer Service?

I have yet to have a problem that they cannot help with...need something altered same day...take a seat it will be done in under 30 min. Spilled wine on something you should not have? they will clean it.

How does this business show Positive Image and Appearance?

the shop is always clean, the staff friendly and welcoming.

*Email not displaying correctly? View it in your browser.*
For DULCE VIDA Juice Bar... happy New Year!

Question 1:
5 employees

Question 2:
Business Hours are 6am to 8pm everyday

Question 3:
Company history started as a small natural juice and ice cream shop in Melrose park. Decided to open a 2nd location in Hanover Park 5 years ago. Natural healthy eating trends are helping business

Question 4:
Business in Hanover Park for 5 years

Question 5:
Company Growth in Hanover Park has grown over the years. The Hanover park location began with a high demand for more fresh ingredients and meal options and kept growing. This has helped the business trend positively

Q6: The business philosophy of teaching people the importance of healthy eating ties directly into the business’ community involvement with local schools, churches, and youth groups. Challenges include trying to get kids and young adults more excited about natural foods and snacks

Q7: Community Involvement: See answer to #6. Heavily involved with local schools, churches, and organizations to provide health education and snacks

Q8:
Providing excellent customer service by providing affordable natural eating options while also empowering the community through nutritional education and info

Adam Cortes
Vice President
Hanover Park Community Bank
& Hoffman Estates Community Bank
Branches of Barrington Bank & Trust Co. NA

WINTRUST COMMUNITY BANKs
Hanover Park 630-837-2700 branch
6800 Barrington Rd.
Hanover Park IL 60133
Hoffman Estates 847-884-0500 branch
2497 W Golf Rd
Hoffman Estates IL 60169
All EDC members have been Bcc’d...

Good Morning and Happy 2020 All,

Just a reminder for those who are interviewing for Business of the Year...please be sure to complete your interviews by tomorrow, January 3rd. Please also email the completed questionnaires to me.

A big kudos to Mark Revollo...three interviews completed and turned in! Thank you Mark!

Thank you,

Kathy

Kathleen Sjodin
Administrative Assistant
Community and Economic Development | Village of Hanover Park, IL
2121 Lake Street, Hanover Park, IL 60133
(630) 823-5778 Office
(630) 823-5786 Fax
hpil.org
BUSINESS OF THE YEAR AWARDS - TELEPHONE INTERVIEW FORM

Hello, I'm Mark, a member of the CONECK Committee of the Village of Hanover Park. I’m calling to congratulate you on your business being nominated for the Business of the Year Award. 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 select a winner. (This should take no more than 5-10 minutes).

1. What is the total number of persons currently employed at your business? 8

2. What are your business hours? M-9-7 W- appointment only Sat-Once a month til 2pm T-9-6 Th-9-5 Sun-Closed

3. Can you please provide a short history of your company/business?
   - Previously had dental practice in Carol Stream, IL.
   - Hanover Park seemed to be a good fit, so she purchased the practice in 2016.
   - The current dental office has been around since 1970.

4. How long has your business been located in the Village? 3 years.

5. Can you please provide some background regarding your company’s growth while you have been in Hanover Park?
   - Major technology upgrades (digital x-rays, computer systems).
   - Crowns are now made in house with same day service (before was 15 day service).
   - Dental lab is now also in house.

6. Can you provide a description of your company’s business “philosophy”, as well as accomplishments, and challenges that you face?
   - Quality care (make patients feel like family).
   - Does not mind spending hours with patients.

7. Please describe any involvement that your business has had in the community.
   - Oral health presentation at Daycare center and Girl scout troops.
   - Food drive/Clothing drive (can also donate to a specific family in need).
   - Toys for tots/Food pantry volunteer/Homeless gift bags.

8. Please tell me what your company does to provide the best possible customer service it can.
   - Follow up calls.
   - Ensure clients are waiting comfortably (offer blankets/water).
   - Mail out reminder/bday cards to clients.

Thank you for your time.

Attached: Google reviews from clients.
GRETCHEN
12/1/2017
🌟🌟🌟🌟🌟 Professional, Kind, informative, respectful

TAMMY
11/20/2017
🌟🌟🌟🌟🌟 Great experience at A2Z Family Dental!! Tammy was amazing, she is such a hard worker!!

MARY
11/14/2017
🌟🌟🌟🌟🌟 Friendly and kind and efficient!

CAROL
11/13/2017
🌟🌟🌟🌟🌟 Friendly people and good dental work. Responsive to all questions asked.

JAMES
11/8/2017
🌟🌟🌟🌟🌟 Nothing short of 5 stars for you guys. You all deserve it.

Don
9/6/2017
🌟🌟🌟🌟🌟 nice people, efficient, and very positive
BUSINESS OF THE YEAR AWARDS - TELEPHONE INTERVIEW FORM

Hello, I'm Mark a member of the CONECT Committee of the Village of Hanover Park. I'm calling to congratulate you on your business being nominated for the Business of the Year Award. 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 select a winner. (This should take no more than 5-10 minutes).

1. What is the total number of persons currently employed at your business? 15
2. What are your business hours? 7am - 7pm (Mon-Sat) Close Sundays.
3. Can you please provide a short history of your company/business?
   Started to franchise the business in 2003. Started with 5 stores, now has 34.
4. How long has your business been located in the Village? Since 2003
5. Can you please provide some background regarding your company's growth while you have been in Hanover Park?
   Started with 5 stores, now has 34.
6. Can you provide a description of your company's business "philosophy", as well as accomplishments, and challenges that you face?
   To provide reasonable dry cleaning in a timely manner. This type of work is labor intensive, so that is the main challenge the business faces frequently.
7. Please describe any involvement that your business has had in the community.
   - Sponsor baseball game for Hanover Park & Streamwood Fire Dept.
   - Sponsor the Turkey Trot.
   - Sponsor the 2 mosques in Hanover Park - winter coat drive (All year long).
8. Please tell me what your company does to provide the best possible customer service it can.
   - Acknowledging clients - 24 hour drop off
   - Assisting clients w/garments to their car
   - Simply being polite

Thank you for your time.

Note: Client asked to bring up that he was having a couple of negative response from his client regarding the text voting option, due to the text scams going around.
BUSINESS OF THE YEAR AWARDS - TELEPHONE INTERVIEW FORM

Hello, I’m Gail a member of the CONECT Committee of the Village of Hanover Park. I’m calling to congratulate you on your business being nominated for the Business of the Year Award. 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 select a winner. (This should take no more than 5-10 minutes).

1. What is the total number of persons currently employed at your business? 65

2. What are your business hours?
8am – 5pm Mondays-Fridays doors open, but typically work during weekends as well

3. Can you please provide a short history of your company/business?
The business is going on 29 years old and started as a small vinyl shop. It is a family owned and operated business. Gary started the business and brought his three sons and wife. His youngest was 7 years old at the time. Currently they are re-doing the old Chicago Post Office and are in phase 2 of that project.

4. How long has your business been located in the Village? Just over 1 year

5. Can you please provide some background regarding your company’s growth while you have been in Hanover Park?
The company is up 10% from last year.

6. Can you provide a description of your company’s business “philosophy”, as well as accomplishments, and challenges that you face?
There are lots of challenges, but their philosophy hasn’t changed. They evolved from a small shop and continue to do everything in-house in one shop. They are a full service print shop. They provide design, creation and installation of projects all under one roof. That is attractive and convenient for customers. There are lots of challenges. They had to create new products and processes for their projects. Accomplishments include “Color Jam” where they wrapped 4 city blocks in Chicago. They work with many artists as well.

7. Please describe any involvement that your business has had in the community.
The business sponsors/donates to the Village. They come up with a dollar amount each year to give back and much of the signage and banners for events you see are theirs. They also hire from the community and take on high school and college interns and volunteers. Gary is a veteran and is proud that they are serving disabled, veteran-owned businesses. Being nominated for Business of the Year is also an accomplishment. ER2 also hosted the HP EDC’s Mallard Lake Business Corridor meeting back in November.

8. Please tell me what your company does to provide the best possible customer service it can.
The commitment of the entire staff - and in fact there is very little turnover. They always go the extra mile. You can look at their website to see examples of what they are capable of doing (www.er2image.com) and see their social media highlights (see links on their webpage-Facebook, etc.). They are looking forward to working with the Village of Hanover Park.

Thank you for your time.
2020
Business Education Seminar on Technology (BEST)

Learn * Grow * Network

Be your BEST!

Business Owners & Entrepreneurs:

Join us for a “hands-on” free seminar where you will learn how to make your business stand-out online using Google tools:

- Tips for appearing in a Google Search
- Use Google Trends to identify the most popular search terms
- The importance of mobile searches
- Explore insights to learn how customers are finding and engaging with your business
- Consider Google Ads as a strategy

Bring your laptop, tablet, or smart phone if you need to build your Google Profile. We’ll help. Start using Google tools to reach customers on-line with Google!

Tuesday
February 12, 2020
10:30 a.m. – 12:00 Noon
(RSVP for pizza and discussion after the session)

Hanover Park Village Hall
2121 W. Lake Street, Room 214
Hanover Park, IL 60133

For more information and to register, contact Kathy Sjodin at 630-823-5778 or at ksjodin@hpil.org.

Register at: https://hanoverparkbest.eventbrite.com
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<th>Organization Member</th>
<th>8-Jan</th>
<th>12-Feb</th>
<th>12-Mar</th>
<th>9-Apr</th>
<th>14-May</th>
<th>11-Jun</th>
<th>9-Jul</th>
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<td>E</td>
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<td>Y</td>
<td>Y</td>
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<td>Y</td>
<td>Y</td>
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<td>8</td>
<td>72.7%</td>
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<td>Menards</td>
<td>A. Silberstein/B. Morris</td>
<td>A</td>
<td>A</td>
<td>A</td>
<td>Y</td>
<td>N</td>
<td>?</td>
<td>N</td>
<td>N</td>
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<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>11</td>
<td>2</td>
<td>18.2%</td>
<td>Y</td>
<td>4/30/19</td>
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<tr>
<td>Northwest Hispanic Chamber</td>
<td>Tia Juarez, Mario Farfan</td>
<td></td>
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<tr>
<td>Old Salem Café</td>
<td>Renate Smith 5/17</td>
<td>Y</td>
<td>E</td>
<td>Y</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
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<td>N</td>
<td>N</td>
<td>N</td>
<td>11</td>
<td>4</td>
<td>36.4%</td>
<td>Y</td>
<td>4/30/20</td>
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<tr>
<td>Poplar Creek Library</td>
<td>Steven Zanfardino</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
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<td>Y</td>
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<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>11</td>
<td>10</td>
<td>90.9%</td>
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<td>Renewed Ground Metals Term expired 2019</td>
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<td>Women's Business Development Center</td>
<td>Terrie Simmons/Aisha McBurrowes</td>
<td>Y</td>
<td>Y</td>
<td>E</td>
<td>Y</td>
<td>Y</td>
<td>?</td>
<td>N</td>
<td>N</td>
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<td>N</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>11</td>
<td>5</td>
<td>45.5%</td>
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<td>4/30/21</td>
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<tr>
<td>Village Trustee</td>
<td>Herb Porter 5/15</td>
<td>Y</td>
<td>E</td>
<td>Y</td>
<td>Y</td>
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<td>Y</td>
<td>11</td>
<td>Y</td>
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<tr>
<td>Village Clerk Alternate</td>
<td>Eira Corral Sepulveda/ Mayor Craig</td>
<td>RC</td>
<td>X</td>
<td>X</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
<td>X</td>
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<td>N</td>
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<td>N</td>
<td>N</td>
<td>11</td>
<td>Y</td>
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</table>

Notes: Quorum = 7
2/10/2015
No Quorum:
Ord 7/7/11 (15 Members) with 3 Auxiliary Members
12/31/15 = 12 Members
4/27/16 = 14 Members
3/6/18 = 13 Members

Beth Corrigan apptd by Mayor 12/18/14 - Resigned replaced by Brian Ducey - never attended a meeting.
Balinder Ochhkar - apptd by Mayor 7/15 - zeros attendance 2017
Ricky Patel - apptd by Mayor 7/15 - LOA 5/14/17
Joe Seraukus - resigned 12/31/15
Jean Lynn - resigned 2/19/16
Blake Sotern - apptd 2/4/16 - resigned 9/14/17
Renate Smith - apptd 5/14/17
Jackie Hayden apptd 6/11/17
Rick Wulbecker - resigned 12/22/17 replaced by Melissa Kress 1/9/18
Gayle Penseco - HP Com Res. - resigned 1/9/18
Seven Zanfardino - PCPL appt. 3/1/18
Mickey Machl - HPFN - Resigned 2/1/18
Tia Juarez - apptd 9/5/19

Excused = Notified Staff
Absent = Did Not Show Up
LOA = Leave of Absence
Present = P
CANCELLED = C
LACK OF NOTICE = LN