



Machias Bay Area Chamber of Commerce

The Bay Today

June 2008

Upcoming Events:

- **6/12 Eggs & Issues** - 7:30-9am -
Topic: Passages Program/CCLC,
Bluebird Ranch Restaurant
\$7members, \$8non-members
- **6/13 Game Night** - 6:30pm Roque
Bluffs Community Center
- **6/21 MARGARETTA DAY
FESTIVAL** - All day on the
commons at UMM
- **6/21 Potluck Supper** - 5:30 Roque
Bluffs Community Center
- **6/27 Business After Hours -
Friday, 5-7pm - Church Bazaar
Marketplace, Route One -
E. Machias**

Rotary meets every Tuesday at
5:30pm at the Blue Bird Ranch Res-
taurant. Everyone Welcome!

This Just In From Axiom:

High-Capacity Band Width Set For Summer

Owned by the Boy Scouts of America, but soon to catapult Washington County into a new phase of technological growth, Black Cap Mountain and its towers signal new beginnings for Downeast Maine.

"Bangor is the largest, closest hub to get what we need. We've leased tower access on Black Cap Mountain, located just outside of Bangor, to bring high-capacity broadband into Washington County," said Nelson Geel, Axiom's chief operating officer. "From the beginning we've had no lack of demand, but being so far away, we've needed a bigger connection to the Internet."

Although demand has always outpaced the availability of high-capacity circuitry, independent carriers have not offered to provide it -- at any cost. "We just had to go get it. We're the ones with the vested interest," says Geel. "We've been very specific about doing business with Maine companies. Oxford Networks, a telephone company from **central Maine, and now in Bangor**, is doing a large, fiber optic expansion in Bangor. So we talked to Oxford, and Tilson Technology Management who manages Black Cap Mountain for the Boy Scouts, and

then we needed a place to receive the new connection back home."

Worcester Energy Partners Inc., with its power plant past Wyman's blueberry barrens in Deblois, provided a ready-made solution. "They burn wood chips to power a steam turbine to generate and sell electricity. And they're high enough to receive a signal here in Washington County," says Geel.

With these three pieces – **Black Cap, Oxford, Tilson Technology Management and the Worcester Peat** site – Axiom can now provide significantly higher speeds and data capabilities than were previously available Downeast. "Once this connection is made and we're up and running with this new band width, all our residential and commercial customers will have a 50% increase in speed," says Geel. "In addition, we'll be able to offer a whole range of extra-speed products we couldn't have offered before this project was undertaken."

Such new offerings will include symmetrical business access at 10 mbit; every part of the network will have voice-over IP available; and streamlined digitalization, allowing for reduced paperwork, back-up and recovery.

"And once data is digitized, it can be manipulated, moved around and copied at will," says Geel. "A typical Downeast office could be 75% digitized. We know the prospect of change can be intimidating, but no one wants to go back. These new tools can streamline and make office operation so much easier."

With fuel prices a multiplier and geography constantly detrimental, Geel is quick to point out the challenges of life in Washington County. "The traditional office is paper bound, usually relegated to one person," he explains. "The more you can send instantaneously, the more you save. Companies are now expecting electronically sent data, such as payroll and debt collection. Using technology reduces costs."

As Bangor Hydro and Bud Lee Electric heads to Black Cap to bring electricity to the site, Geel is enthusiastic in his predictions. "This summer our subscribers will have access to high-capacity bandwidth, just as if they lived in Bangor," he says, "and some of the services we can now offer outside of Washington County. Other counties in Maine may be more populated, but they haven't seen as much development in wireless data technology as we have in Washington County."

Proud that Axiom rose to the occasion to take this next step, Geel adds, "Someone had to bring in high-capacity and have a potentially low buy-in because of the economics of Washington County. An outsider would never see it as worthwhile, but we do, and we did. Obviously, we're vested in Washington County. We live and die by what happens here."

For more information about these products, contact Axiom at 255-0679

Have an upcoming event that would interest our membership? Please call or email us ASAP.

Membership Has It's Privileges... 2008

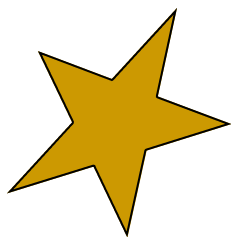
Please join with us in building the best chamber in Washington County.
Supporting local businesses by buying local, keeps the green in Washington County.
MBACC is committed to our business community.

Vision:

We are a highly involved and respected Chamber of Commerce dedicated to building strong relationships throughout our community.

Mission:

To provide quality services, representation, and educational information to our members and to promote community involvement through the Chamber's activities and events.



NEW MEMBERS

Join Today and Be the Star in Our Next Newsletter

Coastal Maine General Contracting, Inc., Matthew and Karen Gurney
P O Box 272, Machias, ME 04654 259-4407

Due East Real Estate, Denise Plouffe, P O Box 441, Lubec ME, 04652,
733-5511, www.DueEast.com

Barren View Golf Course, Brad Prout, P O Box 160, Jonesboro, ME
04648 434-6531, www.barrenview.com, Public Golf Course

Eagle Lanes Bowling Alley, Bernard McCafferty, P O Box 192, E. Machias
ME, 04630 255-6696 Hours: Noon to 10:00pm

MBACC would like to thank the following businesses for
renewing their membership:

*The Riverside Inn, Bold Coast Charter Company, Great
Cove Golf Course, Burnham Tavern, Neighbors Helping
Neighbors, Pinegrove Cottage, and Fat Cat Deli*

Thank You For Your Support

**PLEASE
STOP
BY
AND MEET
OUR
NEWEST
MEMBERS**

Spotlight On:



The Lamplighter Church
Roque Bluffs Community Chapel 2008
Looking Ahead

The year 2007, a transitional one, in which the membership led by the governing board of eleven directors, examined the original 2001 by-laws and mission statement. The need was to refine our purpose and mission to serve all the Roque Bluffs community and visitors. Our membership enthusiastically approved both the by-laws and the mission statement at our annual meeting in August 2007. "The mission of the Roque Bluffs Community Chapel is to provide Christian interdenominational religious services for Chapel members, the community, and visitors. The Chapel will function as a church where all are welcome to attend and participate in worship services based upon the Bible. Our goals are to share the gospel, reach out to all in need, and provide an opportunity to grow in our faith." From John 15:12: "This is my commandment, that you love one another, as I have loved you."

We are excited about our summer schedule of services for 2008 beginning at 6:30 p.m. on June 15th. Reverend John Sprague from the Marshfield Congregational Church will kick off our

Continued on page 6

Eggs & Issues

June 12th

7:30-9am

**Topic:
Cobscook
Learning Center
Passages
Program**

**Bluebird Ranch
Restaurant**

**\$7/MBACC
Members
\$8/Non-members**

EGGS AND ISSUES - June 12th, 2008

Charley Martin-Berry, the new director of The Passages program at Cobscook Learning Center will talk about the new program. The program will involve working with at-risk teens in the local community. Eggs and Issues is open to the community. Come learn how to help our youth. Breakfast meeting at 7:30am at Bluebird Ranch. \$7-members, \$8-non-members.

Next E & I: Thursday, July 10th, 2008 Candidates Forum

Candidates Dennis Mahar, Tony Maker, and Howard McFadden will be available to discuss their plans for office, as well as answer questions from attendees. Eggs and Issues will take place at Helen's Restaurant from 7:30-9:00am on Thursday, July 10th. \$7-members, \$8-non-members. Everyone welcome.

Business After Hours - June 27, 2008

Church Bazaar Marketplace, a unique gift shop in East Machias will host the June Business After Hours. Mary Parker, of Bar Harbor opened the gift shop in 2007. Join us to see the interesting items as she reopens for the summer season. The shop is located on Route One near Junior's. **Please Note: This event will take place on FRIDAY, June 27th.**

Business After Hours - Friday, July 11, 2008 Pleasant River Boat Tours and Grey Wolf Gallery

Please join us on Friday, July 11th for the unveiling of two new businesses in Addison. First is Pleasant River Boat Tours owned by Paul Ferriero, lobsterman from Harrington, and Grey Wolf Gallery owned by Beth Ferriero, Paul's wife. Both businesses will be located on Front Street, Addison, just north of the Addison Post Office. The Gallery includes many wonderful works by local artists, including Beth, and Paul will give a tour of his staging area and talk about the services he will provide. For directions or more information, contact the Chamber at 255-4402.

Business After Hours

**Friday June
27th**

5:00-7:00pm

**Church Bazaar
Marketplace**

**Route One
E. Machias
Near Juniors**



Courtesy R. Leubecker

BURNHAM TAVERN HOLDS OPEN HOUSE

The 238 year-old Burnham Tavern on Main St. in Machias welcomed guests from the area business community at an Open House on the evening of Friday, May 9th. Tours of the Tavern were offered along with Irish stew and soda bread, courtesy of Kathleen and Mike Shannon, fresh cider and a variety of goodies. Guests were also introduced to a new resource for the business community, a brochure which will be given to each Tavern visitor and will include a map showing the locations of area businesses along with categorical listings. In order to be included in the brochure businesses are asked to make a donation of \$50.00 or more (payable by September 1st) and become a Business Friend of the Burnham Tavern Museum. Business friends also receive a Tavern Tales newsletter subscription, a postable card which acknowledges their support, a supply of brochures, and, if desired, a certificate and a pin signifying membership. Area businesses interested in becoming friends are invited to contact Ruth Ahrens (733-4577; rahrens@pwless.net) or Darby Johnson (255-0786). The deadline for inclusion in the brochure is June 1st. This is a wonderful way of helping the Tavern and providing greater visibility for your business at the same time.

Take Care of the Small Things

By David Reed

Creating a culture of service requires that you do a lot of things consistently right and develop attitudes that govern the behaviors of all your employees. One of the attitudes that is very important is being diligent in dealing with the smallest details of your operation.

A close friend of mine, David Dennis, would frequently say: "If you make a big deal out of the little things, then the little things won't become a big deal!" There are many managers and leaders who have mistakenly confused being involved in the details of their company or department with micromanaging. These are two totally different concepts. One of the challenges with organizations providing exceptional customer service today is that the leadership is too far removed from regular contact with their customers. You may also have heard a manager make the following statements: "I don't need to get involved in the details. That's why I hired all these employees." While it is true that a leader does not have the time to know every detail and every task others perform, they must possess the ability to quickly identify problem areas. Once these areas are identified, they must drill down to the level of detail necessary to understand the problem, put their finger on the root cause and find a solution to the issue.

For those in a leadership role, this starts by knowing the right questions to ask. The first few times you start asking questions of those in your department, you may receive some negative reactions. This can be perceived by some people that you are micromanaging them or that you do not trust what they are doing.

Over time, your employees will realize that you are simply doing your job and ensuring everyone is delivering services to a high standard. They will become less defensive and learn to be ready for your requests. This also helps the leader remain connected to his or her employees.

To avoid crossing the line into the land of micromanagement, leaders should delegate the resolution of problems instead of feeling that they have to be the one to personally perform every detailed task necessary to resolve each problem.

It is not only leaders who must have a passion for details, but employees at every level in the organization must see the value in doing even the smallest task with excellence. Great organizations are built on the shoulders of employees who do their assigned tasks with precision and passion. This includes the janitor cleaning the floors to the executive negotiating a big deal. Each person can positively or negatively impact customers' experience by the way he or she greets a guest or follows through on a commitment.

In dealing with customers, you never know when you are about to press one of their hot buttons. What seems like a small, insignificant thing to you may be a major issue to them. It may also be the final straw that tips them over the edge into what may appear as irrational behavior.

If an employee develops the attitude to take every task seriously and to perform at a high level of competence, they will have fewer major problems with which to deal.

This article is an excerpt from David's book, *A Culture of Service*. [David Reed](#) has been a featured guest and expert on programs and panels exploring various customer service issues.

"Lights Across the Border" International Lighthouse Challenge

On Saturday, August 9, an all day event will take place. The First Ever - "Lights Across the Border" International Lighthouse Challenge - to benefit three area lighthouses - \$15.00 event fee includes free tote bag and goodies - FMI visit www.LittleRiverLight.org or call 207-259-3833 or send \$2.00 for booklet to Little River Lighthouse, P.O. Box 671, East Machias, ME 04630. (Booklet is also available at the MBACC office.)

Also on Saturday, August 9, at 6 PM a Lobster and/or chicken dinner to benefit Little River Lighthouse will take place at Bayridge School, Cutler. Cost is \$30.00 per person. There will be raffles, door prizes, and entertainment. Phone 207-259-3833 or www.LittleRiverLight.org or Friends of Little River Lighthouse, P.O. Box 671, East Machias, ME 04630.

COMING EVENTS

Roque Bluffs Community Chapel Vesper Worship Services for 2008

June 15	Rev. John Sprague	Marshfield Congregational Church
June 22	Rev. Joan Cartledge	Former Missionary
June 29	Rev. Francois Akoa	Machiasport Congregational Church
July 6	Deacon James Gillen	Holy Name Catholic Church, Machias
July 13	Rev. Eric Kelley	Millbridge Congregational Church
July 20	Rev. Arthur Nelson	Retired Pastor & Dean, North Park Theological Seminary
July 27	Rev. Bruce Meyer	Ordained Lutheran Pastor
August 3	Rev. Don Kimmelman	Retired Methodist Minister
August 10	Rev. Francois Akoa	Machiasport Congregational Church
August 17	High Priest Dona Emerson	Jonesport Community Church of Christ
August 24	Rev. Jeff Tenney	Messiah Baptist Church, Bangor
August 31	Rev. David Norling	Retired Pastor, United Church of Christ
September 7	Rev. Kent Moorehead	Retired Pastor, United Methodist Church, Orleans, MA
September 14	Rev. Foster Williams	Res. Min., American Baptist Churches of Maine
September 21	Rev. Priscilla Hukki	St. Andrew Lutheran Church, Ellsworth
September 28	Rev. Pam Mushero	Jonesboro Union Church
October 5	Rev. Al Fletcher	Exec. Min., American Baptist Churches of Maine
October 12	Rev. Patti Sears	Jacksonville United Methodist Church
October 19	Rev. Paul Dodge	Res. Min., American Baptist Churches of Maine
October 26	Rev. Betty Duzen,	Whitneyville Congregational Church

Special Events

July 12	4:00-6:00pm	107th Anniversary Celebration BBQ - RB State Park
August 30		Public Supper (Chowder)
September 27		Public Supper (Chowder)

FOR MORE INFORMATION CONTACT ANN LOCKETT - 255-6056

PATHFINDERS SCHEDULE FOR JUNE 2008

Note: All walks begin at 2:00 pm unless otherwise noted.

For walks scheduled on Campobello, bring appropriate identification for reentry to the U.S.

June 8 - Acadia National Park. Mount Desert Island. Leader: John Wilson. Outing includes tour of Asticou Gardens and a short hike as selected by the Leader. Meet at Asticou Gardens Rt.198 [near Northeast Harbor] at 11 am.

June 15 - Campobello. Lower Duck Pond Area Leaders: Joan and Pete Edwards [726-9664]. Meet at the Campobello Tourist Information Center.

June 22 - Moose Cove New trail to a scenic beach area on recently acquired preserve land off Rt.191 in Trescott. Leader: Melissa Lee. [733-2412] Meet at the Bold Coast Trails Parking Area on Rt.191.

June 29 - Campobello. Fox Farm to Cranberry Point. Leader: Carol Graves [255-4485] Meet at the Campobello Tourist information Center.

Special Notice. Planning meeting for July and August hikes June 18 at 10:00 am at the Cobscook Community Learning Center, 10 Commissary Point Road off Rt 189 in Trescott.

July 6th, Annual 4 of July potluck picnic at Tom and Gail Finlay's House.(255-8970) Bring your canoes, kayaks and your favorite dish. All, including children, grandchildren and friends, are welcome. Meet at the E. Machias Municipal Building at 2:00 pm.

Coming Events

The following websites are great resources for seminars, trainings, coming events, and things to do.
www.ceimaine.org/workshops/ www.culturepass.net www.mainetourism.com
Many on-line seminars, free of charge

Roque Bluffs Community Center News

Game Night will be held the second Friday of each month at 6:30pm. Bring your games and friends. Everyone welcome! See you June 13th.

Potluck Suppers will be held the third Saturday of each month at 5:30pm. Bring a main course and desserts to share. A small fee will be charged to cover costs. See you June 21st.

Annual roadside/seaside cleanup will be held June 26th. Bags will be available at the community center. Trucks will circulate to pick-up the filled bags.

Audubon June Calendar

Meetings held the 3rd Tuesday of each month at 7:00pm at Cobscook Community Learning Center (CCLC). Commissary Point Road, (off of SR 189), Lubec, Tom Finlay – President 726-5837

June 17 Peter Gommers: “Petroglyphs and Nature Photography”

Website News

MBACC’s website had 20,554 page views during the month of April, 2008.

If your business has an upcoming event, let us know so we can help publicize it for you!

Continued from previous column

open to everyone in our diverse community. We accept all in our midst. Some of our highlights are: music continuing to be an important part of our worship services with an amazing number of talented musicians in our entire community. The sounds in our 107 year old church are phenomenal; we continue to have Bible study, hymn sings, and we are aiming for Sunday School, as well as educational opportunities. Our future is exciting; our prayer chain is an important part of our church and we continue to receive requests to add special prayers for our neighbors in need. We encourage your continued support and requests; we had two special baptisms by Reverend Foster Williams; the requests for weddings and memorial services continue to grow.

We established a much needed Outreach program that demonstrates and reflects Christ’s teachings to support one another, to love one another. Members are very supportive of these outreach activities. As part of this program, we established a new Community Emergency Fund in 2007, offering assistance and prayers to community members. This fund has already enabled us to assist several families with financial needs due to illness, providing transportation assistance during medical situations, home visits, meals, and house fire assistance; we also co-sponsored an excellent Bell Choir Youth Group from Connecticut; and that is only part of the warmth provided by our church, including support to the Food Pantry, We Care Baby Program, and the Community Christmas Giving Tree. We have often been told that our public suppers serve the “Best Chowder” in town! These suppers will continue as well as the popular Annual BBQ. And be sure to take chances on our beautiful quilt raffle, thanks to the continued loyalty and dedication of Helen Watts Foster who lovingly sews a beautiful original quilt each year. Visit our booth at the Blueberry Festival in August. Most important, become part of our Chapel family and grow with us as we become stronger in our faith. Our diversity makes us strong.

Ann Lockett

Roque Bluffs Community Chapel

Continued from page 2

services that will continue throughout the summer, fall, thanksgiving, and Christmas. At Easter and Thanksgiving, we join other Downeast churches for celebration of the most special of holidays. Please join us for worship, hearing diverse Christian messages from our visiting pastors. Warm fellowship continues after each service. The dates and pastor names are posted in the local newspapers.

The success of the Chapel is dependent on community support, the excellent Board of Directors and their diligent and caring devotion. We now have 41 devoted members who have worked very hard to restore the wonderful old building. We have tremendous support from area pastors and an impressive set of visiting pastors. We are blessed in providing Christian inter-denominational worship services that are always

Continued in next column

June 2008

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3 Rotary 5:30p Bluebird Ranch Restaurant	4	5	6	7 Jonesport Plant & Garage Sale
8	9 7:00pm Great Auk presentation at PAC-UMM	10 Rotary 5:30p Bluebird Rest.—	11	12 E & I 7:30- 9am - Passages Program - CCLC- Bluebird Rest.	13 6:30pm Game Night RBCC	14
15	16	17 5:30p Rotary Bluebird Rest.—	18	19	20	21 Margaretta Day Festival 5:30 Potluck RBCC
22	23	24 Rotary 5:30p Bluebird Rest.	25	26	27 BAH 5-7pm Church Bazaar Marketplace E. Machias	28
29	30					

July 2008

SUN	MON	TUE	WED	THU	FRI	SAT
		1 Rotary 5:30pm 7:30pm Chamber Concerts- CSCC	2	3	4	5
6	7	8 Rotary 5:30pm 7:30pm-Chamber Concerts - CSCC	9	10 E&I -7:30- 9am —Helen's Rest. Candidates	11 5-7pm - BAH-Pleasant River Boat Tour	12
13	14	15 Rotary 5:30p Bluebird Rest.— 7:30pm-Chamber Concerts - CSCC	16	17	18 SSC Artists Tour	19 SSC Artists Tour 7pm- Barbershop - PAC
20	21	22 Rotary 5:30 7:30pm-Chamber Concerts - CSCC	23	24	25	26
27	28	29 Rotary 5:30p 7:30pm-Chamber Concerts - CSCC	30			

Have an upcoming event that would interest our membership? Please call, fax or email us ASAP.

**Congratulations to Faye and Matt of
Fat Cat Deli on the birth of their
daughter
Kiley Alane**

TO:

We are on the Web
www.machiaschamber.org

MBACC Office
P.O. Box 606,
Machias, ME 04654
12 E. Main Street
OPEN 10-3 M-F or by appointment
Telephone & fax (207) 255-4402
E-mail: info@machiaschamber.org

June 2008

****Please let us know if your company or an employee is in the news: awards, promotions, new hires, community involvement, or any event you want to promote and we will put it in our newsletter. Next deadline is June 20th, 2008. Email, call or mail to the chamber. Send photos as a jpg.**



**Machias Rotary Club Presents
Maine-ly Music Barbershop Chorus
Saturday, July 19th**

7:00pm

Performing Arts Center - UMM

Tickets Available:

Rotarians

Machias Chamber of Commerce

The Office

Patron: \$15

Adult: \$10

Child: \$6

Many thanks to you our members. Please let us highlight your activities in our newsletter and email alerts. Call us with your information. **July Newsletter Deadline is June 20th, 2008.**