



The ACOCI Connection

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2005 BUSINESS SURVEY: BEST BUSINESSES AND TOP PRIORITIES FOR BETTER BUSINESS

With sincere thanks to the 149 Anguilla business leaders who participated in the 2005 Business Survey, Melinda Goddard, principal of ClieTel Consulting LLC, presented the survey results to the business community on August 24th at The Next Level, located above the English Rose. The much anticipated “best” businesses included (in order): NBA, Lake’s, ANGLEC/Proctor’s* followed by Caribbean Cable Communications, CCB and The Post Office* (tied for 3rd and 4th, overall.) Honourable mentions were given to 9 businesses with 2 mentions, each: ABC, ABF, Anguilla Development Board,

Ashley & Sons, Best Buy, Brother’s Auto, Hughes Medical, Malliouhana Hotel, and Tasty’s Café. Beyond the recognition and appreciation expressed in the survey, the business leaders also spoke with *one* voice on 7 major priorities: 1) **All:** Read their specific suggestions – and *act* on them! 2) **GOA:** Foster “business friendly” environment to partner with *Anguilla* businesses for long-term (“win-win” view); 3) **Banks:** Further customize to build on strengths; 4) **C&W:** Further customize programs/ services to match needs with budgets and *value*; 5) **Customs:** Work to further enhance speed, simplicity, foster competition; 6) **Post Office:** Address specifics, work to further improve speed and accuracy; 7) **ANGLEC:** Continue reliability efforts, seek more efficiencies/alternate power sources/pass-on savings. Year to year, the Chamber members’ satisfaction *increased* 27%, and dissatisfaction



Attendees included: HE Gov Huckle, Hon Minister Banks, Mr Benjamin, ACOCI president, Dr Bardfield, VP, PS Mr Fahie, Dame Lake, QC

declined 39%. The overall GOA satisfaction increased 5%, while ANGLEC and Cable & Wireless reported 8% lower and higher *dissatisfied* ratings, respectively, than in 2004. The remaining agencies and suppliers showed few changes. Those with higher *satisfaction* than dissatisfaction included: The Chamber, the banks, the Labour Department

and the Post Office – while the others had higher *dissatisfied* ratings than satisfied, as in 2004. At the conclusion of the presentation, His Excellency, Governor Alan Huckle expressed his hopes that the business community – and the Government – would continue to learn best practices and improve through this process in the coming years.



Mr Val Banks and Ms Marisa Gumbs receiving #1 “best” ranking certificate from Ms Goddard and Mr Bartlett at the NBA

ANGUILLA CHRISTMAS SHOPPING FAIR... BE THERE!!

The Chamber of Commerce is pleased to announce the plans for an important opportunity for YOU to showcase your business and feature any special holiday items or packages. Whether you have an order of the perfect gift items coming into your store – or if you can offer special coupons or discounts for services, from meals

or beverages, to spa or hair services, to subscriptions for communications, such as a month of cable TV – YOU can participate on December 10-11th in the Anguilla Chamber Shopping Fair. It will be held at the Caribbean Commercial Complex, and tents will be included in the registration fees.

The goal is to help YOU earn the business you deserve – and which too often slips away on the ferry at the last minute. The participating businesses will be able to conduct sales during the fair hours much as they would at their own locations. Others may choose to distribute coupons or other certificates to be redeemed at their main location, as well.



THANKS TO STEPHENIE...

The Chamber would like to thank Stephenie Brooks for her service. From her professional approach to representing the Chamber, to her expertise in public relations including several “What’s on Today?” radio broadcasts, to her dedicated support of various successful networking events in 2005 – including the World Chambers Congress in Durban in June (*photo*), Stephenie has been an important asset to the Chamber. We wish her success in her new position and hope to see her as a volunteer.

MEMBERSHIP MEMO’S

On behalf of our members, we are pleased to highlight their businesses on “Page 2” of this newsletter. If you aren’t yet a member, join the Chamber and benefit from this service today!

Attention: Members Please send YOUR “Membership Memo” for the November edition to: acoci@caribcable.com





Wishing YOU had more busine\$\$ for the holidays?

Register YOUR business for a booth at the Anguilla Chamber Shopping Fair...

To learn more, call 497-2839 or email: acoci@caribcable.com

SUNSET HOMES

THE CHAMBER WISHES TO CONGRATULATE SUNSET HOMES ON THE 3RD ANNUAL FUN DAY OF CHILDREN'S' HULA HOOP, BASKETBALL, SACK RACES, CAT AND MOUSE, RELAYS ...AND MORE!

THE EVENT AIMS TO ENCOURAGE COMMUNITY SPIRIT AND A POSITIVE OPPORTUNITY TO WIN EDUCATIONAL PRIZES FOR THE CHILDREN. TO LEARN MORE, VISIT:

www.sunsethomesonline.com

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The Anguilla Chamber of Commerce welcomes NCDS as its newest member. National Commercial Data Services Ltd. (NCDS) was formed to address Information Technology needs and develop best practices for Anguilla. The National Bank of Anguilla Ltd. and Caribbean Commercial Bank (Anguilla) Ltd. incorporated NCDS for that purpose in 1996

2006 ACOCI MEMBERSHIP DRIVE

Special Invitation to all Business Leaders

**The Anguilla Chamber of Commerce and Industry (ACOCI)
Cordially invites you to join the Chamber now,
and enjoy up to 14 months of membership for the rate of 12...**

Networking Events/Member Benefits: Special invitations and fees for "Paper to PC" and "Customer Satisfaction Management" seminars and QuickBooks® training...participation in the Annual Business Survey, members forum and general meetings...access to "What's on Today?" for member radio interviews and updates... troupe social event at the Summer Festival... representation at the World Chambers Congress... and more...

Quitters never win... Winners never quit!

Join today – and join a winning team, committed to Anguilla's future

R.S.V.P. 497-2839 or email: acoci@caribcable.com