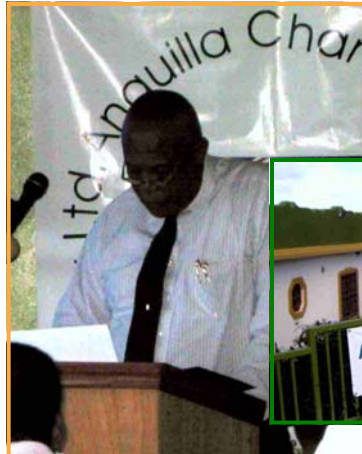


ANNUAL GENERAL MEETING: 2006 BOARD ELECTION AND CHANGES TO BYE-LAWS

Members of the Anguilla Chamber of Commerce (ACOCI) were invited to attend the Annual General Meeting on January 31 at the Overlook Restaurant.

The meeting was opened by executive director, Mr. Calvin Bartlett with an invocation by 2005 ACOCI Secretary, Mrs. Barbara Owen. Mr. Benjamin and Mr. Bartlett provided an overview of the 2005 ACOCI activities and 2006 plans, going forward—which were highlighted in the Annual Report distributed at the meeting. The guest speaker was Hon. Minister, Mr. Victor Banks (see inset).

New bye-laws were ratified to establish “registered” and “supporting” members to embrace all licensed businesses (registered) and those whose



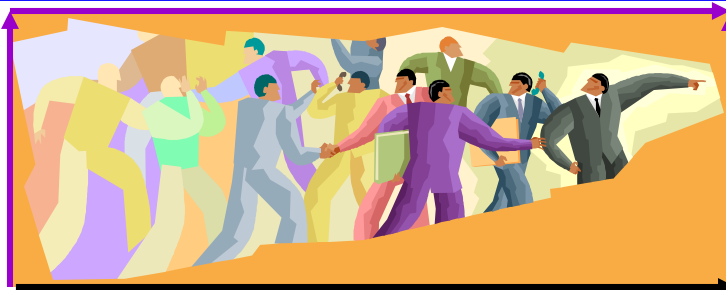
Left: Guest Speaker at the meeting, Hon. Mr. Victor Banks shared his remarks in support of the Chamber and the anticipated agreement with the Government to ensure its continued role in the business community. Center: The meeting was held at Deon's Overlook Restaurant. Below: In addition to Mr. Banks, other dignitaries in attendance included His Excellency, Governor Alan Huckle and Mr. Marcel Fahie. 2005 ACOCI president, Mr. John Benjamin, also gave his remarks on the progress and accomplishments of the Chamber of Commerce during 2005.



continued support (supporting) will be necessary to fund the remaining 20% of the Chamber activities beyond the “maximum 80%” subvention in the anticipated agreement. New bye-laws also established a framework for classified advertising on the updated ACOCI website in the near future



(to be announced). In addition, seven 2006 ACOCI Board directors were also elected from 12 nominees. *See p. 2.*



CUSTOMER SATISFACTION LEADERSHIP SEMINAR: TUESDAY MARCH 14 - SIGN UP TODAY!

Register now for Tuesday, March 14! Based on previous evaluations, Ms Goddard, principal of ClieTell® Consulting, LLC, will be emphasizing the *leadership* aspects of customer satisfaction man-

agement in this full-day seminar about the profits from satisfaction, six dimensions of service quality excellence, and how to keep customers if anything goes *wrong*. The seminar is appropriate for

business leaders and executives, owners, customer service managers, supervisors and experienced team members. The seminar offers a unique balance between the *strategic reasons* and *practical lessons* from the research behind doing what usually makes both customers *and* employees *very* satisfied. That is, doing a great job and exceeding expectations *systematically*—not just when lucky enough to find a “nice” person here or there.

The March 14 seminar begins at 8:30 AM through 4:30 PM. Registered members, EC\$495; supporting members, EC\$395, including a light lunch and seminar materials. **497 2839** or email: acoci@caribcable.com

MEMBERSHIP MEMO'S
We are pleased to highlight supporting members on “Page 2” of this newsletter. If you aren't yet a supporting member, take an active role in the Chamber to enjoy this and other benefits today!

ATTENTION: MEMBERS PLEASE SEND YOUR “MEMBERSHIP MEMO” FOR THE MARCH EDITION TO:
acoci@caribcable.com





CUSTOMER SATISFACTION LEADERSHIP SEMINAR:
TUESDAY, MARCH 14TH REGISTER TODAY — CALL 497-2839
OR EMAIL: ACOCI@CARIBCABLE.COM

Please join the Chamber in congratulating the following newly-elected directors to the 2006 Board of Directors — and in recognizing their businesses for sharing their support with the community in their important roles. In accordance with the Chamber bye-laws, the respective officers were chosen at the first Board meeting on Monday, February 13, 2006:

Mr John Benjamin ~ 2006 ACOCI President ~ from...



Caribbean Juris Chambers

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CUBE CREDIT SERVICES, CALL:
264 497-3470

OR EMAIL: caribjur@anguillanet.com

*Mr. Brent W. Davis, MBA
2006 ACOCI Vice President ~ from...*

DREAMMAKERS INC

REAL ESTATE & BUSINESS CONSULTANTS
Phone/Fax: 264-497-3486
Cell: 264-235-7804

*Mr. Valentin Davis ~ 2006 Treasurer
Whose businesses include...*



*Cars, jeeps and Wagons — 264 497 6020
and CAPITAL REAL ESTATE/villa sales/management*

*Mrs. Barbara Owen ~ 2006 ACOCI Secretary
and Director, Operations/Human Resources, of...*

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*...and the 2006 ACOCI Supporting Directors, Mrs. Vida Lloyd-Richardson (CuisinArt),
Mr. Kerwin Jean-Baptiste (Scotiabank Anguilla), and Mr. Colwayne (Anthony) Pickering (KCN)...*



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