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Hello NARI members.

I would like to thank all board and committee members who gave up another evening for my Mass Meeting. It was a great session of brainstorming and planning to make this chapter stronger. We want to bring you fun events and pertinent speakers to help you be more successful!

Thank you Jessica, Dawn, and the staff at Westar for taking good care of us all at the May Chapter meeting. It was great to hear from the new director, Jeff Fleetham, that the Arizona Registrar of Contractors is working to help contractors.

This month I'm looking forward to hearing from BethAnn Neynaber as she guides us with another one of her informative presentations. She will be presenting "You May Not Make a Buying Decision That Way, But I Do." Proper communication is imperative for success with any customer and I'm sure she will give us some great tools to utilize. One critical part of taking great care of your customer is how you follow up with them. I've noticed that many people fall short on following up. As a customer and a boss, I want everyone I work with to understand just how important it is. Following up is getting back to your customer with an answer to that difficult question you didn't know at the sale. Calling after the job is complete to make sure they had a great experience with your company is so important. You want a customer for life. Even an interested prospect who keeps forgetting to call will appreciate your following up. You could turn a dead lead into a customer just by reaching out. If you improve your follow up I know your sales numbers will follow.

I hope everyone is busy and having a very successful start to the summer!

Cheers,

Chris Trafton, President of NARI of Southern Arizona

## Upcoming Chapter Meetings & Special Events

### Upcoming Events

June 16<sup>th</sup>, monthly chapter meeting hosted by Tucson Rolling Shutters  
July 17<sup>th</sup>, NARI's Bowling Fundraiser, Bowl-a-Rama  
July 21<sup>st</sup>, monthly chapter meeting hosted by Re-Bath/5-Day Kitchens  
Aug. 18<sup>th</sup>, monthly chapter meeting hosted by Floor & Décor (Tentative)  
Sept. 15<sup>th</sup>, monthly chapter meeting hosted by Sun Lighting  
Oct. 20<sup>th</sup>, NARI BBQ Challenge fundraiser and mixer hosted by Arizona Grill & Hearth

All events are subject to change. Please check our [Calendar of Events on our website](#) for details and updates on all events.



### May Multi-Industry Mixer- Awesome!

Over 50 people enjoyed appetizers and drinks on the patio at Poppy- what a fun event! We have photos posted on our [Facebook page](#)- you can see what you missed! We had guests from ASID, SAHBA, and NKBA. We've already had requests- when are you going to do another event? Soon- keep check our [online event calendar](#).

### Thanks again to our event sponsors



### Thank You Westar- Our Meeting Host During National Remodeling Month!



If you missed the meeting at Westar, you missed an incredibly dynamic meeting! Jeff Fleetham, the new director of the Arizona Registrar of Contractors, was our speaker. Jeff is one of the first directors to be appointed that has actual experience as a business owner and a contractor and will be a champion for the small business owners in Arizona. He has also new hired staff that reflects this new philosophy and has already shortened time it takes to apply for and receive new licenses. Be sure to like their new [Facebook](#) page!



We also had a special guest- Susan Kregar of [Greater Phoenix NARI](#)! Susan showed up to talk about the CotY (Contractor of the year) Awards and her chapter is ready to help our chapter start our own awards program! One of her CotY Award winners is willing to come to Tucson and do a workshop on how to put together an entry for the CotY Awards. We will be putting together our own committee in the next few weeks.

And finally, a huge thanks to Westar for such a superb meeting - great food (Pasta, salad, garlic bread, and mini cupcakes for dessert!), a fabulous showroom, and wonderful staff on hand to make everyone feel right at home.

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## June Chapter Meeting Hosted Tucson Rolling Shutters



Join NARI on Tuesday, June 16<sup>th</sup>, 5:30-7:30pm at Tucson Rolling Shutters manufacturing facility and offices, located at 500 East 27th St.; a map link is [here](#).

We are excited to have BethAnn Neynaber of [Gap Training Solutions](#) doing a presentation called *You May Not Make a Buying Decision That Way, But I Do: Meeting the communications needs of different generations to increase sales*.

BethAnn has 20+ years in presenting, training, coaching, and communication. You do not want to miss her insight into excellence in customer service.



This will be a great meeting, so be sure to RSVP by Friday, June 12<sup>th</sup>.

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## NARI National Dues Increase- Rescinded!!

Our chapter's annual dues WERE going up to \$520.00 on July 1<sup>st</sup>, 2015, but not anymore! The NARI National Board of Directors received feedback from Chapter Executives and voted to rescind the increase with no plans at this time to increase dues in 2015.

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## NARI Education Online- Free for NARI Members!

NARI has 1-hour long free webinars worth 1 CEU! Go to [this link](#), click on your selection, register, log in, and you are ready to go! Topics include Green Remodeling (7 seminars), Human Resources (6 seminars), Sales/Marketing (24 seminars), and more! It's a great way to learn what you want, when you want it.