

## Two New Interns Join Chamber Staff

BY HOLLY RICHARDS, EXECUTIVE VICE PRESIDENT  
South Brunswick Islands Chamber Of Commerce

This week the chamber's board of directors met at West Brunswick High School. As a part of our ongoing efforts to promote education, the chamber gladly accepted West Brunswick's invitation to meet at the school. We would like to thank the faculty, staff and students of West Brunswick for breakfast, an informative presentation from the DE-CA marketing class and a tour of the campus.

As we continue to support education, we'd like to introduce you to two new interns who we have on board at the chamber. First, we have Tonia Jones, a student at Brunswick Community College majoring in business administration. She is taking courses in accounting and computerized accounting, business finance and business insurance. Her internship will be from March 12 through May 15. She'll be graduating in the fall of '92.

Also we have another West Brunswick High School student working with us every afternoon from 3 p.m. to 5 p.m., Lakisha Jones. Lakisha is a sophomore, and she'll be working with us until school is finished for the summer. With all of the events we have upcoming, we're very pleased to have Tonia and Lakisha with us at the chamber office. If you have time, please stop by and meet these wonderful ladies who have been added to our chamber staff.

Personally, I'm glad to have these ladies here because this week is another big week for the chamber. We'll be in Raleigh for North Carolina Citizens for Business and Industry's (NCCBI) annual meeting. NCCBI will host 1200 people for lunch and 1000 for dinner. Attending are the top business and industry leaders in the state. We're attending to promote business and industry in the South Brunswick Islands. As I've said many times in the past, this is the organization that I worked with before coming to the South Brunswick Islands. Our chamber was active in NCCBI long before I came, and I'm proud to say that we have continued to strengthen that relationship.

On Thursday night we have another very significant function in Raleigh, "The Gathering." It's a business after hours for Raleigh business leaders. We are hosting this reception at Cafe Giorgio's. We expect about 500 people to attend. We'll be there promoting the South Brunswick Islands. I expect to see several friends and business acquaintances there (in my old stomping grounds).

Speaking of friends, The Winds, Sea Trail, Haley's Restaurant, Villa Capri, the Southeastern Welcome Center, Ocean Isle Museum, CP&L Visitors Center, Bald Head Island and the Southport/Oak Island Chamber hosted our friends from the I-95 North Welcome Center. Last week, four representatives from our sister welcome center in Roanoke Rapids came to the South Brunswick Islands on a "FAM (familiarization) tour." They were treated to the finest things that Brunswick County has to offer. We appreciate our chamber members supporting our efforts in maintaining relationships with other organizations in the state.

With support in mind, I'd like to thank some of our faithful volunteers for working the Leisure Living Show in Greensboro with me last week—Johnny and Kerry Craig, Karen Thompson, John Norton, Linda Spivey and Pat Fox. The show was a big success and we couldn't have done it without you.

To further help you, watch for information on the Customer Satisfaction Seminars we are sponsoring along with the Small Business Center at Brunswick Community College and the Southport/Oak Island Chamber. These seminars will be held at the college on April 7 and 9. We'll be instructing you on how to find customers and keep them once you get them. This is all part of our chamber's program of work for 1992. If you have any questions, please call the chamber.



RICHARDS



STAFF PHOTO BY SUSAN USHER

### On The Grand Tour

Volunteer Martha Benton (left) explains an exhibit at the Museum of Coastal Carolina at Ocean Isle Beach Thursday to four employees of the I-95 Welcome Center at Roanoke Rapids. Visitors Florence Mohorn, Manager Marcella Coburn, Dot Eason and Edith Jenkins stopped at key tourism points across the South Brunswick Islands and Southport-Oak Island areas during a week-long "familiarization" tour that brought them down I-40 and included stops in Kenansville and New Hanover County. Their visit here was hosted by Southeastern Welcome Center and the South Brunswick Islands and Southport-Oak Island chambers of commerce, with meals, lodging and other amenities provided by local businesses.

### BUSINESS BRIEFS

## UNC-W Honors Harris With The Golden Seahawk

Edgar B. Harris, president and chief executive officer of Comprehensive Home Health Care, Wilmington, and a former director of the Brunswick County Health Department, recently received the Golden Seahawk Award, presented by the University of North Carolina at Wilmington.

He was one of 12 chief executive officers across southeastern North Carolina to be so honored. The new award recognizes contributions to the business climate and economic growth of the region.

Harris earned undergraduate and master's degrees from East Tennessee State University, Johnson City, Tenn. He is a member of the National Association for Home Care and the North Carolina Association for Home Care, founded the Foundation for Home Care and serves as chairman of New Hanover In-Home Services.

He began Comprehensive Home Health Care in 1981 with a staff of 13 people and a single office. The company has since grown to employ more than 300 people, who provide a variety of physician-directed home health services out of six offices across the region.

### Attend Workshop

President-elect Jimmy Sanderford and Vice President Bill Robertson of the Brunswick Islands Board of Realtors, attended a one-day Grievance and Professional Standards Procedures Workshop sponsored by the North Carolina Association of Realtors Feb. 28 in New Bern.

The focus of the training was to ensure due process in enforcing the Code of Ethics and in arbitration of business disputes arising out of the real estate business.

Attendees heard address from Realtors Jan Harvard of Rocky Mount and Kathy Sharpless of Chapel Hill. Both are certified by the National Association of Realtors to instruct in professional standards procedures.

### Attends Short Course

Donald Wayne Long of Ash is one of 46 young tobacco and farm supply dealers who attended a four-day tobacco short course conducted by the North Carolina Cooperative Extension Service with the assistance of a grant-in-aid from Philip Morris USA.

The purpose of the short course is to provide the latest technological information to help young farmers decrease production costs while maintaining leaf quality.

In addition to visits to the Federal Grading Service and N.C. Department of Agriculture Agronomic Division labs in Raleigh, participants took a day-long field trip to the Philip Morris leaf processing, manufacturing and research facilities in Richmond, Va.

### Taking Applications

The Little River Chamber of

Commerce is taking applications for the 11th Blue Crab Festival to be held May 16 and 17.

The festival is a juried arts and crafts show and does give priority to artists and craftspeople who demonstrate their work, said Elizabeth Teal, executive director.

The festival was recently named one of the Southeast's Top Twenty Events by the Southeastern Tourism Society and was voted "best festival on the beach".

Local artists are encouraged to apply, she said.

For more information or to obtain an application, contact the chamber at 803-249-6604. The deadline for receipt of applications is April 5.

### Sewer Class Set

An operator's training school for on-site sewage treatment and disposal systems will be held in Raleigh April 28 through May 1 and May 19-22 at the Jane S. McKimmon Center.

The school will train and certify wastewater system operators dealing with alternative subsurface sewage

## Deeds Office Lists Activity For The Month

Persons filed 419 deeds and 367 deeds of trust for \$3,603 and \$5,008 in revenues, respectively, during February, according to the Brunswick County Register of Deeds office.

Revenues worth \$40,961 was collected during the month. Other filings included 73 plats, \$725; 99 financing statements, \$792; 299 cancellations of deeds of trust, \$1,537; 377 miscellaneous recordings, \$3,223; 23 marriage licenses, \$920; real estate excise taxes, \$22,902; and other services, \$2,251.

Of the excise taxes, \$7,542 was sent to the N.C. Department of Revenue. Half of the marriage license fees, \$460, is sent to the N.C. Department of Administration Domestic Violence Center Fund, which helps support Hope Harbor Home in Brunswick County, and \$115 to the state treasurer.

Expenses for the month include: supplemental retirement, \$763; telephone, \$321; postage, \$253; maintenance and repairs, \$224; departmental supplies, \$1,524; contracted services, \$99; service maintenance contracts, \$2,315; dues and subscriptions, \$30; and travel and training, \$25, for a staff member to apply for certification with the N.C. Association of Register of Deeds.

Cost is \$225, which includes the examination fee for state certification. Interested persons should register early.

For more information, contact the Brunswick County Health Department, 253-4381.

### Local Agent Honored

Ken Ferguson of Brunswick County was named a top producing agent for 1991 by the North Carolina Farm Bureau Mutual Insurance Company.

Ferguson was selected from over 650 agents statewide based on his sales and service record for multi-lines of insurance, according to William L. Pollard, president and general manager of Farm Bureau Mutual.

The honor was announced at the annual sales conference of the Farm Bureau insurance companies recently in Winston-Salem.



FERGUSON

## State Seeks \$6,020 Fine For Long Bay Violations

BY DOUG RUTTER

The state has filed a complaint to collect more than \$6,000 in fines from a local man accused of breaking environmental protection rules at a Shallotte Point subdivision.

Terry Yandle of Route 7, Shallotte, was fined \$6,020 last June for violating the state's Sedimentation Pollution Control Act at Long Bay Country, according to a complaint filed March 3 in Brunswick County Superior Court.

The activity was conducted for residential purposes and involved about three acres in the second phase of the development on Pigott Road, according to court records.

State officials contend that the landowner began the activity without an approved erosion and sedimentation control plan that is required under the state law.

Court records said violations of the rules were first noticed in June 1990 and continued to exist through April 1, 1991. The N.C. Division of Land Resources director assessed the civil penalty in June 1991.

Collection of the fine was later referred to the N.C. Attorney General's office because Yandle didn't pay the fine or request an administrative hearing within the allowed 60 days.

Dan Sams, regional director of the state's Land Quality Section, said Tuesday the state approved an erosion control plan for the site on July 23, 1991.

However, a state inspector noted continuing violations during the

most recent inspection last Friday, said Sams. "They have an approved plan but they're not following it correctly."

An inspector with the land quality section first visited the site and noted land-disturbing activity on June 26, 1990, according to court records.

A notice citing three violations of the state law was sent to Yandle, who reportedly failed to file an erosion control plan with the state at least 30 days prior to beginning the activity.

The landowner also failed to take "all reasonable measures" to protect public and private property from damage and failed to maintain graded slopes and fills at an angle that could be retained by vegetative cover.

Court records said Yandle was given until July 30, 1990, to correct the problems and was warned that failing to do so could result in the assessment of fines.

The state received a handwritten erosion-control plan from Yandle July 26, 1990. Following a preliminary review, the state asked for more information on the plan, which was rejected Aug. 15, 1990.

State inspections of the site at least once a month through April 1, 1991, revealed that the property continued to be in violation.

Yandle was fined \$500 for not submitting an erosion control plan before starting land-disturbing activity and \$20 per day for the 276-day period between June 30, 1990, and April 1, 1991.

## Seminar Focuses On Customers

A two-part seminar at Brunswick Community College next month will focus on customer satisfaction.

Tate Blake, of Tate Blake & Associates, will be the guest speaker for the seminar entitled "Beyond Service—Providing Excellence for Customer Satisfaction."

Session I will be held Tuesday, April 7, from 1 p.m. to 4 p.m., repeated at 6:30 p.m. to 9:30 p.m. Session II will be held Thursday, April 9, following the same schedule.

Blake specializes in providing training in sales, customer service and leadership skills. The workshop will cover: a four-step strategy for customer service; winning communications skills; how to recognize "moments of truth" and turn them

into "moments of excellence"; how to calm upset customers; how to enhance your business image; how to work effectively with four types of customers; and how to recognize and reduce stress and perform at one's best.

The program is designed for small business owners, salespeople, health care workers, retail store employees and managers.

The seminar is sponsored by the Brunswick Community College Small Business Center and the South Brunswick Islands and Southport-Oak Island chambers of commerce.

Cost is \$12 per person. For more information or to register, contact the Small Business Center, P.O. Box 30, Supply, N.C. 28462, 754-6900.

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