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Inside This Issue:

- North Carolina Governor's Conference on Tourism
- Business After Hours
- Lunch & Learn Series
- Hallelujah Acres celebrates 10 years
- Kings Mountain Business Showcase Kickoff A Success
- Ambassador Spotlight
- Southern Cleveland State of the Community Breakfast
- March 2007 Calendar of Events
- Pictures & Much More

InterAction

The Official Publication of the Cleveland County Chamber

March 2007

Small Business Council Continues Lunch & Learn Series in 2007

The Chamber's Lunch & Learn series will continue on Wednesday, March 28 at the Neal Senior Center in Shelby. The facility is located at 103 T.R. Harris Drive.

The series is sponsored by StaffMasters USA, the Small Business Center at Cleveland Community College and the Cleveland County Chamber. This year's program features a variety of topics relevant to small business owners and their staff. The topic on March 28 is "Great Customer Service vs. Being Nice" and will be presented by Emily Epley of Cleveland Community College. The following Lunch-n-Learn seminars are currently scheduled:

Topic	Date	Title	Presenter
Customer Retention Sales	March 28	Great Customer Service vs. Being Nice	Emily Epley Cleveland Community College
Supervisory Skills and Management Leadership	April 25	5 Star Leadership	Fred Bayley Kite Line Consulting
Presentation Skills Communication & Interpersonal Skills	May 30	How to Keep Your Audience Breathing	Emily Epley Cleveland Community College

Kings Mountain Business Showcase Kickoff a Success

The 9th Annual Kings Mountain Business Showcase kickoff reception was a huge success with City Hall overflowing with residents of Cleveland County. Over 50 businesses set up displays complete with company info as well as items that beautifully utilized this year's parks



and nature theme. Business professionals, representatives, and chamber members at the reception enjoyed food from various establishments in Kings Mountain while Entertainer Tracy Bolin provided instrumental music for everyone as they networked from booth



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The phonebook that brings you more.

Business After Hours

Ichabod's Public House

March 15, 2007

5:30 - 7:00 pm

Beverage Sponsor: Fox Distributing

Kings Mountain Business Showcase Continued

to booth.

Shirley Brutko and many volunteers' hard work paid off as the night carried on smoothly with awards and door prizes galore. John Henry Moss was presented with the Gateway Award for his involvement and improvements in the Kings Mountain Community. Attendees went home with bags of goodies, full stomachs, and a new sense of what Kings Mountain businesses have to offer. The Cleveland County Chamber would like to thank Presenting Sponsor Warlick & Hamrick Insurance, Event Sponsors: Coldwell Banker Horn Real Estate, Fidelity Bank, First National Bank, Kings Mountain Florist, Kings Mountain Hospital, Kings Mountain Woman's Club, New York Life Insurance, and Premier Federal Credit Union, Food Sponsors: Jan & Bleeka's Catering, KFC, Kings Mountain High School, Subway, and The Cup & Saucer Team Room for helping make this night a possibility and a success.

North Carolina Governor's Conference on Tourism

The annual North Carolina Governor's Conference on Tourism is the state's premier travel industry event bringing together 500 leaders from the state's resorts, attractions, destination marketing organizations, hotels/motels, estate rental companies, restaurants, and retail outlets to find out the latest trends and issues facing the travel industry.

The 2007 conference is March 25-27 at Sea Trail Golf Resort and Conference Center in Sunset Beach and will be attended by Jackie Sibley, Director of Travel and Tourism, and Shirley Brutko, Director of the Kings Mountain office. We hope to take advantage of the best opportunity in the state to meet with North Carolina's top 500 tourism leaders and marketing experts. During this conference the state's top resorts, attractions, bed & breakfasts, restaurants, retail outlets and destination marketing organizations will assemble to learn from inspiring speakers, participate in imaginative workshops and exchange innovative ideas.

During the conference the North Carolina Travel Industry Association's Tourism Education Foundation is sponsoring a Silent Auction. Throughout the convention, written bid will be accepted for an exciting array of travel adventures, services and merchandise from NC. Cleveland County will have a mini-vacation gift basket up for auction. Thank you to the following members for their generous donations. Our basket represents the best we have to offer and will encourage the buyer to visit our area to see first-hand the wonderful county we call home.

Hampton Inn, Shelby has donated a complimentary two-night stay. Cleveland County City Manager's office has donated a shirt and ink pen desk set. Balance Yoga is offering two free classes. A Shelby coffee mug with the brand new logo was donated by the City Manager's office. The gifts also include a \$35 gift certification from Frame Masters Gallery, a crystal podium with silver pen desk set from Telerx Marketing Inc., an oversized umbrella from Warlick & Hamrick Insurance Company, denim pot holders from Blossman Propane & Gas, and a portrait package from Shelby Camera Video & Photography Portrait Studio. Gardner Webb University has given a sweatshirt and ball cap. The buyer will also get note cards of the Boggs Mill drawn by Shirley Brutko, a snow globe of the historic First Baptist Church, as well as, *High & Lifted Up* CD of the Sanctuary Choir and Orchestra of First Baptist Church from the Brooklyn Tabernacle. First National Bank has added a coin collection and Lucille Evans of Remax Select has given a Carrousel Christmas ornament. Broad River Greenway is adding note cards, a t-shirt and ball cap.

The Chamber will make sure the visitor has a calendar of events and visitor information, as well as, \$1 in quarters to ride the carrousel at the Shelby City Park to go with the collectible buttons the carrousel donated. Cleveland Vocational Industries Inc. has donated a hand-made rug. To make the whole presentation look wonderful, Baskets from the Heart will be putting the items together in a beautiful display.

A special thank you to all the Chamber members who contributed to this mini-vacation package.

Leadership Cleveland : Healthcare Day

Leadership Cleveland participated in Healthcare Day for February's program. The day's itinerary included a visit to Kings Mountain Hospital with a back of house tour of the new MRI equipment and Radiology department, meetings with hospital administration and lunch at the Kings Cafe. Following, the group traveled to Shelby and toured Cleveland Pines Nursing Center. The day's agenda concluding with a business meeting at Cleveland Regional Medical Center and a sneak preview tour of the new Trauma Center and helipad. Many thanks to the staff at Kings Mountain Hospital, Cleveland Regional Medical Center, Cleveland Pines Nursing Center and Kings Mountain Senior Center for making the day a huge success! Day Chair: **Alex Bell of Cleveland County Healthcare System**

Hallelujah Acres Celebrates 10 years of Healthy Success

February 12, 2007 marked the 10-year Anniversary of Hallelujah Acres® at its present location at 900 South Post Road in Shelby, NC. Before moving to Shelby, Hallelujah Acres was located in Rogersville, TN.

Founders George and Rhonda Malkmus established the ministry for the purpose of teaching health from a Biblical perspective to Christians. Hallelujah Acres got its start in a little 11 foot wide, 16-seat vegan restaurant and health food store in Rogersville, TN on February 12, 1992. From this humble beginning Hallelujah Acres moved its headquarters to Shelby's 21-acre campus on February 12, 1997. At this facility Rev. George Malkmus presents his *You Don't Have to be Sick Seminar* the first Saturday of every month. Health MinisterSM Training along with other events such as the annual Women's Retreat, Health Minister Reunion, and the Summer Conference are offered.

"We're so happy to be a part of the Shelby commu-



nity and all we have accomplished here. We are looking forward to a great future and want to thank everyone who has helped make Hallelujah Acres a great success," said Paul Malkmus, president of Hallelujah Acres.

The health food store at Hallelujah Acres ran a special 15th Anniversary Promotion on until February 12th. For every \$100 in purchases customers received a free book, either *The Hallelujah Diet* by Rev. George Malkmus or *Salad Dressings for Life* by Rhonda Malkmus. These Hallelujah Acres best-sellers may be referred to over and over for many years to come. The free books were limited to two total per person.

On Monday, February 12th. Rev. George Malkmus and Rhonda hosted lunch at Hallelujah Acres from 11:00 a.m. to 2:00 p.m. along with a book signing. Attendees were able to speak with them and enjoy some delicious birthday cake and other customer appreciation surprises.

Southern Cleveland "State of the Community" Breakfast Set for March 29th

Chamber members and residents in the Southern Cleveland area will have a unique opportunity to hear the latest news and upcoming initiatives in Earl, Grover, and Patterson Springs with the upcoming "State of the Community" breakfast in March cosponsored by Ticona.

The first in this year's series of "State of the Community" breakfasts is scheduled for March 29th beginning at 7:30 a.m. at Ticona's Retreat Center in Grover. Mayors of Earl, Grover, and Patterson Springs, along with Cleveland County Commissioner Mary Accor and Cleveland County School Board Chairman Dr. George Litton will focus on issues facing Southern Cleveland and Cleveland County, and will discuss the challenges and successes facing their respective areas of local government.

This informative program is open to all members of the community. Call 704-487-8521 by March 27th to reserve your seat today. — *From the Governmental Affairs Division*

Chamber Events



Kings Mountain Hospital hosted Business After Hours on February 15th



Summit Place Ribbon Cutting on February 15th



Trolley Lynx Ribbon Cutting on February 9th



2007 Lunch & Learn Series Kickoff on February 28th



Kings Mountain Business Showcase Kickoff at City Hall on February 27th



Member Renewals - January 2007

Abuse Prevention Council- 3 years
 Academy of Performing Arts – 12 years
 Alexander/Pace, Inc. – 14 years
 All-American Mortgage Group, LLC – 3 years
 Allen Tate Company, Inc. – 31 years
 Alliance Bank & Trust – 4 years
 Arey Companies – 53 years
 Arnold's, Inc.- 53 years
 John Barker Realty, Inc. – 34 years
 Baskets from the Heart – 7 years
 BB&T – 53 years
 BellSouth (now AT&T) – 53 years
 Bernhardt Furniture Company – 4 years
 Blossman Propane Gas & Appliance – 2 years
 Brackett's State Farm Insurance Agency, Inc. – 29 years
 Bridges Barbecue Lodge, Inc. – 53 years
 BT America, Inc. – 4 years
 Wm. E. Campbell Insurance – 28 years
 Carolina Energies, Inc. – 53 years
 Carolina Lawn Service – 3 years
 Carter Chevrolet – 53 years
 Children's Clinic – 51 years
 Claddaugh Home Care, Inc. – 5 years
 Clay-Barnette Funeral Home – 47 years
 Cleveland Community College – 40 years
 Cleveland Country Club – 23 years
 Cleveland County Arts Council – 19 years
 Cleveland County Association of Realtors, Inc. – 6 years
 Cleveland County Business Development Center – 15 years
 Cleveland County Fair, Inc. – 31 years
 Cleveland County Family YMCA – 15 years
 Cleveland County Humane Society – 8 years
 Cleveland County Partnership for Children 13 years
 Cleveland County Board of Education – 43 years
 Cleveland Eyecare- 26 years
 Cleveland Lumber Company – 53 years
 Cleveland Physical Therapy Assoc. – 12 years
 Coca-Cola Bottling Company – 53 years
 Coldwell Banker Horn Real Estate – 30 years
 Commercial Properties – 31 years
 Concrete Supply Company – 53 years
 Cornerstone Investment Group, LLC – 2 years
 Craig, Barry & Poston, P.A. – 20 years
 Cummings Furniture Company – 23 years
 Curtiss-Wright Engineered Systems – 23 years
 Curves of Kings Mountain – 3 years
 Dedmon's Transit Concrete Mix – 51 years
 Dellinger's Jewel Shop, Inc. – 14 years
 Dilling Heating Company, Inc.- 2 years
 DM&E Corporation – 23 years
 Dover Imprints- 19 years
 Dr. Kendalyn Lutz-Craver – 41 years (incl. previous owner)
 Education Station – 13 years
 Edward Jones – 7 years
 J. B. Ellis Locksmith, Inc. – 22 years
 First Charter Insurance Services – 53 years
 First National Bank – 53 years
 Foothills Podiatry, PA – 23 years
 Edwin Ford – 18 years (as retired member)
 Fortress Fire & Security, Inc.- 2 years
 Gardner-Webb University – 39 years
 Michael H. Griffin – 20 years
 Hale Products – 53 years
 Maxwell B. Hamrick Insurance Agency, Inc. – 18 years
 Hamrick, Thomas B., Agency, Inc. – 23 years
 Harris Funeral Home – 14 years
 Heath & Associates, Inc. – 23 years
 J. E. Herndon Company – 14 years
 Hoke Enterprises – 3 years
 Holiday Inn Express – 7 years
 Holland Furniture Company – 3 years
 Holland, Hamrick & Patterson, Architects – 53 years
 Hospice & Palliative Care Cleveland County – 20 years
 H. B. Jones Appraisals – 6 years
 Junior Charity League – 22 years
 KidSenses, Inc. – 6 years
 Kings Mountain International, Inc. – 3 years
 Kings Mountain Pediatrics – 9 years
 Life Enrichment Center – 21 years
 Majors Chiropractic Center – 3 years
 MBAJ Architecture 27 years
 Miller Sherrill Blake CPA – 29 years
 Milton Holloman, Inc. – 53 years
 Morrison Construction Co., Inc. - 38 years
 North Lake Country Club – 19 years
 Jack Palmer, Jr. – 5 years (as retired member)
 Personnel Services Unlimited – 26 years
 Pioneer Motor Bearing Company – 18 years
 Plaster Family Dentistry – 23 years
 PPG Industries – 49 years
 Premier Federal Credit Union – 14 years
 Radio Station WOHS – 53 years
 Re/Max Select – 4 years
 Royster P & M Warehouse Co., Inc. – 53 years
 S & S Popcorn, Inc.- 19 years
 Scroll Compressors LLC (Copeland Corporation) – 27 years
 Sharonview Federal Credit Union – 6 years
 Shelby Anesthesiology Associates, PA – 21 years
 Shelby Board of Alcoholic Control – 18 years
 Shelby Camera & Video – 4 years
 Shelby Eye Centers, P.A. – 17 years
 Shelby Family Practice – 30 years
 Shelby Motors – 13 years
 Shelby Pathology Group, P.A. – 30 years
 Shelby Pools Ins. – 7 years
 Shelby Savings Bank – 53 years
 Shelby Surgical Associates, P.A – 45 years.
 Sherwin-Williams Company – 5 years
 STI, Kings Plush, Inc – 14 years.
 Suburban Propane - 53 years
 Subway Sandwich of Kings Mountain – 12 years
 TexSource – 6 years
 The Roundup Store of Shelby – 20 years
 The Star – 53 years

Member Renewals - January 2007

The Sweeting Company – 15 years
 The Winning Team (Arby's) 19 years
 Time Warner Cable – 39 years
 Truliant Federal Credit Union – 12 years
 W. J. Turpish & Company – 23 years
 Victoria-Stephen Gift Shop – 10 years
 Vocational Rehabilitation – 6 years
 Wachovia Bank – 35 years
 Wachovia Securities – 28 years
 Wal-Mart Super Store – 21 years
 Waste Management of Carolinas – 6 years
 Whiskers Nails and Puppy Dog Tails – 2 years
 Williams Electric Company of Shelby – 12 years
 Withrow's Funeral Home, Inc. – 23 years
 WW Contractors, Inc. – 14 years
 Yelton, Farfour, McCartney, Lutz & Craig – 39 years

New Members

WOODMILL WINERY, INC.

Mr. Larry Cagle
 1350 Woodmill Winery Lane
 Vale, NC 28168-6796
 Telephone: 704/276-9911
 Fax: 704/276-9016
 e-mail: lcagle@woodmillwinery.com
 Webpage: www.woodmillwinery.com
 WINERY

REPRESENTATIVE DEBBIE A. CLARY

214 S. Lafayette St., Suite B
 Shelby, NC 28150
 Telephone: 704/480-1407
 e-mail: debbiec@repclary.com
 Webpage: www.repclary.com
 INDIVIDUAL

COMFORTABLE LIVING OF CLEVELAND COUNTY LLC

Mr. James L. King
 1642 E. Dixon Blvd.
 P.O. Box 2698
 Shelby, NC 28151
 Telephone: 704/481-0201
 Fax: 704/487-0890
 SALES/RETAIL

DELTACOM

Ms. Darlene Davis
 820 Cleveland Avenue
 Grover, NC 28073
 Telephone: 704/405-4864
 Fax: 704/405-4855
 TELECOMMUNICATIONS

New Members

ONE ON ONE CARE, INC.

Mr. Richard Moore
 1161 E. Marion St.
 P.O. Box 109
 Shelby, NC 28151
 Telephone: 704/482-5200
 e-mail: rmooore@oneononecare.com
 Webpage: www.oneononecare.com
 MENTAL HEALTH

PLUS PAGES PUBLISHING

Mr. Richard Mellert
 940 Tate Blvd., Suite 105
 Hickory, NC 28602
 Telephone: 828/327-7587
 Fax: 828/322-8931
 e-mail: Richard.mellert.pluspages@earthlink.net
 Webpage: www.pluspagespublishing.com
 ADVERTISING (DIRECTORY & GUIDE)

PRICE CAB OF CLEVELAND COUNTY

Mr. Timothy Price
 1510-14 Stoney Point Road
 Shelby, NC 28150
 Telephone: 704/648-7544
 TRANSPORTATION

SATURN COMMUNICATIONS

Mr. Trey Clodfelter
 4400-M Stuart Andrew Blvd.
 Charlotte, NC 28217
 Telephone: 704/376-9072
 e-mail: tclodfelter@saturn-communications.com
 Webpage: www.saturn-communications.com
 COMMUNICATIONS

SPECIALTY LIGHTING

Mr. Greg Carpenter
 639 Washburn Switch Road
 Shelby, NC 28150
 Telephone: 704/482-3416
 Fax: 704/669-2539
 e-mail: gcarpenter@jjishelby.com
 Webpage: www.specialtylighting.com
 MANUFACTURING

STEAG, LLC

Ms. Brigitte Hartenstein
 304 Linwood Road
 P.O. Box 1727
 Kings Mountain, NC 28086
 e-mail: bhartenstein@steagllc.com
 Webpage: www.steagllc.com
 ENVIRONMENTAL ENGINEERING

New Members

FINISH LINES LLC

Mr. Guy R. Smith
P.O. Box 1367
Kings Mountain, NC 28086
Telephone: 864/430-0891
Fax: 866/619-8933
METAL FINISHING EQUIPMENT

KM METALS LLC

Ms. Rita Kuhl
205-I York Road
Kings Mountain, NC 28086
Telephone: 704/739-7784
Fax: 704/739-5756
e-mail: kuhl-fab-shop@yahoo.com
Webpage: www.kmmetalsllc.com
METAL FABRICATION

MIKE'S FLOWERS & GIFTS

Mr. Mike Putnam
119 N. Lafayette St.
Shelby, NC 28150
Telephone: 704/482-8932
Fax: 704/482-5142
e-mail: mikesflowers@hotmail.com
Webpage: mikesflowers.com
FLOWERS & GIFTS

Members on the Move

The following member has made a change in contact name for the company:

- **Cleveland Headline News** – Gregory W. Tillman

Name Change:

- New name for Honeywell Sensing & Control is : **FAS CONTROLS INC.** Address and telephone number remain the same, 1100 Airport Road, Shelby, NC 28150; and 704/482-9582.

Thank You Corner...

- Thanks to **Steve Padgett (Gateway Properties)** for providing lunch for the Chamber's Board of Directors February meeting.
- Thank You to **Kings Mountain Hospital** for hosting Business After Hours in February
- Thank you to **Kings Mountain Senior Center** for providing transportation for the Leadership Cleveland February meeting
- Thanks to **Downtown Revitalization** for hosting the Kings Mountain Chamber Advisory Council meeting on February 6
- Thank you to the **City of Kings Mountain** for the use of City Hall for the Kings Mountain Business Showcase
- Thank you to **Shelby Savings Bank, StaffMasters USA, and the Small Business Center at Cleveland Community College** for sponsoring February's program of the 2007 Lunch & Learn Series
- Thanks to **Alex Bell (Cleveland County HealthCare System)** for chairing Healthcare Day for Leadership Cleveland.

Ambassador Spotlight: Tammy Proctor-Harris



Tammy Proctor-Harris, a life-long Shelby resident, is being honored in this month's Ambassador Spotlight. She is an outstanding participant involved in nearly every function, representing the Shelby Shopper & Info with grace and pride.

Tammy enjoys being an ambassador for several reasons. Meeting people, according to Tammy, is very beneficial to the Shopper. Being an ambassador is a way in which she gets to do just that. "It allows me to make new and continuous contacts through the networking process and enables me to promote the business to other chamber members that are unaware of what we do," she says. Continuing previously established relationships is also a big profit to the Shopper which comes through being an ambassador.

Tammy wears many hats at her place of employment, but her official title is Business Manager. She not only takes care of the financial end of things, keeping track of accounts payable and receivable, but she carries the human resources load as well. Her job description continues from there as she has also done everything from sales representative to layout and design for the paper itself. Her hope for the Shopper's future is that, "our newspaper continues to serve the community as a positive feedback and continues to support local businesses."

The Shopper in one sentence, according to Tammy is, "a positive weekly newspaper serving our community." However, it really comes down to one word, "community," the priority of the Shopper and the consumer it serves with diligence.

Being an ambassador on top of all of her duties at work shows how hard-working Tammy is. What further displays that quality is her full-time student status at Gardner-Webb University, where she can usually be found when she is not at the Shopper.

The Ambassador Spotlight recognition is Tammy's second this year. She was chosen for the Rookie Ambassador of the Year award at the 68th Annual Banquet in January. "It was overwhelming to hear my name called at annual banquet," she says, "I was surprised and appreciative, not only to chamber members, but my greatest gratitude went out to Greg Ledford (employer) for allowing me to participate in the Ambassador program and having the faith in me to represent the company."

When Tammy's not at school, at work, or winning awards, she is out riding her Yamaha V-Star motorcycle with her buddies, a hobby she has had since purchasing her bike in 2002. She describes herself as an upfront person, and an open book, and according to Tammy, "what you see is what you get."

CLEVELAND COUNTY CHAMBER

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Shelby, NC 28150

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We're on the Web!
www.ClevelandChamber.org

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Office

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CLEVELAND 20/20
A Clear Focus
on Economic Prosperity for
Cleveland County

FOOTHILLS MERRY GO ROUND FESTIVAL
• A Shelby Tradition Since 1998 •
April 28 - Carnival Saturday at the Shelby City Park
FREE Parking
FREE shuttle service will begin at 10:30 am and make 30-minute round trips from the festival to parking in these locations: Uptown Shelby • Shelby Middle School • Ingles Grocery Store, US 74 West • Lowe's, Earl Street - off US 74
Admission: All-day \$5 Arm Band for all ages

April 27-29

Contact the Chamber for more information regarding events and happenings on each day of the festival.



Referral Summary 02/01/07 to 02/28/07

The total number of referrals from the website business directory was 44,188.
100% of all companies listed had more than 5 referrals.
Top 5 categories include : employment agencies, real estate, attractions, manufacturing, and restaurants

2007 Chamber Calendar of Events

Click on the online "Calendar of Events" located at www.ClevelandChamber.org for event info & updates!

- March 07 Leadership Cleveland Education Day. Cleveland County Chamber, 200 South Lafayette Street, Shelby; 8:30 a.m - 4:30 p.m.
- March 09 Ribbon Cutting & Open House at Kitchen Ventilation Systems, 212 Commerce Blvd, Kings Mountain; Open House 2:00-6:00 p.m.; Ribbon Cutting 2:30 p.m.
- March 15 Fox Distributing Business After Hours at Ichabod's Public House sponsored by Plus Pages and Ichabod's , 233 S. Lafayette Street, Shelby; 5:30 p.m. Call the Chamber for reservations. 704-487-8521.
- March 19 Total Resource Campaign Kickoff Luncheon, 12:00 p.m. Campaign will follow at the Cleveland County Chamber and continue until March 23.
- March 28 Education Workforce Development Breakfast, Cleveland Community College, 147 S. Post Road, Shelby; 7:30-9:00 a.m. RSVP to 704-487-8521.
- March 28 StaffMasters USA and The Small Business Center at Cleveland Community College present Lunch & Learn at Neal Senior Center: "Great Customer Service vs. Being Nice," 103 T.R. Harris Drive, Shelby. 11:30 a.m. - 1:00 p.m. \$16 for Chamber members, \$23 for non-members. Call the Chamber for reservations, 704-487-8521.
- March 29 Southern Cleveland State of the Community Breakfast, Ticona Retreat Center, 2525 Blacksburg Road, Grover. Call the Chamber for reservations.
- March 29 Ribbon Cutting at RE/MAX Select's new office in Boiling Springs, 131-C East College Ave, Boiling Springs. 4:00 p.m.