



CHAMBER CHOWDER®

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Mayoral Candidate Forum Highlights Stance on Major Issues



Mayoral Candidates for the City of Key West addressed chamber members at the October luncheon. (left to right) Teri Johnston and Margaret Romero.

The Key West Chamber membership had an opportunity during the monthly luncheon October 24th to listen to City of Key West Mayoral Candidates, Teri Johnston and Margaret Romero answer important questions about topics like illegal vacation rentals, how to clean up Duval Street, and how they would make board appointments.

Kim Works acted as moderator and gave each candidate one minute to answer the questions submitted by chamber members.

When it comes to cleaning up Duval Street, Romero said she would hold the business owners accountable to maintain the area of the sidewalk in front of their business and she would also increase the number of trash cans available up and down the street.

Johnson said she would like to see Duval Street paved and then beautified with flowers and shade trees, as well as finding ways to provide more public bathrooms.

The candidates were asked how they would select new board appointees. Romero spoke with passion about her desire to select someone based on their level of accountability and integrity.

Johnson said she would seek “someone who understands board issues and the time commitment and understands where the community is going and what we need in order to make improvements.”

When asked whether they would support a ban on gas powered leaf blowers in Key West, the candidates differed in their response.

Johnson sees the use of gas-powered leaf blowers as a quality of life issue and might support a ban on their use. She would recommend that landscaping customers hire the companies who use electric powered leaf blowers instead.

Romero would not ban the use of the leaf blowers and said “the people who complain the most are the ones who are here the least.” Her concern was with where such a ban would stop? Would it lead to restrictions on lawnmowers and other outdoor tools?

The candidates also had slightly different views on a recent City Commission vote that will allow two businesses to have use of much of the 1400 block of Duval Street.

Romero voted in favor of the deal while she was on the City Commission. She said that in the future she will

continued on page 3 ▶

Message from President Suzanne Moore



Well, another Fantasy Fest has come and gone. It was great to see the buzz around the island with some wonderful events throughout the week. Four years ago, the Key West Chamber board decided to invest in

Saturday night’s parade. The idea was to entice the locals and chamber members to enter the parade and get creative with their floats. We did this by having a separate competition for the Monroe County residents that participated in the parade. We offered \$7,500 for the first prize and \$2,500 for the second prize. In fact this year we added a third prize, \$1,000 for the best walking group of ten folks or more, it has been very successful and the competition was fierce. It was a difficult decision for myself and the other judges, but I am delighted to announce that the Mystick Krewe of Key West “Keysopoly” took first prize, while WeBeFit—Theme Runs with their “Barrel of Monkeys” won second place. “Key West Kandyland” won the walking group category and I was wowed by their great illuminated costumes and headpieces. Thank you to all who participated and we hope to see you all again next year. A big thank you to Mel Fischer’s Museum and Margaretville for

continued on page 3 ▶

Table of Contents

Business Spotlight	2
Honoring Extraordinary Educators	4
Fantasy Fest Competition Winners	5
Business Trends	6-7
New Members!	8
Cruise Ship Calendar	8
Business After Hours	9
Exceptional Customer Service Seminar	10
Island of Lights Decorating Contest	11
Community Calendar	12
Chamber Calendar of Events	12

Spotlight Shines on ... Joyce Benavides, Cayo Hueso Resorts



Each month, the Key West Chamber of Commerce spotlights a business or professional person whose business card is drawn at the Business After Hours. This month's winner is Joyce Benavides, Cayo Hueso Resorts.

Many people like to volunteer and do it when they have time, but for Joyce Benavides, serving others is a way of life.

"My thing is I like to volunteer for the community and the kids," she said.

One of her many volunteer pursuits brings together these two passions. She is President of the Key West chapter of the Silverliners. Joyce was a senior flight attendant with Eastern Airlines for 20 years and is proud to be a part of the Silverliners Organization, which was created by former flight attendants of Eastern Airlines over 50 years ago. The goal is help children worldwide.

Here in Key West, the annual "Flight to the North Pole" event, held by invitation only, gives kids ages three to five a special day at Key West international Airport that includes meeting Santa, games, activities and special holiday gifts. Together with the Silverliners Vice President, Bindy Blatt, she raises money throughout the year to put on this special event and to help kids in need.

Money raised is also distributed throughout the year to buy caps and gowns for graduating high school seniors in need.

Joyce has always been involved in the community.

As part of the chamber, Joyce is currently serving on the Golf committee and Membership committee.

She is also on the board of the Key West Woman's Club, the board of the Salvation Army, and the Firehouse Museum. She enjoys being a member of the Sons of Italy

Club and is a Past President of the Sunset Key West Rotary. She also has received the Woman of Integrity Award from Samuel's House.

"I like volunteering and I just love to support my community. I think we are one big family, everyone helps everybody. We are a very unique and giving island," she said.

Joyce first came to Key West about 40 years ago when she met her husband, Jamie.

Together they bought the cottage properties on United Street that they turned into Cayo Hueso Resorts.

Being a flight attendant taught her how to treat people well.

"I love meeting people and I love to make their stay here in Key West enjoyable," she said.

Joyce enjoys offering the personal touches that make each guest feel like family. She shops for them if they need something before their stay, she puts out flowers, and she always keeps in touch.

"And most of my clients are repeats because they like the personal attention we give," she said.

Joyce loves island living, especially the water and the beach. Most of all she loves her activities and her friends.

"My friends are true friends here," she said. 

The Chamber Chowder Heartily Thanks These Businesses for Their Generous Support of this Issue of the Newsletter

**Ernest Hemingway
House Museum**
907 Whitehead Street
Key West, FL 33040
305-294-1136

**La Concha
Crowne Plaza**
430 Duval Street
Key West, FL 33040
305-296-2991

Horan & Higgins, L.L.P.
608 Whitehead Street
Key West, FL 33040
(305)294-4585

**Porter Allen
Insurance Company**
513 Southard Street
Key West, FL 33040
305-294-2542

**Old Town Key West
Development**
201 Front Street, Suite 301
Key West, FL 33040
305-294-3225



“Mayoral Candidate Forum” continued from page 1 ▶

evaluate another case like that on its own merits. She also clarified that only a portion of the block will be used by the businesses and in return, the businesses will pay a lease of \$500,000-\$750,000 a year to the city and will clean up an accumulation of seaweed that has become unsightly against the seawall there.

Johnson said she had “mixed emotions” on the deal because it was the responsibility of the city to clean up the accumulating seaweed. It got so bad that someone had to step in and take charge of the problem. Her goal in the future is to make sure the city is keeping up properties “in a way that makes us proud” she said.

Johnson also said the true litmus test of the deal will be when visitors can casually sit down at the dining tables without being obligated to order food or drink.

Another hot topic was the subject of what to do about illegal vacation rentals including Airbnb.

Romero said, “You can’t eliminate anything completely.”

What would help is to have more people file reports to the city about the illegal rentals and Airbnbs and increasing fines and penalties. And she would like to see fines doubled for repeat offenders.

“I want to get serious about fines,” she said.

Johnson agreed with her and said she has looked into how other communities are

dealing with the issue and some have come down hard on the law breakers with severe fines. She said, in her view, the fines have to be bigger than the profit for the rentals or they won’t be a deterrent. Another solution has been to make all rental agreements a minimum of six months plus one day. Johnson would borrow on what is working elsewhere to address this issue.

As the candidates closed their remarks, they both spoke with conviction about serving the City of Key West.

Johnson spoke of her willingness to hear new ideas and agree to disagree if that is what it takes.

“What I will bring is the ability to get things done,” Johnson said. “I have never seen a community so ripe to improve as we are now. I am ready to lead.”

Romero said she will make the citizens proud if she serves as Mayor and she’s committed to giving the job her full focus.

She also said she would “like to reduce the favoritism that is evident in some areas of city government.”

The candidates tackled tough questions head-on during the luncheon and showed the membership they will face whatever issues may come in the same manner, whichever candidate wins.

Early voting already started and the general election is Tuesday, Nov. 6, 2018. 🍷

President’s Message cont. from page 1 ▶

sponsoring the judging area and providing delicious food and beverage to the judges.

So now that we are into November and we get to look forward to five months of perfect weather, I have to tell you that November is my favorite month of the year. I moved to Key West 23 years ago right around this time of year and I’ll never forget one night around 9pm riding my bicycle around Old Town in a warm balmy breezy night, thinking “this place is perfect for me.” I just knew this was going to be my home and I’ve never doubted it since. Another reason why I love November is because I have a birthday this month. Some of us are trying to forget how old we are, but I believe each year is a blessing and so we should celebrate. As a breast cancer survivor of ten years, I’m a big believer in celebrating more birthdays.

And of course it’s the beginning of the holiday season. I love the week of Thanksgiving. While I didn’t grow up with this holiday, I feel that the American’s got it right with Thanksgiving. What’s not to like – it’s all about family and food! We will see lots of visitors arriving for a few days and many of us will travel up north to enjoy the cool weather and see our loved ones. It’s a time when our kids get to take a break and when we take a few days to unwind and be thankful. We are all so busy once season begins, we need to take this time at Thanksgiving to enjoy our families and friends, give thanks for our blessings and our beautiful island. I know I am Thankful Every Day. 🍷

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Key West Chamber of Commerce Honors Extraordinary Educators



President Suzanne Moore, back row left, helps honor Key West teachers (back row) Marjorie Rodriguez, Cynthia Haupt, Joanna Morris and (front row) Elizabeth Campbell, Christie Smith, Angela Van Loon, and Erin Audette with Chair of the Education Committee Billy Spottswood.

The Key West Chamber of Commerce honored eight teachers during the monthly luncheon. Each educator was nominated by their students and their school principal for their outstanding work. The teachers were invited to lunch with the membership of the chamber and each received a commemorative plaque, an apple lapel pin, and a gift bag containing gift certificates and merchandise, as well as monetary donations from chamber member businesses.

The following teachers were recognized for their dedication to their profession, their students, and most of all for the way they each go above and beyond in their role and for giving of themselves in the classroom:

- ▶ **Marjorie A. Rodriguez**, *Math Teacher, Key West High School*
Bachelor of Arts in Education and Master of Arts Degree in Educational Administrations and Education Certified in Elementary Education, Middle and High School Math, and Administration and Supervision (K-12). Awards: KWHS Teacher of the Year. Marjorie has been teaching 35 years and excels in the classroom where her students are actively engaged in the learning process. Her principal, Amber Archer, said Marjorie has worked on state and district committees to enhance the math curriculum and testing. In addition, she collaborates with her colleagues to build a strong math program. This shows in the dramatic results she gets such as over 30% improvement in math scores last year. "She is an invaluable asset to our staff and we are proud to have her recognized for her outstanding efforts," Principal Archer said.
- ▶ **Joanna Morris**, *Director of Guidance, The Basilica School*
Bachelors in Accounting - Kansas State University Certifications - Elementary Education, Athletics 6-12. Joanna joined The Basilica School in 2014 as a Kindergarten instructor. She moved to the position of Director of Guidance in 2015. Her Principal said: "Mrs. Morris is one of the most dedicated, sincere, intelligent and compassionate educators I have ever met. She is a leader in our profession. She has the greatest rapport with our families. In recent years, Mrs. Morris has helped develop a strong ESE program which includes speech and language therapy, occupational therapy and ABA therapy. Because of her efforts, The Basilica School was recently recognized by the University of Miami's Center for Autism & Related Disabilities as partner school of the year."
- ▶ **Christine Smith**, *Music Teacher, Gerald Adams Elementary School*
B.A. Elementary Education, SUNY Oneonta, NY; Master's Degree, Main General Education, SUNY, New Paltz, NY. Major, Art Education/ Art Teacher in NY (seven years). Gerald Adams "Teacher of the Year" 2000. National Board Professional teacher 2002. Christine Smith has been teaching 30 years and left teaching kindergarten to take over the music program at Gerald Adams. Principal Herrin said, "She is energetic and brings out the best in our students. They love going to music class."

▶ **Cynthia Haupt**, *8th grade Teacher- Science, Horace O' Bryant*
Bachelor's Degree in Education; Master's Degree in Education Administration; Outstanding Educator of the year in 2002, Phoenix, Arizona; Educator of the year in 2010 from the Aerospace Education. Mrs. Haupt has been a teacher for 29 years and is a district aspiring leader and the PD contact and Grade-book manager for HOB. In addition, she participates in Saturday school and after school tutoring. She is the 8th grade science teacher and 8th grade team leader. Principal McPherson said, "Mrs. Haupt is an amazing educator!"

▶ **Angela Van Loon**, *5th Grade ELA Teacher, Poinciana Elementary School*
BA degree from University of South Florida in ESE Education; Elementary Education K-6, ESE K-12, ESOL and Reading Endorsement; Teacher of the Year; Inclusion Teacher. Angela Van Loon has been teaching for 17 year and was called, "an amazing educator that always goes above and beyond to assist our students," by Principal Schmiegel. He explained that this year Angela volunteered to teach ELA due to a last-minute teacher departure prior to the start of the school year. Without hesitation, she stepped up with excitement and without complaint. Since the start of school year she has demonstrated a great deal of passion, flexibility and enthusiasm. He said, "It is my honor to recognize such a spectacular educator."

▶ **Erin Audette**, *Exceptional Student Education Teaching, Sigsbee Charter School*
Augusta State University and Coastal Carolina University BA in Elementary Education; Certified in Exceptional Student Education; Sigsbee's Teacher Of-The-Quarter. Principal Jannes said, "You can usually find Mrs. Audette flat on the ground, sitting next to a student who is having a hard time, telling jokes and turning the day around. Her sunny disposition is contagious, so much so, that all the students go out of their way to find her just to say 'good morning.' While she is nothing but sweet, Mrs. Audette is also a staunch advocate for students with special needs. No challenge is too great for her and she approaches each situation with complete optimism, protecting students' dignity and holding them to high expectations. In the classroom, Mrs. Audette balances best practices for the ESE setting with her professional expertise and creates interesting, colorful, and imaginative projects that leave her students feeling inspired and accomplished. She is exceedingly patient and kind with everyone she encounters."

▶ **Elizabeth Campbell**, *Lead teacher, The Children's School*
B.S. Early Childhood Education, Boston University; Infant and Toddler Montessori Certification. Elizabeth Campbell has been teaching for 13 years. She presents and teaches around the country whenever possible. Principal O'Connor said, "Ms. Liz is an inspiring, creative, energetic Montessori teacher. She advocates daily for children's well-being." **Pam Ziesman**, *Elementary P.E. Coach, Horace O'Bryant School (November Honoree)*

Mystick Krewe of Key West Wins 1st Prize for their "Keysopoly" Float in the Key West Chamber of Commerce competition

The Mystick Krewe of Key West parade float "Keysopoly" took first place among 16 other locally designed floats in a competition created and sponsored by the Key West Chamber of Commerce to encourage local participation in the parade.

The Monopoly themed winning float was called, "Keyopoloy" which put a keys connection to the popular game including the "Old Town Trolley express", the "Reef Police", a float with all the key pieces and over eighty walking participants in full costume of the pieces of monopoly.

The chamber was pleased to award the Mystick Krewe of Key West the top prize of \$7,500 and a place of honor on the championship trophy on display in the chamber offices.

The second-place winners of the chamber's valuable challenge receive \$2,500 and this year was once again awarded to crew from We Be Fit/Theme Runs, with their creative and colorful float of a "Barrel of Monkeys." Their float had colorful monkeys walking next to their classic designed float including the game of "Operation", classic "Playdoh" and included classic real life human monkeys on the bars. For the past four years We Be Fit/Theme runs has wowed the crowds with their creative and colorful entries in the parade.

The chamber introduced a new category this year for walking group entries, participants are required to have a minimum of ten entries in their group to compete for the cash prize of \$1,000. We were pleased to award this prize to "Key West Kandyland" a colorful walking group organized

by Jamie Gwidt and Christie Fifer with bright, creative costumes with well-lit head dresses that mirrored the original candy land game. "Key West Kandyland" competed with five other participants for this year walking groups.

The Key West Chamber of Commerce competition and the judging is separate from the official Fantasy Fest parade float judges, as the chamber's contest is only available to entrants from the Florida Keys and Key West.

The chamber will join Fantasy Fest officials in presenting parade awards and prizes at a special event on November 13th, 2018.

For more information about the contest for next year, contact the Key West Chamber of Commerce at 305-294-2587.



The Key West Chamber of Commerce is pleased to present the Mystick Krewe of Key West with their First Place prize of \$7,500 in the annual Fantasy Fest parade. Pictured is one of the many pieces to their elaborate float this year.



The second place winner of the Key West Chamber of Commerce Fantasy Fest competition for Monroe County entries goes to We Be Fit/Theme runs for their entry "Barrel of Monkeys" as shown in this picture. We Be Fit/Theme Runs can be counted on each year for the creativity and well-designed costumes and has been a previous winner. The chamber is pleased to present them with the second place prize of \$2,500.



The Key West Chamber of Commerce awarded its first "Walking Group Entry" prize of \$1,000 to "Key West Kandyland" a group of local Key West and Lower Keys residents who mirrored the classic board game "Candyland."



The Key West Chamber of Commerce judges this year were welcomed by Melissa Kendrick from Mel Fishers Maritime Museum where they were able to get a clear view of the parade. Pictured: Melissa Kendrick, Joe Caso, Suzanne Moore, Kerry Baker, Nicki Will and Greg Sullivan. They judges scored based off four categories: Theme, Creativity & Innovation, Costuming and Overall Impression.

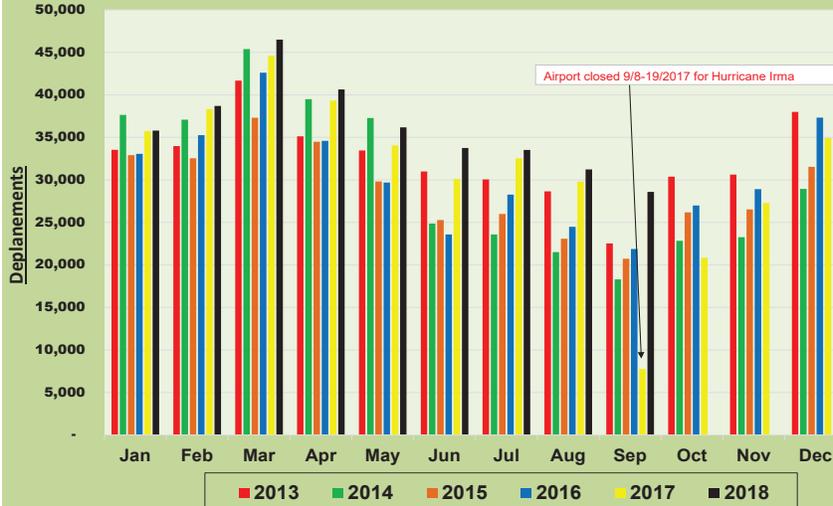
.....Naval Air Station Key West.....

Do you have any information about the historical use or disposal of radiological material at Naval Air Station (NAS) Key West?

The U.S. Navy is conducting an assessment regarding the historical use and disposal of general radioactive materials (G-RAM) at NAS Key West. One known source of G-RAM was the use and refurbishment of radium dials and gauges associated with aircraft maintenance activities beginning in the 1940s. Examples of other G-RAM include radioluminescent personnel markers, deck markers, electron tubes, thoriated welding rods, certain types of engine exciters, thorium lenses, radioisotopes, and depleted uranium counterweights. If you have any information about the historical use or disposal of radiological material at NAS Key West, the Navy would appreciate your input and recollections. If you would like to participate in an interview and/or wish to provide your recollections, please dial 844-236-0390 or email (HRA_keywest@aecom.com) and provide your contact information. All information provided will be considered in preparation of an assessment report for NAS Key West. All comments, including personal information provided, are subject to the Freedom of Information Act and may be made publicly available at any time.



Key West International Airport Arrivals January 2013 - September 2018



Source: Key West International Airport

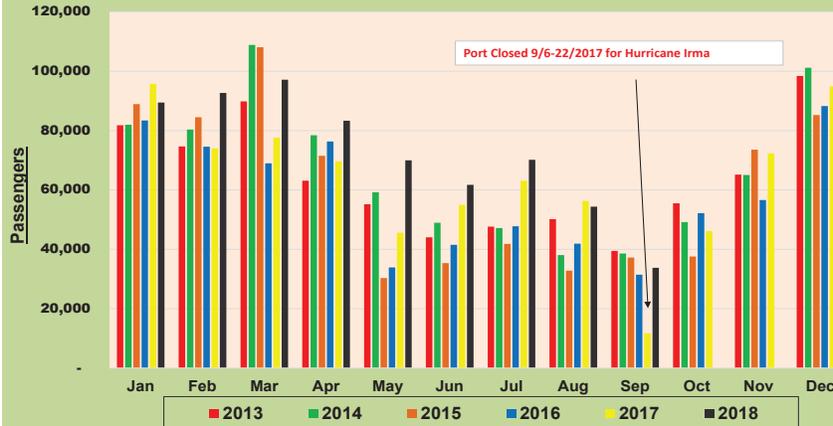
Passenger arrivals to the Key West International Airport in September, 2018 totaled 28,589. This is an increase of 268% when compared to September, 2017 due to Irma. Still 28,589 total deplanements is the most ever in the month of September.

Total passenger arrivals for the nine months of 2018 was 324,908. That is a 11.2% increase over the same period in 2017.

September, 2018 deplanements marked the 9th straight increase month over month compared to 2017. It is a streak that dates back to December 2017 where there was a 6.8% decrease compared to December 2016.

September, 2018 is the fourth straight month where the number of deplanements was the most ever for that month.

Key West Cruise Ship Passengers January 2013 - September 2018



Source: City of Key West Port Operations

A total of 33,763 cruise ship passengers disembarked in Key West from 14 ships during September 2018. This is 188% higher than September 2017 which saw 11,714 passengers due to Irma. September passenger counts were higher than both 2016 and 2017, but lower than the month of September for the nine years prior to that.

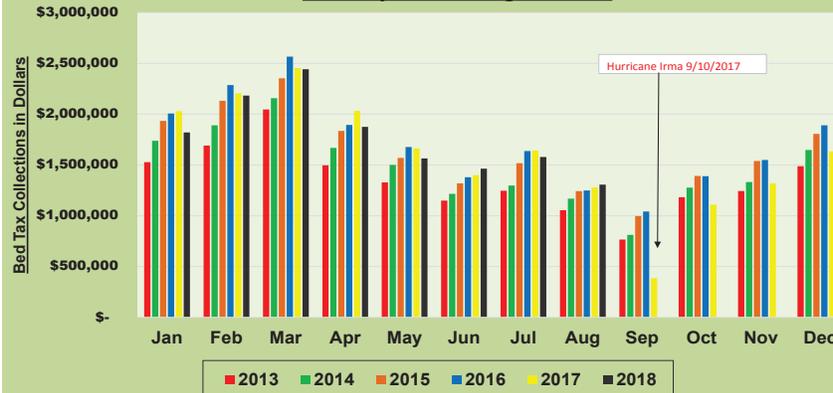
For the nine months of 2018, cruise ship arrivals saw 652,572 passengers disembark from 280 port calls. So far port calls are up 31.2% for the year and passenger counts are up 31.6% over the same period in 2017.

The cruise ship schedule for November, 2018 thru January, 2019 compared to the same three months in 2017 and 2018 is shown below.

Number of Ships

	2017	2018	2019
November	37	30	
December	49	49	
January		47	50

Key West Bed Tax Collections January 2013 - August 2018



Source: Monroe County Tax Collector

Reported Bed Tax Collections for Key West were \$1,306,232 for August, 2018, 2.1% higher than in 2017.

According to Smith Travel, August 2018 occupancy was 81%, a 0.6% increase from the August, 2017 occupancy rate of 80.6%.

The Average Daily Rate (ADR) was reported at \$219.26 for August, 2018. A 1.2% increase from the ADR of \$216.76 posted in August, 2017.

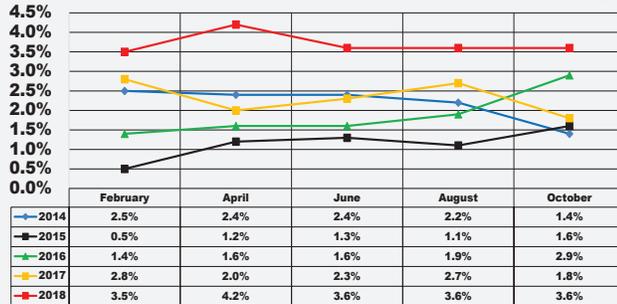
Since Hurricane Irma passed on September 10, 2017 and caused damage to some hotels, the number of rooms available has declined in Key West. The estimated number of rooms off-line coming into October, 2017 was 27% in Key West.



TRACKING INFLATION



Consumer Price Index (CPI)
Bi-Monthly 12 Month Change
Miami-Ft. Lauderdale-Palm Beach, FL
2014-2018



SOURCE: U.S. BUREAU OF LABOR STATISTICS



Everyone feels like the prices of things is always increasing. According to the latest numbers from the U.S. Bureau of Labor Statistics, the **Consumer Price Index (CPI)** has risen more than it has fallen in recent months. The U.S. Bureau of Economic Analysis **Personal Consumer Expenditures Price Index (PCE)** data comes to the same conclusion. The October 5, 2018 labor report showed that wages have increased within the United States. As can be seen in **Chart 2**, U.S. wages are maintaining pace with the rise of costs, at least for the time being.

CPI VS PCE

The Consumer Price Index (CPI) and the Personal Consumption Expenditures Price Index are both most common measures of inflation used in the US today. The CPI is released by the Bureau of Labor Statistics and gets more media attention because it is used to adjust Social Security Payments. The PCE is released by the US Bureau of Economic Analysis and is the measure used by the Federal Reserve when they set their goals for inflation.

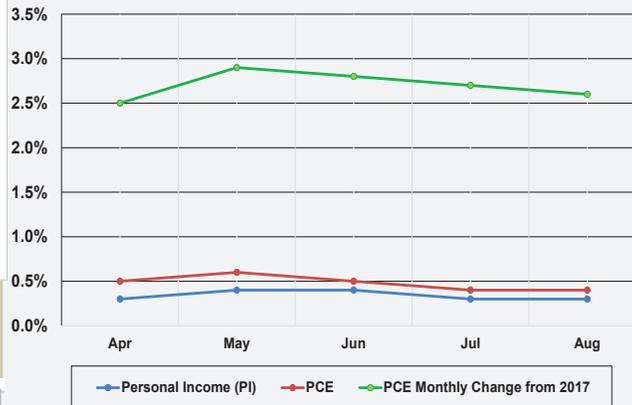


Both the CPI and the PCE represent the cost of a basket of goods and services across the country on a monthly basis. These costs may not be equal to all regions as people in some places find themselves paying more for healthcare than other people in the US, whereas people in one area may have disproportionate housing costs. Both weigh energy, housing, and food very high. The CPI breaks down expenditures into 8 major groups:

Food & Beverage, Housing, Apparel, Transportation, Medical Care, Recreation, Education & Communication, Other Goods and Services.

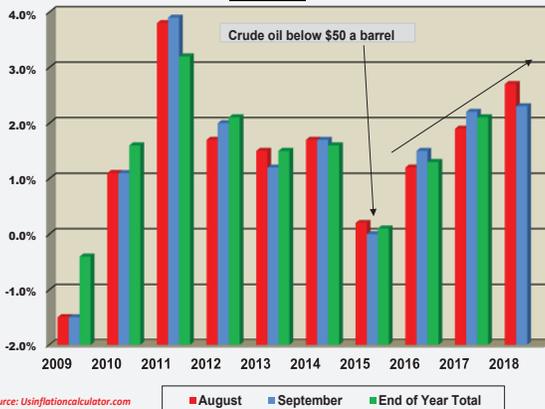


Personal Income (PI) vs. Personal Consumption Expenditures (PCE)
Percentage Change April - August 2018 & Year over Year



Source: Bureau of Economic Analysis

U.S. Inflation Rate Percentage
August, September, and Full Year Rates
2009-2018



Source: Usinflationcalculator.com

Most economists agree that a 5% unemployment rate is where the US reaches full employment. The October 5th jobs report had the US at 3.7% and Key West has been just north and south of 3% all of 2018. **The Washington Post claims there are over 6 million open jobs today** in the US. The job vacancy rate is higher than its been in four decades. Even in this climate of high demand labor wages haven't increased in any statistically relevant way this decade. Many analysts are predicting it will happen soon, but most forecasters are predicting that even a significant raise in wages will be offset by an even larger rise in the costs of goods and services.



Welcome New Members!



The Key West Chamber welcomed two new members at the October membership luncheon. Pictured left to right: member Mary Beth Hurd (Weddings of the Keys), member Marlin DeVoe (Southernmost Escapes), Membership Chairperson Kim Works, Membership Committee member John Bartlemo and Chamber President Suzanne Moore.

Southernmost Escape

2782 No. Roosevelt Blvd.
Key West, FL 33040
Contact: 305-916-8236
www.southernmostescape.com
Contact: Marlin DeVoe
Escape Room/Tourist Attraction

Weddings of the Keys

P.O. Box 4714
Key West, FL 33041
305-712-0012
www.weddingsoftheykeys.com
Contact: Mary Beth Hurd
Wedding Officer & Event Planner

Cruise Ship Schedule

NOVEMBER 2018

11/1	Norwegian Jade (B)	8:00am-5:00pm
11/2	Celebrity Infinity (OM)	7:00am-5:00pm
11/2	Carnival Sensation	7:30am-1:30pm
11/3	No Ships	
11/4	Equinox (B)	8:00am-5:00pm
11/5	Seabourn (M)	7:30am-4:30pm
11/5	Carnival Fantasy (OM)	8:00am-5:00pm
11/5	Rotterdam (B)	11:00am-6:00pm
11/6	Carnival Victory (B)	7:30am-1:30pm
11/7	Port Closed – Race Day	
11/8	No Ships	
11/9	Port Closed – Race Day	
11/10	No Ships	
11/11	Port Closed – Race Day	
11/12	No Ships	
11/13	Carnival Victory (B)	7:30am-1:30pm
11/13	Brilliance (OM)	11:00am-5:30pm
11/13	Norwegian Sun (B)	3:30pm-10:00pm
11/14	Infinity (B)	7:00am – 5:00pm
11/15	No Ships	
11/16	Celebrity Infinity (B)	7:00am-5:00pm
11/16	Oosterdam (OM)	8:00am-5:00pm
11/17	No Ships	
11/18	Disney Wonder (B)	10:45am-5:00pm
11/19	C. Freedom (B)	11:00am-7:00pm
11/19	Rotterdam (OM)	11:00am-6:00pm
11/20	Infinity (OM)	7:00am-5:00pm
11/20	Carnival Victory (B)	7:30am-1:30pm
11/21	Azamara (M)	7:00am-5:00pm
11/21	Majesty (B)	8:00am-5:00pm
11/22	No Ships	
11/23	No Ships	
11/24	Silver Wind (M)	8:00am-5:00pm
11/25	Disney Wonder (B)	10:45am-3:45pm
11/26	Rotterdam	11:00am-6:00pm
11/27	Carnival Victory (B)	7:30am-1:30pm
11/27	Silver Spirit (M)	8:00am-6:00pm
11/27	Brilliance (OM)	11:00am-5:30pm
11/28	Infinity (B)	7:00am-5:00pm
11/29	No Ships	
11/30	Infinity (OM)	7:00am-5:00pm
11/30	Carnival Sensation (B)	7:30am-1:30pm



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BUSINESS AFTER HOURS | WEDNESDAY, OCTOBER 17, 2018

Sponsored by: *Little Switzerland, 271 Front Street*





The Key West Chamber of Commerce
Presents a seminar on:

Exceptional Customer Service

Wednesday, December 5, 2018
The Doubletree Grand Key Resort
8:30a.m. to 11:30a.m.

Elisa Levy is an internationally known speaker and author who specializes in conflict resolution, team building, leadership and customer service. For the last 18+ years, she has been working with organizations and individuals to improve their businesses and working relationships. Her clients run the gamut, from the United Nations, to Fortune 500 companies, hotel chains, restaurants and non-profit organizations. Elisa travels the world teaching, and has authored two books and countless articles on conflict resolution.

Learn easy-to-use tools to:

- ◆ "Wow" every customer that walks through the door.
- ◆ Communicate effectively with people from other cultures.
- ◆ Understand what your customers want and need from you.
 - ◆ Turn an unhappy customer around in seconds.
 - ◆ Handle even the most difficult customers.
 - ◆ Have a great attitude every day.

Customer service is imperative because a dissatisfied customer will tell between 9 & 15 people about their experience. Around 13% of dissatisfied customers tell more than 20 people.

***65% of business comes from repeat customers, and 72% of the reason people stay loyal to a business is due to customer service.**

Enrollment forms and payment must be received in the chamber's office by Noon, Friday, November 30, 2018 to guarantee seating.

Email to: committees@keywestchamber.org or call Dorothy at 305-294-2587
Both chamber members and non-members are urged to attend.

Complete and email your enrollment form today!

Cost: Members—**\$76.00** per person, Non-Members—**\$99.00** per person
(*Price includes continental breakfast)

Name: _____ Company: _____

Job Title: _____ Email: _____

Phone: _____

Please contact the Key West Chamber of Commerce with credit card information or bring in registration and payment to the chamber office. **SPACE IS LIMITED**, no refunds will be offered after Noon on Friday, November 30, 2018. Include the names, job title & email of additional attendees on a separate piece of paper.

Greater Key West Chamber of Commerce—510 Greene Street—Key West, FL 33040—305-294-2587

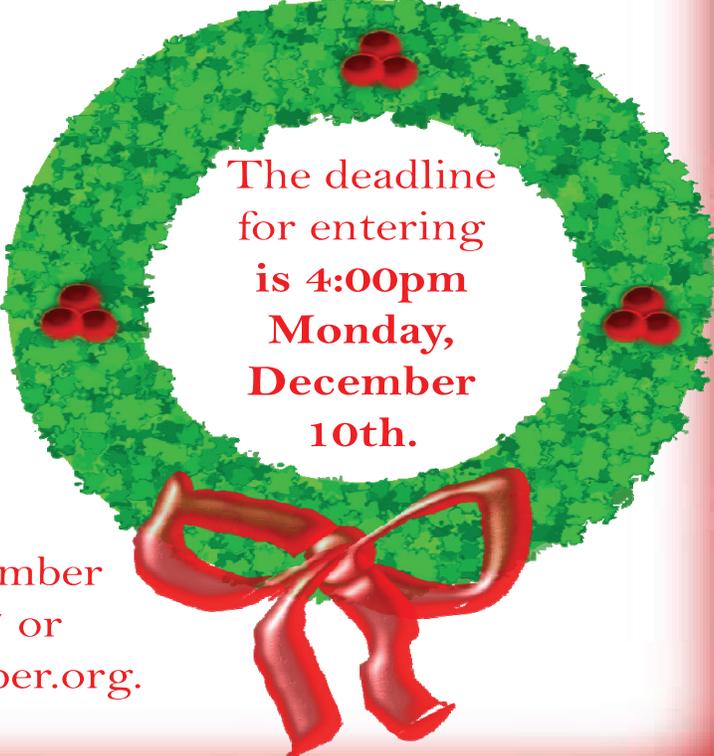
For Both Member & Non-Member Businesses In Key West!

It's time to pull out your decorations for our annual holiday decorating contest!

The "Island of Lights" holiday decorating contest offers businesses the perfect opportunity to demonstrate their holiday cheer and enhance our island with Greetings of the Season for the citizens and visitors of Key West. Awards will be presented for first, second, and third place in two categories:

- small business outdoor or single window display.
- large business outdoor or multiple window display.

There is no entry fee!



The deadline
for entering
is 4:00pm
Monday,
December
10th.

To enter contact the chamber
office at: 305-294-2587 or
email: info@keywestchamber.org.



CHAMBER CHOWDER®

510 Greene Street ~ 1st Floor, Key West

www.keywestchamber.org

EXECUTIVE COMMITTEE

Suzanne Moore, President
Truman and Company Real Estate
305-292-2244

Billy Spottswood, First Vice President
Spottswood, Spottswood, Spottswood,
& Sterling/305-294-9556

Cara Higgins, Second Vice President
Horan & Higgins, LLP/294-4585

Sam Holland, Secretary
The Conch House/305-293-0020

John Toppino, Treasurer
Monroe Concrete/305-296-5606

Greg Sullivan, Past President
Waste Management/305-434-9140

Jed Dodds, Appointee
The Studios of Key West/305-296-0458

Melissa Kendrick, Appointee
Mel Fisher Maritime Museum/305-294-2633

Lynne Tejada, Appointee
Keys Energy Services/305-295-1020

Virginia A. Panico, CCE,
Executive Vice President
Key West Chamber of Commerce/294-2587

CHAMBER STAFF

Virginia A. Panico, CCE
Executive Vice President

Edward Dawicki, III
Director of Research

Suzanne Pearce
Executive Assistant/Bookkeeper

Kerry Baker
Membership Director/Special Events Coordinator

Dorothy Schmida
Administrative Assistant

Gladys Clarks
Tourist Information Receptionist

Virginia A. Panico
Newsletter Editor

Cindy Jefferson
Art Director

Katrina Nichols
Newsletter Writer

Karrie Bond
Social Media Director

Key West Chamber Calendar of Events

November 2018

Business After Hours

Date: Thursday, November 1, 2018
Time: 5:30 p.m. – 7:30 p.m.
Sponsored by: **Croissants de France**
Location: 816 Duval Street

Members Networking Event!

General Membership Meeting

Date: Wednesday, November 28, 2018
Time: Noon
Location: **Doubletree Grand Key Resort**
3841 N Roosevelt Blvd.
Speaker: The Honorable Danise Henriquez
Monroe County Tax Collector
Topic: Update on Illegal vacation rentals
in Monroe County

December 2018

Holiday Business After Hours

Date: Tuesday, December 11, 2018
Time: 5:30 p.m. – 7:30 p.m.
Sponsored by: Rick's/Durty Harry's
Entertainment Complex

Location: 202 Duval Street, Downstairs

Members Networking Event!

General Membership Meeting

Date: Wednesday, December 19th
Time: Noon
Location: Key West Marriott Beachside
Hotel
Program: The Annual Key West Chamber
of Commerce Community Awards

Community Calendar

November 2018

1	Heartland Payment Services Presents Educational Event on Clean Up in the Keys 6-8pm at Speakeasy Rum Bar	14-18	Key West Film Festival www.kwfilmfest.com 877-722-2829
31-11/4	27th Annual Parrot Heads "Meeting of the Minds" Andrew.talbert@gmail.com 305-292-1435	15	Thunder from Down Under, 7pm, 10pm
3	Rams Head Productions presents: Lyle Lovett & Robert Earl Keen, 8PM	16-17	The Smart Ride 2018 bike Miami – Key West info@thesmartride.org 1-800-435-7352
3	Am Cancer Society Relay for Life – Marathon 305-292-2333	16-17	The Avett Brother at the Key West Amphitheater
4	Locals Day at Key West Botanical Gardens 305-296-1504	16-17	Waterfront Playhouse presents: Carmen by Request 305-294-5015
4-11	38th Annual Super Powerboat Races www.superboat.com 305-296-6166	17	Discovery Saturday @ Florida Keys Eco-Discovery Center, 10am-11am 305-809-4750
7	Fringe Theater presents a free staged reading of Arthur Miller's "The Crucible" 305-587-8961 KWHS Drama Club production.	17	Key West Botanical Speaker Series & Native Plant Sale 1:30pm 305-296-1504
7	Rams Head Presents Ottmar Liebert, 8pm	21-25	International Sand Art Competition info@sandisle.com
10	Veterans Day Parade 5pm **Date Change**	28	Key West Theater presents: Kingston Trio Legacy Tour 305-985-0433