



EL DORADO COUNTY CHAMBER OF COMMERCE'S

# Voice of Business

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## Business Luncheon

GUEST SPEAKER

Assemblyman Frank Bigelow, 5th District

January 10, 2018

Red Hawk Casino / Henry's Steakhouse

11:30 a.m. - 1:00 p.m.

\$15 members / \$20 not-yet-a-member

Join the conversation! Assemblyman Bigelow has represented California's Fifth Assembly District since 2012. Before joining the Assembly, Frank served the residents of Madera County on the Board of Supervisors for 14 years, and as a volunteer firefighter for 40 years. Frank has worked at the Ponderosa Telephone Company since 1973, rising through the ranks to his current position of

Vice President. He lives in O'Neals with his wife of 35 years, Barbara.

**Reservations Required.**

Space is limited. Sign up early! Reserve your spot on line at [eldoradocounty.org](http://eldoradocounty.org) or call (530) 621.5885

Our luncheon sponsor is Pony Express Tax Services

## Best Sellers to Help You Do Business

### 2018 California and Federal Employment Poster

You must post a compliant Employment Poster in a conspicuous place in the workplace where all employees and applicants can see it. The poster also must include information about your workers' compensation benefits, payday schedule and emergency contacts. You may need to order several to ensure that your business, branches and satellite offices are displaying the poster according to the law. Failure to comply can result in severe penalties and fines by the state of California. **If any of your company's workers are Spanish speaking, you will need to order the Spanish version.**

### 2018 HR Quick Guide for California Employers (HR Handbook)

Includes color-coded easy reference sections. Required and recommended forms for California businesses available to download using a special URL provided in the book.

### Now Available! HR Quick Guide Small Business Edition

### Required Pamphlets Kit

Contains 20 copies of each of six pamphlets that employers must distribute to employees.

### California Labor Law Digest 2018 Edition

This comprehensive, California-specific Digest puts answers to labor law questions right at your fingertips, updated with new case law and regulations.

These products are produced by the California Chamber of Commerce, a publisher of top-quality human resource products and services with more than 125 years of experience helping California business do business.

**Substantial discount when you purchase through the El Dorado County Chamber of Commerce.**



Order Today and SAVE!

### \*What is "Poster Protect" service?

We will automatically replace your poster if any mandatory changes occur during the calendar year. Poster Protect must be purchased when posters are purchased.

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2018 California & Federal Employment Poster \$ \_\_\_\_\_  
All required notices on one non-laminated poster @ \$27.99

\*Non-laminated poster w/Poster Protect @ \$43.99  
\_\_\_\_ English \_\_\_\_\_ Spanish \$ \_\_\_\_\_  
All required notices on one laminated poster @ \$39.99

\*Laminated poster w/Poster Protect @ \$67.99  
\_\_\_\_ English \_\_\_\_\_ Spanish \$ \_\_\_\_\_

2018 Required Notices Kit - Poster & Pamphlets @ \$99.99 \$ \_\_\_\_\_

2018 HR Quick Guide for California Employers @ \$59.99 \$ \_\_\_\_\_

2018 California Labor Law Digest @ \$169.99 \$ \_\_\_\_\_

2018 Required Pamphlets Kit @ \$ 89.99  
\_\_\_\_ English \_\_\_\_\_ Spanish \$ \_\_\_\_\_

Subtotal \$ \_\_\_\_\_

8.25% Tax \$ \_\_\_\_\_

Total \$ \_\_\_\_\_

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## In the Giving Spirit

We had another sold out luncheon in December where our attendees supported the annual Gift Basket Auction benefiting El Dorado County families needing a little help with groceries over the holidays. Our generous members helped

raise \$6,501 at the luncheon to which was added another \$1,150 from the Joint Chamber Holiday Mixer raffle for a total of \$7,651 given to the EDC Office of Education for their food baskets for families program.



Amy Anderson, Kevin Monsma, Coleen Johnson, Robbie Montalbano and Dina Gentry of EDCOE helped display the gift baskets during the live auction.



EDCOE's David Publicover did an excellent job as our auctioneer.

## When Should I Delegate?

Try The '70% Rule' When Delegating If you're like many managers—and parents—you have a hard time deciding which tasks to delegate and which to keep to yourself. Here's a way to decide: If you want to develop your employees'—or your kids'—skills and responsibilities, try

this rule. If someone else can do the task at least 70 percent as well as you can, delegate the task to that person. This will help you lose the "If you want it done right, do it yourself" attitude, and provide others with challenges that give them a chance to learn.

## Vintage Eldo

By Melissa Calvert, Vintage Photography

Eldo is true to his word to shop, play and dine locally!

Eldo is the El Dorado County Chamber of Commerce "AmBEARSador" His moto is to shop, play and dine locally!

Eldo contacted me about updating is headshot. Honestly, I had a lil freak out on the phone, fan girl here! Eldo, like many of my clients tell me, that he really doesn't like getting pictures and he doesn't take good pictures, he started to tell me all the things he doesn't like about himself... his ears are too big, he's gained a lil weight, and so on....

I let him know that he was in good hands. And that I knew exactly how to photograph him to make him look his best! I talked with him about what he wanted his images to say... and he thought about it for a second and came up with... "Trustworthy,

approachable and handsome".

I talked to him about clothing options and what he should bring... and then somehow got on the topic of family... and he said they were coming into town and I mentioned how great it would be to photograph them all together! Eldo loved that idea! He said they had not had a family portrait in years. In fact, he had a cousin from China visiting, who he has not seen in years and his famous cousin who snuck in to town to spend Christmas with them! Coming to the studio with his family made him even more excited!

Well, the session was better than I could have even imagined. Eldo looked and felt amazing, and having his family to share this time with him AND create a beautiful family portrait that they will have for all time.... PRICELESS!

Thank you Eldo for choosing me to create magic together!



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**JANUARY 2018 COMMUNITY CALENDAR**

**Community Observatory**

Folsom Lake College-El Dorado Center, Campus Dr. Free. (530) 642-5621 or communityobservatory.com

**Gold Rush Barbershop Chorus & Quartet**

Tuesday Evenings, 7:00 p.m. First Christian Church of Placerville, 2687 Andler Rd. (530) 680-8844 or www.goldrushchorus.org

**Apple Jacks & Jill's Square Dance & Line Dance Club**

Wednesday Evenings, 6:30 p.m. at Hangtown Grange, 2020 Smith Flat Road, Placerville. (530) 621-1830 or (916) 933-2790.

**Main Street Strollers Square Dance Club**

Thursday Evenings, 6:30 p.m. at I.O.O.F Hall, 467 Main Street, Placerville. (530) 677-7961. mainstreetstrollers@gmail.com

**UCCE/El Dorado County Master Gardner Classes**

**Jan 13** Saturdays with Barry, Sherwood Demonstration Garden, Folsom Lake College, 6699 Campus Dr, Placerville. 10 a.m. – Noon

**Jan 27** The Bee Garden, Government Ctr, Hearing Rm, Bldg. C, 2859 Fairlane Ct. 9 a.m. – Noon

**American River Conservancy Events**

**Jan 6** Timeless Traditions Native Storytelling, 6 p.m. \$10 family

**Jan 11** Galapagos Islands: Birthplace of Species & Evolutionary Thoughts 6 p.m. \$5 members/\$10 no-members

**Jan 13** Echo Lake Snowshoe Hike, 8:00 a.m. \$10 members/\$15 non-members

**Jan 19** Discovering 1850's Overland Trails Thru El Dorado County, 6 p.m. \$5/members/\$10/non-members

**Jan 20 & 21** Cronan Ranch Hikes, 8:30 a.m. \$5/members, \$10/non-members

**Jan 27** Ridge Walk on ARC's Cosumnes River Property, 9 a.m. \$5/ members, \$10/non-members

Please call for meeting location & further details. (530) 621-1224, julie@arconservancy.org, arconservancy.org

**Jan 2, 9, 16, 23 & 30 Bingo**

5 p.m. Pollock Pines/Camino Community Center, 2675 Sanders Drive. (530) 647-8005, pollockpines.org

**Jan 6, 13, 20 & 27 Pizza Factory Karaoke Night**

6:30 p.m. – 10:30 p.m. 1242 Broadway, Placerville. (530) 626-3034 facebook.com/placerville.pizza.factory

**Jan 7 & 21 El Dorado Depot -El Dorado Western Railroad Rides**

10 a.m. Departs from Oriental Street. (530) 409-8473, museum.edcgov.us/el-dorado-western-railroad

**Jan 13 20th Annual Heroes Night**

5 p.m. – 10 p.m. Forni Building, El Dorado County Fairgrounds, 100 Placerville Dr. 530.295.8019 or Kristen@bgce.org for more information and ticket prices

**Jan 14 & 28 Shingle Springs Depot -El Dorado Western Railroad Rides**

10 a.m. Departs from 4241 Mother Lode Dr. (530) 409-8473, museum.edcgov.us/el-dorado-western-railroad

**Jan 20 & Jan 27 Blending with the Winemaker**

11 a.m. – 3 p.m. briand@fentonherriott.com, www.fentonherriott.com/events.htm Cost: \$24.95 per person- includes lunch

**Jan 20 Gold Discovery Day**

10 a.m. – 4 p.m. Marshall Gold Discovery State Historic Park. Parking \$8.00 per car. (530) 622-3470 or www.parks.ca.gov/marshallgold

**Jan 20 Stagecoach Rides**

Noon – 3 p.m. Weather permitting. Davey "Doc" Wiser & Crew. Placerville-downtown.org

**Jan 20 3rd Saturday Art Walk**

5 p.m. – 9 p.m. Historic Main Street, Placerville, www.placerville-downtown.org

**Jan 20 Art & Wine with Something More**

6 p.m. – 9 p.m. Forni Building, El Dorado County Fairgrounds, 100 Placerville Dr. \$30 each or \$50 per couple. (530) 622-4848 or nuttallk@morerehab.org or www.morerehab.org

**Jan 20 Cameron Park Concert Series – Swing Sisters**

7 p.m. - 9 p.m. Cameron Park CSD. Early bird price \$18 each, 2 for \$34. \$20 at the door. (530) 677-2231. www.cameronpark.org

**Jan 25 El Dorado County Chamber Mixer**

5:30 p.m. – 7:30 p.m. Pizza Factory of Placerville, 1242 Broadway, Placerville. (530) 621-5885. www.eldoradocounty.org

**Jan 27 EDC Search & Rescue 33rd Annual Crab Feed**

5:30 p.m. – Midnight. Forni Building, El Dorado County Fairgrounds, 100 Placerville Dr. Tickets \$50/per person. (530) 622-8368 or (530) 295-7536 or visit http://edsar.org/

For more information on these and other events, visit www.visitel-dorado.com Event date, time, cost or locations are subject to change. Prior to attending an event please confirm the information.

**Meetings:**

**Jan 4 Chamber Diplomats, noon, Chamber**

**Jan 4 Board of Directors, 5:00 p.m., EDCOE**

**Jan 11 Joint Chambers, 7:30 a.m., EDCOE**

**Jan 10 Luncheon, Red Hawk, Henry's Steakhouse, 11:30 am**

**Jan 18 Ag Council, 7:30 a.m., Ag Building**

**Jan 25 Chamber Mixer, Pizza Factory of Placerville, 5:30 p.m. – 7:30 p.m.**

**10 Facts About Customer Service That Will Blow Your Mind**

By Gene Marks

Every business owner wants to perform the best service possible for his or her clients. We kind of know this innately. But just in case, here are ten facts about customer service that will definitely wake you up.

1. Consumers are 2 times more likely to share their bad customer service experiences than their good ones. (Source: Salesforce.com)
2. 63% of U.S. customers say they have stopped doing business with a brand due to a poor customer service experience. (Source: Microsoft)
3. For every customer complaint, there are 26 other unhappy customers who have remained silent. (Source: Providesupport.com)
4. It takes 12 positive experiences to make up for one unresolved negative experience. (Source: Providesupport.com)
5. By 2020, the customer will manage 85% of the relationship with an enterprise without interacting with a human. (Source: Fonolo.com)

6. Customer Service Week is celebrated annually during the first full week of October. It first became a nationally recognized event in 1992. (Source: CSWeek.com)
7. The first known customer service complaint is inscribed on a clay tablet on display at the British Museum. Apparently, someone delivered copper that was the wrong grade. It was written sometime around 1750 B.C. (Source: OpenCulture.com)
8. An estimated \$41 billion is lost by U.S. companies alone each year due to poor customer service. (Source: SocialMediaToday.com)
9. 80% of Americans agree that smaller companies place a greater emphasis on customer service than large businesses. (Source: LiveHelp-Now.com)
10. The 1-800 number was invented in 1967. Roy Weber, an AT&T scientist, is the man responsible for 1-800 Nation; he used still-evolving digital technologies to invent a way to offer national toll-free service. (Source: Fastcompany.com)

**Employees Free to Leave Premises During Rest**

The Labor Commissioner's office recently updated its fact sheet on rest breaks to clarify that an employer cannot require employees to stay on the work premises during their rest breaks.

Employers have commonly required employees to remain on the premises during rest breaks. However, the California Supreme Court's decision in *Augustus v. ABM Security Services, Inc.* made it clear that an employer cannot control how an employee spends his or her work breaks.

In *Augustus*, the California Supreme Court held that on-duty and on-call rest periods are prohibited, and employers must relinquish control over the time. The Supreme Court did not specifically state that employees must be allowed to leave the premises, but it was implicit in its ruling — limiting where an employee can take a rest break is inconsistent with relinquishing control. Moreover, the court noted that an employee should be allowed to take a brief walk during a rest break — five minutes out and five minutes back — which would indicate that the employee could leave the premises.

held that the rest period requirement "obligates employers to permit and authorizes employees to take-off-duty rest periods. That is, during rest periods employers must relieve employees of all duties and relinquish control over how employees spend their time." (citation omitted) As a practical matter, however, if an employee is provided a ten minute rest period, the employee can only travel five minutes from a work post before heading back to return in time.

Keep in mind that California Wage Orders require a duration of "net" 10 minutes for rest breaks. The Division of Labor Standards Enforcement interprets this as the rest period begins when the employee reaches an area away from the workstation that is appropriate for rest. In other words, if the rest area is distant from the workstation, the time required for the rest break can be more than 10 minutes.

Of course, nothing in the Labor Commissioner's fact sheet or the *Augustus* decision changes the fact that an employee can be disciplined for not returning from a break in a timely manner. So if the employee goes for a walk and doesn't come back in time, discipline is still an option. Just be sure that you are enforcing your policy consistently!

Also, review your specific Wage Order; some Wage Orders have specific requirements on this issue. For example, Wage Order 5 allows employers to require on-premises rest breaks.

**Gail Cecchetti Whaley, CalChamber Senior Employment Law Counsel**

**Free Income Tax Counseling**

Volunteer income tax counselors will be available at various locations throughout El Dorado County starting February 1st through April 16th. The service is free and available to all middle- and low-income taxpayers, with special attention to Seniors. The American Association of Retired Persons, in conjunction with the Internal Revenue Service and the California Franchise Tax Board provide this service to all ages. All returns are electronically filed at all locations. This method ensures that returns are processed faster and with fewer errors, providing for quicker refunds. Those desiring to use the service of the Tax-Aide program should make an appointment to secure a date, time, and location convenient for

them. Appointments are available Monday through Saturday, depending on the site. For appointments at Gold Country Retirement in Placerville or the Mother Lode Lions Hall in Diamond Springs call 530-303-8115; for Pollock Pines Community Church call 530-497-0368; for Cameron Park Community Center and El Dorado Hills Rolling Hills Christian Church call 530-303-7046; for Garden Valley Fire Department call 530-334-8175. For appointments at the Placerville Senior Center call 530-903-8151. Leave a message beginning January 15th and we will call you back. For the South Lake Tahoe Senior Center, tax preparers are available Thurs, Fri, & Sat 9am to 2pm (no appointment necessary) (530-573-3130).



The Labor Commissioner's office has now specifically addressed this issue in light of *Augustus*:

Q. Can my employer require that I stay on the work premises during my rest period?

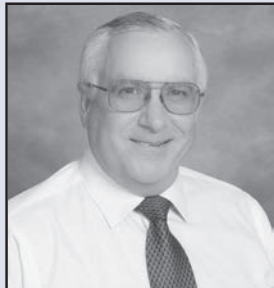
A. No, your employer cannot impose any restraints not inherent in the rest period requirement itself. In *Augustus v. ABM Security Services, Inc.*, (2016) 5 Cal.5th 257, 269, the California Supreme Court

**You Can Submit Your Event Online!**

Did you know that the Chamber keeps a community calendar of events? El Dorado County events can be submitted to

<http://visiteldorado.mhsoftware.com/EditItem.html>

Once approved, your event will appear on the online calendar at [www.visiteldorado.com](http://www.visiteldorado.com) and also printed in the Voice of Business newsletter as space allows.



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