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2013 President's Award:

MARK HADEED **HADEED IN HOME & OFFICE** **CLEANING SERVICES**

Mark Hadeed of Hadeed In Home & Office Cleaning Services (right) received the 2013 President's Award. The award was presented by Chamber President **Rich Doud** (left).



2013 Committee of the Year:

COMMUNICATIONS **COUNCIL**

The Communications Council, co-chaired by **Shannon Bailey** of **Global Printing** and **Maritza Lizama** of **LiMón LLC**, was awarded the 2013 Committee of the Year Award. Bailey (right) accepted the award on behalf of the committee from 2013 Chair **David DeCamp** (left).

2013 Chair's Award:

TECHNOLOGY MANAGEMENT, INC.

Technology Management, Inc. (TMI) was awarded the 2013 Chair's Award. **David Isaacson** (right) accepted the award on behalf of **TMI**. The award was presented by 2013 Chair **David DeCamp** (left).



2013 Chair's Message



David DeCamp

Three Cheers for Rich Doud

After 23 years at the helm of the Arlington Chamber of Commerce, Rich Doud plans to retire this May. Rich has run the Chamber since September 1990. Besides the prevalence of floppy disks and shiny thermal facsimile paper, that's the year Buster Douglas thankfully knocked out Mike Tyson and Mikhail Gorbachev won the Nobel Peace Prize. For some more perspective, in 1990 Arlington had 25 million square feet of private sector office space and the county-wide job count was 183,000. Today Arlington has 35 million square feet of office space and 229,000 jobs. Taxable sales in our 26 square mile county have almost doubled since 1990 and now exceed \$3.27 billion annually. Business in Arlington is bigger, faster, more diverse and more important than ever, and through thick and thin, Rich Doud has been there, making the Chamber our essential business partner.

Rich matriculated from Walter Reed Elementary to Swanson Junior High to W-L High School and then to Davidson College where he majored in Economics and cheered as Coach Lefty Driesell led the Davidson Wildcats to beat every Southern Conference team they played in the 1964-65 season only to stumble to West Virginia in the conference tournament. Undaunted, Rich soldiered on and like a number of us married well above his station. He and Fran raised Sarah, Christian and Laura while

Rich worked for or ran a number of small, entrepreneurial businesses before accepting the job to lead the Chamber.

I asked Rich how the Chamber has changed over time. He gave me that high-pitched chuckle/guffaw that told me there were certain changes he probably wasn't going to share with me. He seemed pleased that this is no longer "your Daddy's old Chamber of Commerce." We now put on at least twice as many events and we engage a younger membership. This seems to parallel the evolution of business in Arlington. Our Chamber has also expanded and deepened its working relationship with the General Assembly in Richmond as well as the statewide Virginia Chamber of Commerce.

Rich has been the steady hand behind this elevation of our Chamber's role on behalf of the business community. Yet, he never takes the credit and always gently pushes the volunteer leadership to the forefront. I know. He's done it to me. Over more than two decades, which all too often were characterized in American business by expediency and 90-day horizons, Rich's gut instinct is to do the right thing and to think long-term. It is little wonder that one of his heroes is Billy Graham. Join me in congratulating and thanking Rich Doud. As he would say, "It is a great day to be in Arlington" (indeed – emphasis added).

Continue this conversation by sharing it with others or by contacting me (daviddecamp@yahoo.com).

David DeCamp

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2014 Chair's Message



Tim Hughes

Engagement - Past, Present and Future

Effective Chamber membership is all about engagement. A vibrant Chamber relies upon the active engagement and involvement of its members. Its members in turn only see the real benefits of membership if they are active and involved.

For years, a sterling example of engagement has been our President. Rich Doud's engagement with the community has been recognized by his winning the Spirit of the Community award from the Arlington Community Foundation. Rich has established a remarkable legacy of community engagement, transformation and leadership through his fundamental role in the creation of Leadership Arlington. Most fundamentally, Rich has offered each of us a daily lesson in quiet, steady servant leadership in the nurturing of this Chamber for 23 plus years into the truly remarkable organization we have today.

As you may be aware by the time you read this, Rich has announced he will be retiring this year. On behalf of the entire Chamber, past, present and future, I say a hearty and huge thank you and congratulations to Rich for a job truly well done. Rich stands as an example of engagement to be

studied and emulated.

Taking that lesson, we currently have the chance for meaningful engagement of our own. The Virginia General Assembly is considering significant issues this session which impact our communities and businesses. Perhaps the most important issue this session concerns Medicaid. The Chamber adopted the following position this year:

The Arlington Chamber supports the extension of Medicaid in the Commonwealth as part of a fundamental reform of the Medicaid program, including but not limited to benefit adjustment and care management reform. The Arlington Chamber supports efforts to expand and improve health care access, while balancing the need for appropriate and sound fiscal management of all entitlement programs including but not limited to Medicaid.

Regardless of what your position is on Medicaid expansion or reform, now is the chance to have an impact. Members of the General Assembly consider the input they receive. The business community needs to weigh in on such a critical issue. Follow Rich's example and engage!

Tim Hughes

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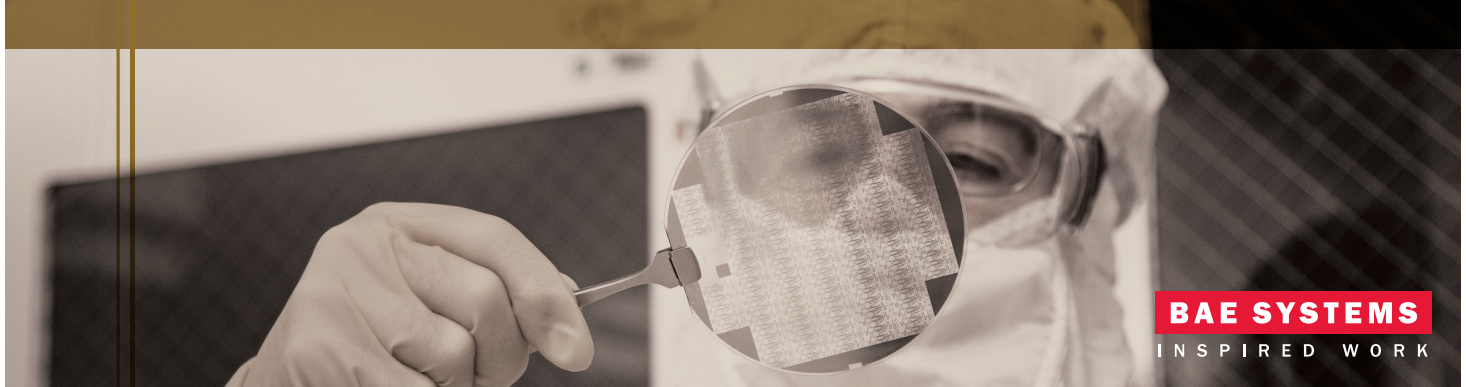
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2014 Board of Directors

All pictures list Board Members from left to right. New Board Members are listed on pages 8-9.



Todd Jerscheid, Mark Hadeed, Deborah Lipman, David Isaacson, Kevin Shooshan



Todd Yeatts, Linda Chandler, Shannon Bailey, Greg Mullan, Greta Menard



David DeCamp, Brenda Turner, Rich Doud



Jim Whelan, Barbara Nicastro, Sonia Johnston, John Snedden



Tim Hughes, Donna Hamaker, Lindsey Rheäume, Dan Laurenzi



Michael Garcia, Sean Hosty, Lucy Bowen-McCauley, Greg Hamilton, Ron Novak

Not pictured above or in the "Meet the New Board Members" section: Doug Brammer, Charles Clohan, Nancy Goodman, Brian Gordon, Deborah Johnson, Scott McCaffrey, John Murphy, Dr. Patrick Murphy, Robb Parker, Joe Prentice, Dr. Jim Ryerson, Marie Schuler, Grace Shea, Adrian Stanton, Karolyn Stuver, COL. Fern O. Sumpter, Tina Walker, Pat Williamson, and Mark Zetlin.

Meet the New Board Members



Jeffrey Burnham is currently a Vice President and General Manager for Turner Construction Company. Burnham started his career with Turner in August 1984 in Boston Massachusetts before transferring to Turner's Virginia office in 1990 where he managed the estimating and purchasing groups for Turners Arlington office. In 1999, Burnham was named head of Sales for the Mid-Atlantic region. During that time he oversaw the sales of major projects including the US Patent and Trademark Office in Alexandria, Virginia; The Institute for Defense Analysis (IDA) Headquarters, Alexandria, Virginia; Howard Hughes Medical Institute (HHMI) Loudon County, Virginia; FDIC Headquarters, Arlington Virginia; Salamander Resort & Spa, Middleburg, Virginia, and The Newseum in Washington, D.C. Burnham holds a B.Sc. from the University of Massachusetts and an MBA from Marymount University. He and his wife Nancy currently live in Arlington, Virginia and have two children Robert and Alexandra.



Crystal Christmas-Watson is the General Manager at the Crystal City Marriott at Reagan National Airport. Watson is responsible for overseeing day to day operations at this 343 room hotel. During her 30 years with Marriott, Watson has held key positions in 13 Marriott Hotels including The Residence Inn Pentagon City as General Manager, The JW Marriott on Pennsylvania Ave as Resident Manager, The Mayflower Hotel as Director of Marketing, The Philadelphia Airport Hotel as Lead Director of Marketing, The New York Marriott Marquis as Director of National Sales, The New York Marriott Eastside as Director of Reservations and several other sales positions. Watson is very committed to the community; she serves as a board member of Marriott's Business Council for the Washington Metropolitan Area, board member of HOPE, Co-chair of Marriott's Eastern Region Diversity Council, a Marriott Scholar mentor, a prior member of RI Cultural Council and does volunteer work with Children's National Medical Center in Washington DC. Watson resides in Mitchellville Md. with her two daughters Nia and Victoria.

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Amanda Fischer is the founder and CEO of Grade A Marketing, a cross-media marketing and consulting firm that specializes in providing localized marketing and PR support for national brands in professional services industries. Grade A offers a variety of services including social media strategy and implementation, branding and positioning, and marketing and sales process integration. Fischer has been featured in online and print publications including *Executive Travel Magazine*, *The Washington Business Journal* and ABC's *Washington Business Report*. She has lived in the DC-area for over 12 years and is always engaged with the community. In addition to being Grade A Marketing's driving force, Fischer is Co-founder of CLiCK, an organization started in 2009 as HD Happy Hour that partners with media outlets to produce unique community events. She is also a volunteer with many nonprofits, such as the Arlington Chamber, the Leukemia and Lymphoma Society and Stand Up 2 Cancer. Prior to founding Grade A, Fischer worked at DC101 Radio, WB-Television, Fleishman Hillard and held several high level directorial and management positions in business development and marketing. She is a graduate of The George Washington University.



As President and CEO of Leadership Arlington, **Betsy Frantz** brings over 25 years of nonprofit experience to the Arlington Chamber of Commerce Board of Directors. Her desire to serve as a resource in leadership and management training also is reflected in her service on the national board of the Association of Leadership Programs (ALP), and her passion for building communities of leaders is revealed by her service on over 20 boards of directors. Betsy's ability to achieve new standards of excellence in leadership development is demonstrated in her recognition by ALP with the prestigious "Preceptor Award." In addition, Vanguard Services Unlimited honored Betsy with the "Kevin Appel Award" for meritorious board service. She also is a recipient of the "Person of Vision Award" from the Arlington County Commission on the Status of Women. Betsy holds a Bachelor of Business Studies with a minor in Economics from The College of William and Mary. She has three children and lives with her husband Scott in Arlington.



Michael Garcia, also known as "Mike on the Pike," owns a State Farm® Insurance Agency on Columbia Pike in Baileys Crossroads. He was raised in Arlington Forest, and currently resides in Lacy Forest with his wife, Valerie, a principal at Blessed Sacrament School. He is on the Chamber's Membership Development Committee, and continues to sponsor SMART Start and the Gala; he sponsored the Breakfast Connection for much of 2013. His volunteer commitments include St. Ann Church, Va Hospital Ctr, and Arlington Diocesan Schools. As an agent, Garcia has earned State Farm's® Crystal Excellence™ Award, recognizing 20 years of qualification in the Legion of Honor™. He is a 14-time qualifier for the Ambassador Travel society, and sits on the boards of NAIFA-No Va and IFAPAC-Va. Garcia attended St. Thomas More School and Bishop O'Connell High School in Arlington, and received his BFA from Catholic University in DC.



Dan Laurenzi is Vice President of Commercial Banking for EagleBank responsible for providing senior debt financing to companies in the Washington DC metro region, from small businesses to larger middle market firms. Laurenzi has a track record of developing strong relationships with customers and prospective clients, supported by a deep knowledge and understanding of corporate finance and commercial banking. His prior experience also includes large corporate banking, capital markets, and corporate consulting for a wide variety of markets and industries. Laurenzi is a graduate of Pennsylvania State University with a degree in Finance.



Greg Mullan is a Vice President and Mortgage Loan Officer at George Mason Mortgage, LLC. He works with his clients to help them navigate the complexities of the residential mortgage financing process and provides them with a financing strategy that fits with their homeownership needs. George Mason Mortgage, LLC is a wholly owned subsidiary of Cardinal Bank and, in 2012, funded \$6.2B in residential mortgages, ranking the company 11th amongst the top 100 mortgage companies in America. Mullan began his career as a Mortgage Loan Officer in 2005 and worked at Bank of America Home Loans for seven years before transitioning to George Mason Mortgage, LLC in early 2013. While at Bank of America, Mullan achieved Platinum Club status each year – an award given to him for his production rankings in the top 5% of all Bank of America loan officers nationwide. Mullan is a native Arlingtonian, a 2001 graduate of Gonzaga College High School in Washington DC, and a 2005 graduate of the University of Virginia where he received a BS in Commerce with Distinction. He enjoys golfing, fishing, and volunteering with several community organizations throughout Arlington. He is married to his beautiful wife Mary and owes much of his success to her love and support.



Jay Reiner has more than 25 years of experience as an accountant, tax advisor, and CFO. He works with small businesses, nonprofits, trusts & estates, individuals, and families, to provide a range of tax and consulting services. Jay earned his B.A. in Accounting from the City University of New York at Queens College. He developed his skills at several New York CPA firms for more than a decade before starting his own firm in 1992. While in New York, he served as a part-time CFO for a \$5M subsidiary of a publicly traded corporation, and provided trust and estate services to major New York City law firms. Jay is licensed as a CPA in Virginia, and is a member of the Virginia Society of Certified Public Accountants.

2014 Committee Chairs



Ambassador Committee

Donna Hamaker

Buck & Associates

Staff Liaison: Director of Membership



Education & Workforce Development Committee

Jim Egenrieder

Arlington Public Schools

Staff Liaison: Rich Doud



Communications Council

Karen Bate

KB Concepts P.R.

Maritza Lizama

LiMón LLC

Staff Liaison: Amy Fisher



2014 Gala Committee

John Murphy

Washington Workplace

Staff Liaison: Kate Roche



Community Action Committee

Kerry Lombard

Doorways for Women and Families

Linda Kelleher

Partnership for Affordable Housing

Housing

Staff Liaison: Kate Roche



Green Business Committee

Kevin Shooshan

The Shooshan Company

Staff Liaison: Rich Doud

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Brian Gordon

Apartment and Office Building
Association

Tad Lunger

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Staff Liaison: Rich Doud



Membership Development Committee

Greg Mullan

George Mason Mortgage, LLC

Staff Liaison: Director of Membership



Opportunity Works Campaign

Barbara Nicastro

The Law Offices of Barbara
E. Nicastro

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State Department Federal
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Staff Liaison: Kate Roche

Hotel General Managers Committee

Chair TBA

Staff Liaison: Rich Doud



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2013 Award Winners

2013 Chair's Award Technology Management, Inc.

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Technology Management, Inc. (TMI) was honored with the Chair's Award which was accepted on behalf of TMI by **David Issacson**, President and CEO. In addition to being an Annual Corporate sponsor, TMI has sponsored numerous Chamber events and programs throughout the year. Sponsorships like these enable us to hold ticket prices down and make our events affordable to a wider audience. TMI's primary Chamber representative, **David Issacson**, also gives his time to the Chamber serving on the Board of Directors, being a top producer in our Opportunity Works campaign, and more. A number of staff members from TMI are also very active serving as committee members and regularly attending events.

2013 President's Award Mark Hadeed

Sponsored by Comcast

The prestigious President's Award was presented to **Mark Hadeed**, Senior Director of Business Development of **Hadeed In Home & Office Cleaning Services**. Hadeed was chosen for bringing in more new members this year than any other member. He has been an incredible support to the Chamber with his ability to make every member and prospective member feel welcome at Chamber events, ensuring they meet everyone who they are looking to network with. Hadeed not only recruits members, but makes sure they are happy and active within the Chamber throughout their membership.

2013 Committee of the Year Award Communications Council

The Committee of the Year Award was presented to the Communications Council and accepted on behalf of the council by co-chair **Shannon Bailey, Global Thinking**. **Maritza Lizama, LiMón LLC**, served as Bailey's co-chair. The committee developed a successful "Back to Basics" series featuring expert panelists whom shared their knowledge of various marketing topics. All three events were highly successful with attendance rates averaging over 50 people each. The Communications Council has also proven to be an invaluable resource for the Chamber's communications efforts, consulting with the Chamber on a number of new initiatives including developing a Chamber blog. The blog was launched in April 2013 and is now the 5th most viewed webpage on the Chamber's website.

Thank You Donors

For more information on how to donate to the Chamber's Education and Technology Funds or the Chamber's Scholarship Fund, please call the Chamber office at 703-525-2400.

The Chamber would like to thank these members for their donations to the Staff Education and Technology Fund in 2013. The Staff Education Fund is used for furthering staff education through programs and conferences. The Technology Fund is used to keep the Chamber office technology updated.

Educations & Technology Fund Donors:

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The Chamber would also like to thank the following for their contributions to the Chamber's Scholarship Fund in 2013. The Chamber Scholarship Fund provides financial assistance to several Arlington high school students each year.

Scholarship Fund Donors:

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2013 Arlington's Best Business Awards

The Arlington Chamber of Commerce celebrated the 27th Annual Arlington's Best Business Awards on May 21, 2013. Recipients of these awards represent businesses that have consistently provided outstanding quality of service and products, achieved significant growth or stability over the lifetime of their business, and displayed industry leadership. The event also recognized new inductees to the Arlington Business Hall of Fame, honoring the accomplished Arlington business people dedicated to improving the local economy and quality of life.

2013 Arlington Best Business Award Recipients:

AHC, Inc. - 2013 Nonprofit of the Year

BbG Fitness - 2013 Home-Based Business of the Year

Dante Consulting - 2013 Business of the Year

House of Steep - 2013 Retail Small Business of the Year

infoLock Technologies - 2013 Technology Small Business of the Year

John Marshall Bank - 2013 Business of the Year

Minuteman Press Crystal City - 2013 Service Small Business of the Year



Sonia Johnston accepting John Marshall Bank's 2013 Business of the Year Award from 2013 Chair David DeCamp

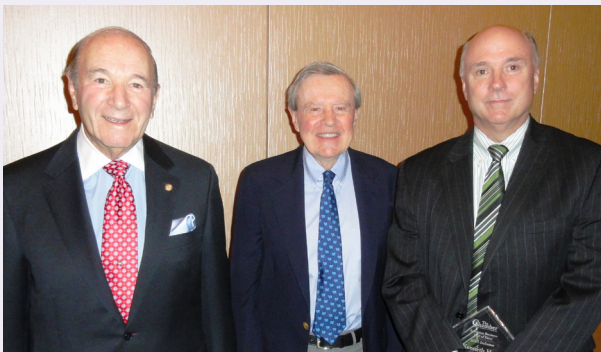


The 2013 award recipients, along with the 2013 Arlington Business Hall of Fame inductees and Chamber Chair David DeCamp



Chris Wargo & Sean Steele of InfoLock Technologies, 2013 Best Technology Small Business, with 2013 Chair David DeCamp

2013 Arlington Business Hall of Fame Inductees:



(L-R) Morty Zetlin, Joe Wholey, and Brian Haggerty (representing his father, Ken Haggerty)

Dr. Kenneth "Ken" Haggerty (honored posthumously) was an Arlington dentist for 47 years. The success of Arlington Hospital, now known as **Virginia Hospital Center**, is in part the result of Dr. Haggerty's role as President and Board Chairman. He was a member of the Arlington County Board from 1966-74, during which he was able to truly create a better well-being for Arlington's current and future residents.

Joseph "Joe" Wholey served three times as chairman of the Arlington County Board and as chairman of the planning effort that produced Arlington's "smart growth" policy. He is a co-founder of the **Arlington Partnership for Affordable Housing** and of the **Alliance for Housing Solutions**, and has served on a number of local committees and boards.

Morton "Morty" Zetlin's impact on the Arlington business community over the past 55 years has been great. He started a used car department in 1957 and soon became its manager. In 1972, he was appointed General Manager of **Mercedes-Benz**, and in 1975 he was named General Partner of **Arlington Service Center (ASC)**. Now one of the oldest and largest auto retailers in the metro-DC area, **Mercedes-Benz of Arlington** (formerly ASC) celebrated its 75th year in 2012.

2013 Hospitality Awards

Nearly 90 front-line workers within Arlington's hospitality industry were honored at the 9th Annual Hospitality Awards Ceremony. The Hospitality Awards honor those people who go above and beyond what's written in their job description to make you guests welcome and comfortable. Hospitality management from businesses throughout Arlington nominated the best of their staff to receive Hospitality Superstar awards, in addition to the Legendary Service Award for those who have completed 25 or more years of service.

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2013 Hospitality Superstars:



2013 Hospitality Superstars

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Shanin Akter
Hawa Ali
Khalid Anwar
Maria Luisa Aquino
Ana Araneda
Raquel Arias
Oumar Balde
Vladimir Belchev
Tsehainesh "Sunshine" Belai
Manuel Bermudez
Cristopher Bonifaz
Rosario Camacho
Anthony Casiechitty
Mei Chen
Thomas Chaney
Gregoria Cardenas
Johanna Cerna

Gulay (May) Cetin
Lolita Cuenco
Diana Davis
Kenneth Davis
Dildar Dilshat
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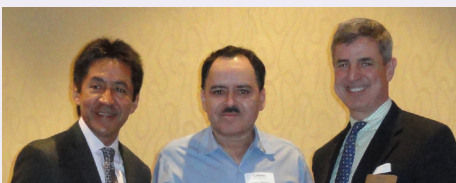
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Trudy October
Supachai Papee
Wilma Peraza
Katy Perez
Wilma Posadas
Amelida Pozo
Oscar Ramirez
Maria Dolores Reyes
Sera Richardon
Armida Rodas
America Rojas

Ana Romero
Leticia Rouco
Fayza Saad
Ricardo Salonga
Jose Simbulan (Robi)
Ibrahim Smahri
Mohamed Taibi
Rasy Tay
Ewnet Teklehaimanot
Zohra Touiri
Jennie Troung
Selamawit Tsegaye
Luz Umanzor
Arthur Williams
Meseret Wodajo
Abel Woldemichael
Ayelech Woldesmait

2013 Bob Klein Legendary Service Award

Of all the service stories told at the ceremony, some of the most inspiring are those for legendary service of 25 or more years. The award was renamed The Bob Klein Legendary Service Award several years ago in honor of the late General Manager of the **Holiday Inn National Airport** who was instrumental in creating the Hospitality Awards program and its success for the first five years. The following are the 2013 Legendary Service Award Winners:

Felix Adeyi - *Crystal City Marriott*
Carolyn Corley - *Crystal City Marriott*
Varone Janey - *Holiday Inn Arlington*
Syllien La - *Key Bridge Marriott*
Mario Medina - *Holiday Inn Rosslyn*
Adanech Solomon - *Crystal City Marriott*
Santos Villatoro - *Sheraton Crystal City*



Santos Villatoro accepting his award from Walter Tejada and David DeCamp



Syllien La accepting her award from Walter Tejada and David DeCamp



Adanech Solomon accepting her award from Walter Tejada and David DeCamp



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The vision of the Arlington Chamber of Commerce is to be the essential partner for business success.

**Celebrating 5 years
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