www.slenterprise.com April 27-May 3, 2015 Volume 44, Number 37 \$1.50

# **OF NOTE**



#### **GM: Profits X 8 in a year**

Sales of vehicles like the Chevrolet Silverado pickup and the Cadillac Escalade SUV drove profits for General Motors to \$945 million in the first quarter. The figure represents an eight-fold increase over the same period last year. Profits were also helped by a drop in the number of recalls of GM products.

News Briefs
page 7
Business Calendar
page 9

Real Estate Section pages 16-19

# NRF report: Pending trade pacts would boost Utah jobs

#### **Brice Wallace**

The Enterprise

A pair of pending international trade agreements is generating controversy, and one national association is saying they would benefit Utah retail and restaurant jobs

International trade supports nearly 7 million U.S. retail jobs, including 64,000 retail and restaurant jobs in Utah, according to a new report from the National Retail Federation (NRF). The report is based on 2013 statistics.

The NRF report also suggests that Utah retail workers would benefit from both the Trans-Pacific Partnership (TPP) and the Transatlantic Trade and Investment Partnership (TTIP). In 2013, trade with the 11 countries negotiating the TPP and the European Union members negotiating the TTIP supported 35,600 Utah retail jobs, the report stated.

The 64,000 Utah jobs supported by U.S. trade in 2013 accounted for about 17 percent of the state's 375,000 trade-related jobs, the report stated.

Utah's retail and food service industry in 2013 accounted for 275,000 jobs and added \$11.5 billion to the state's economy. Also, for every 1,000 retail jobs, 470 were

created in other sectors.

For comparison, other top employers by industry were government, 243,000 jobs, and healthcare and social services, 149,000.

The trade agreement issue has become contentious at the highest political levels. President Obama wants the authority to move the agreements through Congress, but he faces opposition from several Democrats. Among them are Senate Minority Leader Harry Reid, who recently said his stance on the matter is "not only no, but hell no."

"I have never, ever, in my 33 years in Congress ever supported a trade agreement, and I'm not going to start now," Reid said, according to the Huffington Post.

The proposals also have been criticized by labor unions and liberal groups who contend U.S. jobs would be jeopardized if the agreements become reality. Meanwhile, Orrin Hatch, R-Utah and chairman of the Senate Finance Committee, had predicted a "strong bipartisan vote" for a bill on the agreements, although liberal opposition had delayed the process, Fox News reported.

"Retail is essential to Utah's economy, and open markets for consumer goods and services are critical for Utah retailers, workers and families," the NRF report

see NRF REPORT pg. 5

# Gas prices still driving Utah CPI

The cost of gasoline is still driving the cost of living along the Wasatch Front. When it was going down, so did the the Zions Bank Wasatch Front Consumer Price Index. Now that gas is getting more expensive, the CPI is going up. The CPI increased 0.1 percent from February to March on a non-seasonally adjusted basis.

The index has decreased 0.4 percent since this same time last year. The national Consumer Price Index increased 0.6 percent from February to March and has decreased 0.1 percent over the past 12 months.

While price changes across the board contributed to the CPI increase in March, transportation prices had the greatest positive influence, increasing 3.5 percent from February to March. The largest increase came from higher gasoline prices, but costs for vehicle rentals and airfare decreased in price at a similar rate. Prices of vehicles, whether new or used, increased from month to month. Gasoline prices in Utah have increased steadily since the beginning of February and are currently higher than the national average. National prices have also

see CPI pg. 5



Taylor Carpets in Provo is among the local flooring retailers reporting improved sales in the past year. Most attribute their success to an improving economy.

# Carpet dealers credit economy for improving sales

#### **Sheena Steedman**

The Enterprise

Carpet retailers in Utah witnessed an improvement in business for 2014 and the owners and managers aren't quite sure why. But the overall consensus is that sales have risen because of a good economy.

Among these carpet retailers is The Carpet Barn, located at 3663 S. Main St., Salt Lake City. According to owner Ken Macqueen, his sales volume has gone up 10

percent in the past year. His original store was founded in 1972 and located at 3725 S. Redwood Road, West Valley City, but Macqueen relocated in 2009 after his store burned down.

"Two years ago, we're just trying to put our world back together," he said. He has been in the process of recovering his original clients. "It's getting better, but it is really just because my old customers are finding me." He remarked that half of his clients are people who own rental property, and he is "just starting to see house flip-

pers.

Macqueen has four employees and that number has stayed the same for the past year. One thing that sets his carpet retail business apart from the others, he said, is that he continues to sell carpet by the yard, despite the government's decree in the year 2000 to sell carpet by the square foot. He believes his way is more cost-efficient and less confusing for his customers.

Rob Gibbons, owner of Carpet Diem,



# SBDC hosts crowdfunding confab

The Utah Small Business Development Center Network (SBDC) is organizing the first major crowdfunding conference to be held in Utah. It will take place April 30 at the Salt Lake Community College Larry H. Miller campus in Sandy.

Crowdfunding is a recent phenomenon where a project or product can raise money from many individuals via crowdfunding websites on the Internet. It is predicted to top more than \$34 billion in funding in 2015, which is up from \$1.5 billion in 2011. This type of funding has financed projects ranging from new product development and films to athletes and social projects — projects that would have been difficult or impossible to fund otherwise.

Keynote speakers at the conference include the founders of two major crowdfunding platform companies, RocketHub and RallyMe, as well as a renowned expert in crowdfunding from the UC Berkeley Haas School of Business. There will also be three panels of successful crowdfunded companies and experts who will instruct the conference attendees on the details of creating a successful crowdfunding campaign.

"Entrepreneurs in Utah have an especially difficult time accessing funds to grow their companies to a sustainable operating level. Most do not have a network of wealthy investors, nor are angel and venture funding groups a viable option," said Jim Herrin, director of the Salt Lake SBDC. "Although not a panacea for early-stage funding, crowdfunding has certainly helped many more start-ups and small businesses be successful."

The conference is open to the public and will begin at 8 a.m. with registration and end at 5 p.m. Lunch will be served. Cost for the full-day event is \$10 per person, or \$15 after April 26 and at the door. More information is available at www. utahcrowdfundingconference.com.

Other partners and sponsors of the conference include Salt Lake Community College, U.S. Small Business Administration, the Salt Lake Chamber Women's Business Center, SCORE, Beehive Startups, RocketHub, RallyMe, Lendio, Startup Register, COZMO, Utah Microenterprise Loan Fund, USTAR and others.

## Venner tabbed to head KT Health

KT Health LLC, parent company of kinesiology tape and related sports medicine products producer KT Tape, has announced that Greg Venner has joined the company as president and CEO.

Venner has spent his career in the sports nutrition, food and consumer packaged goods sectors.



Greg Venner

he was president and CEO of Dymatize Enterprises, a sports nutrition company. Prior to that he held executive positions at mar-

Most recently,

ket leading companies, including Boulder Brands, Mead Johnson Nutritionals (a subsidiary of Bristol-Myers Squibb Co.), Lance Inc., Tropicana Products and Conagra Frozen Foods.

John MacKay, KT Health's outgoing CEO and one of the four

original founders, will continue to remain actively involved in the company as a member of the board of directors.

"I am thrilled to join KT Health and help build upon the incredible success John and his team have had," said Venner. "The opportunity to bring my experience building consumer brands to a market leader like KT is exciting. My focus will be to continue to work with our retail partners to drive sales of KT Tape, grow internationally, and introduce new, innovative products to broaden the KT Health portfolio."

KT Health, based in Lindon, was founded in 2008 and employs about 250. Its flagship product, KT Tape, is sold in 25,000 retail stores in the sporting goods, food, drug and mass retail channels, as well as through clinicians, online retailers and the company's own e-commerce site.

# 7,000 attend 4Life convention

The recent convention for independent distributors of Sandy-based 4Life Research brought more than 7,000 people to Salt Lake City from 70 countries. The four-day event was held at the Salt Palace Convention Center and proceedings were translated into seven languages.

Attendees to the meetings, dubbed Bring Dreams Home, saw the launch of seven new products, a science symposium, a tour of the company's Sandy headquarters, leadership training from top-ranking entrepreneurs, and a state-of-the-company report from president and CEO Steve Tew, according to a release from the company.

"This represents the largest gathering we've ever staged in the state of Utah. After 17 years in business, the opportunity of 4Life is as viable today as it was in 1998," said senior vice president of marketing Trent Tenney. "There is no better indication of this than those who have traveled from around the world to share the success of their home-based businesses."

Founder Bianca Lisonbee surprised distributors by traveling from Brazil to attend. In 2006, she achieved a lifetime dream of helping children and communities in need by launching Foundation 4Life, the company's nonprofit service arm. Two children, recipients of foundation 4Life programs in the Philippines and Honduras, traveled to Salt Lake City to share their inspirational stories.

4Life has offices on five continents and a global network of independent distributors.

# 53,000 added to Utah payrolls

Utah's nonfarm payroll employment for March grew by an estimated 4.0 percent, adding 53,000 jobs to the economy as compared to March 2014. Utah's currently has 1,362,600 people in the workforce.

March's seasonally adjusted unemployment rate remained unchanged from the prior two months at 3.4 percent. Approximately 49,200 Utahns were unemployed in the month and actively seeking work. The national unemployment rate also showed no change from the prior month, holding steady at 5.5 percent.

"Our state continues to add jobs at rates well above our longrun average," said Carrie Mayne, chief economist at the Department of Workforce Services. "While our labor force expands, the unemployment rate remains low, which signals economic strength as we move into the warmer season."

Eight of the 10 private sector industry groups measured in the establishment survey posted net job increases in March when compared to last year. Other services showed no job growth, and the natural resources and mining sector contracted by 300 jobs. The largest private sector employment increases were in trade, transportation and utilities (13,800 jobs); leisure and hospitality (8,700 jobs); and professional and business services (8,100 jobs).



# BUILDING MOMENTUM

2014-2015 BREAKFAST SERIES

#### NETWORK | LEARN | COLLABORATE | MAKE DEALS

Leading authorities on deal making and corporate growth coming together to network and learn.

Breakfast Meeting
Tuesday May 12
7:15 am

**Dell Loy Hansen**Owner of
Real Salt Lake

Little America Hotel
500 S Main Street
Salt Lake City, UT

Register to attend at www.acgutah.org



PETERFERE

# 'Don't fear social media,' UTC membership hears

#### **Brice Wallace**

The Enterprise

It isn't often that a keynote speaker at a business conference quotes the movie "The Jerk" to make a point. But Howard Lindzon did just that last week to encourage people to not be afraid to use social media.

"Everybody can use social media," Lindzon said at the Utah Technology Council annual members' meeting in Salt Lake City. "We all have, as Steve Martin said in 'The Jerk,' a special purpose. We are all experts at one thing."

The cofounder and chairman of StockTwits, an online video creator and an angel investor with more than 275,000 Twitter followers, Lindzon likened social media to a new type of banking system.

"We talk about bitcoin, and we talk about banking and we talk about these new currencies, but the currency that nobody talks about and everybody says is overvalued is social currency. Now, there is inflation in the social world. ... You've got this inflationary environment for social because it's so easy to access it and so easy to contribute," he said. "But, like a banking system, the more you deposit, the more you have."

Lindzon said that Facebook, Twitter, LinkedIn and other

social media companies are like Citibank, Bank of America or JPMorgan, "all wrapped up in one, because they connect everybody and they are the infrastructure for this banking system."

As for himself, Lindzon said he uses social media because he is a "social engineer" who uses it think most people look at it like this daunting thing, just like opening a bank account — oh, my god, the paperwork and I don't really have enough money to do it but everybody has the power to contribute to it."

Engagement should happen before taking the next step: asking to present yourself to them. It's not that easy, but there's less friction to get to the people that you want."

As for entrepreneurs, Lindzon encouraged them to build "domain experience." The earlier a person finds what they love and build expertise in it, the easier it will be throughout their entrepreneurial life - for example, connecting with people with more expertise in that field or raising money with good investors, he said.

"The best advice that I could give would be to engage in social, start making deposits, find shared stuff around your own expertise. It's not about how smart you are, how many links you have or how many 'likes' you have. It's about building expertise, and people will find you because you're an expert in what you're an expert in," he said.

"People try and get all this creativity and have to say the right thing. I would say, 'No. You read all day. Share the stuff you read. People that have those same interests will find you.""



to connect with "smart people." After the connection is made, "then it just becomes electric," he

"The game of Twitter to me is to connect. I don't play video games at home. I don't play video games. But Twitter to me has been a video game where, 'How do I get to that person and what would I say to engage that person in a conversation?'

"And generally what never works is asking for something. What that usually means is engaging in their conversation and furthering their conversation along. So I keep it really simple, and I

for something, he added.

"You can't just show up and demand things. You have to engage a little bit. You have to give before you get. And companies expect magic. They're used to paying dollars and having stuff happen at the enterprise level."

Lindzon said making contact with people through social media is like a telephone "cold call" but without having to talk to a secretary or face other obstacles.

"Not that long ago, when you couldn't even get access to the person, but now these people are in front of you," he said. "You just have to have the know-how



USPS # 891-300

Published weekly by:

#### **Enterprise Newspaper Group**

825 North 300 West Ste. NE220 Salt Lake City, Utah 84103 801-533-0556 FAX 801-533-0684 www.slenterprise.com

#### **PUBLISHER & EDITOR**

R. George Gregersen

David G. Gregersen

#### **VP/GENERAL SALES MANAGER**

Dale Dimond dale@slenterprise.com

#### **MANAGING EDITOR**

John M. Rogers john@slenterprise.com

#### CONTROLLER

Richard Taylor

#### richard@slenterprise.com **OFFICE MANAGER**

Dionne Halverson dionne@slenterprise.com

#### **REAL ESTATE SECTION**

Rhonda Bachman rhonda@slenterprise.com

#### **CIRCULATION**

Diana Rogers diana@slenterprise.com

**ADVERTISING INQUIRIES** david@slenterprise.com

#### TO CONTACT NEWSROOM iohn@slenterprise.com

art@slenterprise.com

prohibited. All rights reserved.

**Subscription Rates:** Online only, \$65 per year Print only, \$75 per year

Any opinions expressed by the columnists are not necessarily the opinions or policy of Enterprise it's owners or managers. Reproduction or use of contents without written consent of the publisher is

Online and Print, \$85 per year

© 2015 Enterprise Newspaper Group Inc. Periodical postage paid at Salt Lake City, Utah POSTMASTER: Send address corrections to: P.O. Box 11778, Downtown Station Salt Lake City, Utah 84147





#### Our high caliber employees have the ability to meet a variety of needs.

#### Office Professional Accounting Technical

Customer Service Telemarketing Data Entry Receptionist General Office

#### **Light Industrial**

Assembly Janitorial Warehouse/Inventory Shipping/Receiving Production Printing Machine Operators

#### Food Services

Servers Bartenders Dishwashers Cooks/Chefs Hostesses Bussers Cashiers

#### Call Us Today For Competitive Pricing



West Valley Orem

3761 S. 700 E. Suite 200 6671 S. Redwood Rd. Suite 120 Ph. 801.305.0900 3040 W. 3500 S. Suite B 2036 Lincoln Ave. Suite 201 1423 South State Street

Ph. 801.417.8010 Ph. 801.334.0080 Ph. 801.404.5020

Call 801.994.9494 Or visit us @ www.strategicstaffs.com

# Grow Utah seeks outdoor product ideas to fund

Grow Utah has recently announced its seventh annual outdoor recreation Concept to Company Innovation Contest to award local outdoor product innovators with cash and services to get their ideas off the ground.

Co-hosted by Beehive Startup and Zions Bank, Grow Utah's Outdoor Recreation C2C contest is open to all Utah residents with a product or service innovation in the outdoor activities of hiking, camping, biking, paddlesports, snowsports and more. Innovations will be judged by industry experts and three winners will be awarded a share of \$30,000 in cash and services to help them get their ideas off the ground.

"Utah is an incredible place

to start a business, especially in the outdoor industry" said T. Craig Bott, president and CEO of Grow Utah. "Where else can you build an outdoor product, test it right out your back door, and then surround it with interested investors, manufacturing providers, talented workforce, shipping infrastructure, and everything else it needs to succeed? That is happening here in Utah and we want to encourage more innovators to step forward and succeed here."

The cash prizes will be funded by Grow Utah, NorthFront Business Resource Center and SEED Weber-Davis-Morgan. The service prizes will be offered by local law firms, prototype designers and others. Other industry partners and supporters will also contribute time and resources.

The outdoor recreation contest is part of the Concept to Company competitions that are Utah's premier ongoing innovation contests. They are held in various regions across the state with each contest focusing on a different industry. Winning entrepreneurs receive significant cash awards as well as mentoring services from leading professional service partners. To date, the contests have distributed more than \$875,000 in prize money and services among 22 contests and have helped launch over 140 companies

Details are available at www. ConceptToCompany.org.

# **Ericksen Management to run Park Meadows**

Stein Eriksen Lodge Management Corp. and Park Meadows Country Club in Park City have entered into an agreement to have Stein Ericksen manage the country club.

As a member-owned club, Park Meadows is a Jack Nick-laus-designed, championship golf course and year-round country club. With experience in world-class hospitality, Stein Eriksen Management currently oversees the Stein Eriksen Lodge Deer Valley, The Chateaux Deer Valley and the Stein Eriksen Residences, a 14-home and 40-condominium residence development at Deer

Valley Resort scheduled to open in the fall of 2016.

"Stein Eriksen Lodge Management Corp. is thrilled to enter into a management agreement with Park Meadows Country Club and take on this new venture," said Russ Olsen, CEO of Stein Eriksen. "Park Meadows is a stunning Jack Nicklaus-designed course, where legends play, which will join with Stein Eriksen Lodge, where legends ski. We welcome the opportunity to associate the Stein Eriksen name with such a reputable. full-service private country club. The Stein Eriksen name carries with a promise of legendary service. The transition will be seamless in providing Park Meadows and its members the utmost level of golf and food and beverage experiences they have come to expect."

"Having an affiliation with the world-renowned, legendary brand of Stein Eriksen Lodge will be an incredible benefit to our current and future members," said Steve Roney, president of the Park Meadows board of directors. "This relationship provides services, benefits and amenities not currently available in the marketplace and is creating a true Five-Star year-round experience for our members."

# Golf, network, eat breakfast and be back in the office by 10 a.m. Come meet other professionals and business owners on the golf course. We play best ball, so you get to keep your own score but also a team score to build camraderie and an opportunity to win a team prize. We look forward to seeing you...

# Jackson Lewis opens in SLC

Jackson Lewis PC, a New York City-based law firm with 55 locations nationwide, has opened an office in Salt Lake City. Shareholder Conrad Kee, formerly of the firm's Denver and Stamford, Connecticut offices, has relocated to the new office. The firm plans to add attorneys in the near future.

"Salt Lake City has been an attractive market for Jackson Lewis for years, as we have a number of clients with a significant presence there," said firm chairman Vincent A. Cino. "We look forward to expanding the office and developing its synergies with our existing Mountain States offices in Denver, Las Vegas, Phoenix and Albuquerque, and we are confident that Shawn's demonstrated ability to do high-quality legal work and his familiarity with the region will catch the attention of local businesses and attorneys as we work to grow the office."

"Having worked with employers and litigated cases in Utah for over 20 years, I have witnessed the tremendous growth in the state and I am honored to help plant the Jackson Lewis flag in Utah," said Kee. "Utah is regularly ranked as having one of the best business climates in the country, has a dynamic and diverse economy of Utah-based and global companies growing locally or moving operations to the state, and this is a great opportunity to leverage our national expertise and local presence. I look forward to growing the office and further solidifying our position as a leading workplace law firm in the region."

Kee has served as lead counsel defending employment lawsuits brought by high-level executives against their former employers and has represented employers in affirmative litigation asserting claims for violations of employment agreements, theft of trade secrets, unfair trade practices and unfair competition. He is a lieutenant colonel in the U.S. Army Reserve and served in Iraq in 2005 as staff judge advocate. Kee received his B.A. and J.D. from Washington University in St. Louis.

# Bjelke heads UtahRealEstate.com

UtahRealEstate.com has named Brad Bjelke as its president and chief executive officer. With over 10 years in the industry, Bjelke comes to UtahRealEstate. com from California Regional Multiple Listing Service Inc.

Bjelke is nationally recognized as an expert in matters relating to MLS rules, public policy,



Brad Bjelke

MLS and association regionalization, compliance, data licensing and governance. He has been an integral part of regionalization efforts for MLSs,

and he has been involved in helping shape many of the MLS policies at both the local and national levels

"We saw some of the top talent in the industry apply to be our next CEO. We needed to be certain that person not only had the proper experience, but would also have the best interest of our subscribers in mind," said Ryan Kirkham, chair of the UtahRealEstate.com board of directors. "We took the time to carefully examine each resume, conduct exhaustive inter-

views, and narrow the candidates down to a few finalists. It became clear that Brad's expertise and vast experience would take Utah-RealEstate.com to an even higher level than where we are now."

All of UtahRealEstate.com's multiple listing software is developed by an in-house team. This includes software for its separate property rental listing service, PropertyPond.com.

"I'm excited to be a part of UtahRealEstate.com as we continue to implement cutting-edge technologies and services. I look forward to working closely with UtahRealEstate.com's shareholder associations and brokers to ensure that their needs are met, while also working hard to increase the visibility of both UtahRealEstate.com and PropertyPond.com," Bjelke said

Bjelke will be taking over from Joseph Szurgyi, who has served as interim CEO of UtahRealEstate.com since the departure of Rebecca Jensen at the beginning of the year. Founded in 1994, UtahRealEstate.com serves over 11,000 Realtors, more than 1,500 brokers and over 12 million consumers every year.

#### CPI

from page 1

been increasing recently, but at a slightly slower rate than Utah.

"Overall this year, we have yet to see dramatic fluctuations in consumer prices as a result of food or gasoline price increases," said Scott Anderson, Zions Bank President and CEO. "Gas prices have edged up slowly from their recent lows, largely allowing consumers to maintain their increased purchasing power in Utah's growing economy."

The largest month-to-month decrease in the CPI occurred in the medical care prices index. After incremental increases over several months, the index dropped 7.1 percentage points in March. The decrease was driven primarily by decreased prices for dental work as well as decreased prices for certain prescription drugs.

Education and communi-

#### **CORPORATE FINANCIAL REPORTS**

The following are recent financial reports as posted by selected Utah corporations:

#### **Zions**

Zions Bancorporation, based in Salt Lake City, reported net earnings applicable to common shareholders of \$75.3 million, or 37 cents per share, for the first quarter. That compares with \$76.2 million, or 41 cents per share, for the same quarter a year earlier and \$66.8 million, or 33 cents per share, for the 2014 fourth quarter.

Zions operates its banking businesses in 11 western and southwestern states.

"The first quarter results were generally in line with our expectations," Harris H. Simmons, chairman and chief executive officer, said in announcing the results. "We continued to strengthen reserves in light of continuing stress in the energy sector. We are nonetheless pleased to see the proactive and rapid steps many in that industry are taking to adjust to the current environment, including raising significant amounts of capital. We are encouraged by other credit trends and notably experienced recoveries net of charge-offs of \$17 million during the quarter."

Simmons said loan growth was "subdued" during the first quarter. "However, we continue to exercise caution with regard to underwriting standards and remain disciplined with respect to pricing."

Zions said net interest income fell from \$430 million to \$417 million during the quarter, primarily because of two fewer days of income and lower yields on loans as a result of continued pricing pressure on loan production, particularly for larger commercial loans.

Noninterest income was \$122 million in the first quarter, down from \$129 million in the previous quarter.

Noninterest expenses totaled \$397 million, down from \$423 million in the previous quarter and \$398 million for the 2014 first quarter.

#### Ancestry.com

Ancestry.com LLC, based in Provo, reported net income of \$2.8 million for the first quarter ended March 31. That compares with a net loss of \$2.4 million in the same quarter a year earlier.

Revenues in the most recent quarter totaled \$164.6 million, up from \$153.6 million in the 2014 first quarter.

Ancestry.com is an online family history resource with more than 2.2 million subscribers to its websites. The company has about 1,400 employees worldwide, including about 1,000 in Utah.

"Our first quarter results reflect the strengthening business trends we began to see last fall, highlighted by strong adjusted EBITDA (earnings before interest, taxes, depreciation and amortization) growth and 104,000 net subscriber additions since the end of 2014," Tim Sullivan, chief executive officer, said in announcing the results.

"We are executing well in the core business and execution will remain a major theme in 2015 as we focus on content acquisition, product enhancements, continued momentum at AncestryDNA — which now has a database of genotypes from approximately 850,000 people — and the penetration of targeted new international markets."

cation prices increased 1.2 percent in March. While tuition for some technical and business schools decreased in March, education fees for elementary and high schools ticked up slightly. Communication prices rose in several categories from February to March, including personal computers, internet, and both landline and cellular phone service.

Food at home prices, which can be quite volatile, fell 0.9 percent in March after increasing marginally in February. Cucumbers and apples have been the most volatile food items in recent months and March was no different. Cucumber prices decreased significantly while apple prices increased — an exact switch from the prior month's situation. Most produce slightly declined in price, including bananas, citrus fruits, pears and lettuce. Bell peppers and tomatoes prices increased from February to March. Speculation over the past several months that food prices would increase due to the severity of the drought in California continues to be unfounded so far. While California's contribution to the food market is great, it is not big enough to cancel out the production of similar items imported from Mexico, Chile and other food-growing countries. Food prices are likely to continue to experience minor fluctuations, but weather conditions in California may ultimately have a lesser impact than expected.

Clothing and recreation prices both ticked down 0.7 percent in March. The decline in recreation prices stemmed from several marginal decreases in areas such as pets and pet products, annual club fees and newspapers — although movie theater prices ticked upward.

Housing prices increased 0.2 percent from February to March as hotel and motel prices increased, but furniture and bedding prices simultaneously decreased. Other goods and services also increased slightly, moving up 0.8 percent from month to month. Prices of utilities and food away from home remained flat from February to March.

Analysis and data collection for the Zions Bank CPI and the Zions Bank Consumer Attitude Index are provided by the Cicero Group. The Cicero Group is a market research firm based in Salt Lake City.

#### **NRF REPORT**

from page 1

said.

"Utah's goods and services trade with the world and cross-border investments support the state economy and jobs. Trade benefits Utah businesses with lower costs and Utah families with reduced prices, particularly on consumer goods whose import taxes or tariffs have been — or will be — eliminated as part of new trade agreements."

The report indicates that Utahns would benefit from lower tariffs resulting from the trade agreements. For example, "a family-friendly TPP agreement" could eliminate the 32 percent tax on man-made fiber sweaters and the 18.4 percent tax on textile-based sneakers from Vietnam, it said. Also, the TTIP could eliminate the 36.7 percent import tax on rubberbonded boots from Italy.

As for cross-border investment, the report noted that Utah-based retailers have about 100 subsidiaries in other countries and when those foreign subsidiaries grow, it supports jobs in Utah. Also, many Utah workers are employed by foreign-owned firms operating stores or restaurants in the state. About 100 Utah retail locations are subsidiaries of foreign-owned companies, it said.

The report, titled "Trade Matters for Retailers and Families," was conducted by the Trade Partnership for NRF. The federation is strongly supporting international trade agreements that it says will eliminate import tariffs on goods and services and open up new markets for U.S. companies.

"Tearing down trade barriers and repealing market-distorting tariffs is in everyone's economic and strategic interests," said Matthew Shay, NRF president and chief executive officer. "Approving trade agreements like the TPP and TTIP will not only benefit American businesses but also American consumers and workers. We hope this report helps Congress understand the positive role that international trade plays in individual states and congressional districts."

Free and open trade "is an essential element of the U.S. economy and its continued expansion

and prosperity," Shay said.

"International trade benefits American consumers and families with lower-priced and morediverse goods, supports millions of American jobs, and creates new investment opportunities for American businesses and retailers, large and small, both here and abroad."

The NRF also supports recently introduced legislation that would renew the Trade Promotion Authority. Under TPA, the administration would be required to consult with Congress to set negotiating objectives and priorities and require Congress to hold a straight up-or-down vote once agreements are finalized.

"We applaud congressional action to renew trade promotion authority," Shay said. "It is critical that Congress quickly consider the bill in order to advance pending trade agreements with our allies and trading partners in Asia and Europe."

The NRF represents discount and department stores, home goods and specialty stores, Main Street merchants, grocers, wholesalers, chain restaurants and Internet retailers from the United States and more than 45 countries.

# CCI buys former CVE office site

CCI Mechanical, a design-build mechanical contractor, has purchased the former Cache Valley Electric facility in Salt Lake City and will relocate it operations to the site. The 77,000-square-foot building is located at 2345 S. John Henry Drive.

Kyle Roberts of Newmark Grubb ACRES (NGA) represented CCI in the transaction while NGA vice president Lucas M. Burbank represented Cache Valley Electric.

CCI specializes in designing, installing, servicing and maintaining mechanical systems.

Cache Valley Electric is an electrical contractor involved in managing, designing and installing electrical, teledata, networking, security and wireless systems.



# Taking the family to Orlando? Plan way more than a weekend

Walt Disney World opened on Oct. 1, 1971, and Orlando, Florida became a destination. Disney put Orlando, on the public map, but today there is even more to do and see in Orlando. Yes, there

are theme parks galore — four in Disney World alone. Plus, Universal Studios features two theme parks, then there's Sea World, and also Legoland. In addition, you can visit the Kennedy Space Center, and on May 4, the Orlando Eye opens.

A handy tool for planning an Orlando trip and a great source of information can be found at the website visitorlando.com. It also has discounts available for restaurants, hotels and several attractions.

Of course, you have to plan your trip around a stay in Walt Disney World, which means four magnificent theme parks on 48 square miles of land — Magic Kingdom, EPCOT, Disney's Hollywood Studios and Disney's Animal Kingdom. On the property are also 23 Disney resort

hotels and two water parks (Blizzard Beach and Typhoon Lagoon). Whereas Disneyland in California is a weekend getaway, Disney World will require at least a full week.

Last year, Disney started a new program at the Walt

Disney World Resort called My Magic Plus, which will enable you to plan your entire vacation before leaving home. You can reserve your free FastPass options 30 days in advance of your vacation. FastPass lets you reserve a time for up to three rides — show up without waiting in line. If you are staying at a Disney

on-site hotel, you can start reserving 60 days prior to travel. You can reserve three FastPasses per person per day. After you use your three FastPasses, you can reserve three more at any of the FastPass kiosks located throughout the parks. MagicBand is programmed to contain your room key, Disney admission pass, your FastPasses and your dinner reservations. You can actually set up your MagicBand to charge all your purchases if you would like.

You can get the ball rolling by registering at startyourdisneyex-perience.com. From this website you can select the color for each family member's MagicBand and have them sent to your home prior to your vacation. You can also sign up for your FastPasses, make dinner reservations and, for select hotels, pre-register and bypass the front desk by going straight to your room. Your MagicBand will be your room key.

An app for your smartphone that will show you your FastPass reservations, wait times and the different attractions is also available.

Another "must visit" is Universal Studios Orlando. Here you will find two parks, Universal's Islands of Adventure and Universal Studios Florida, of which the former is home to The Wizarding World of Harry Potter.

Add a second week to your vacation and get an Orlando FlexTicket, which will give you park-to-park admissions at Universal as well as Wet n' Wild, Seaworld and Aquatica. It's available from the Universal Studios website. There, you can also purchase a FlexTicket Plus and this will add admission to Busch Gardens in Tampa Bay, which is about two hours away.

If you can take even more time, spend at least a day at the Kennedy Space Center, which is located about an hour outside of Orlando, but well worth the drive. The space center offers several tour options, as well as astronaut experiences. Also on display is the space shuttle *Atlantis*.

The soon-to-be-completed The Orlando Eye is going to be still another attraction. It will be a 400-foot-tall observation wheel similar to the London Eye and the Las Vegas High Roller. While it looks like a giant Ferris wheel, it will move observers very slowly in large gondolas, and will offer views of almost everything on a clear day.

One more website to check out is visitorlando.com. Here you can acquire an Orlando Magic Card, which will offer hotel, car rental and theme park discounts (except for Disney), as well as lots of two-for-one-type restaurant discounts.

When you add up everything, a trip to Orlando could take up a large portion of your summer.



# **Industry Briefs**

#### **ASSOCIATIONS**

• Dr. Robert Cionni has been named the president of the American Society of Cataract and Refractive Surgery (ASCRS). Cionni is a cataract and



refractive surgery specialist who also serves as the medical director of The Eye Institute of Utah. He assumed the president role Dr. Robert Cionni this month at the organiza-

tion's Symposium and Congress in San Diego. Cionni has been with ASCRS since his first year as a practicing ophthalmologist in 1989. He most recently served as its vice president.

#### **BANKING**

• Bank of Utah, Ogden, has promoted Amy Sutherland as the bank's northern region private banker and Patty Frehner as vice president of banking operations. Sutherland will serve clients in Davis, Weber, Box Elder and Cache counties. She previously worked as a treasury management



specialist for the bank. Frehner, with 25 years in banking, will oversee operational compliance



Amy Sutherland



as the security officer for Bank of Utah. She is responsible updating and managing branch/deposit systems and providing operations support to branch managers. Frehner has worked at Bank

with policy and

procedures of

branches with-

in the bank.

Frehner also acts

of Utah since 1999, serving as a branch manager and operations manager. Before that, she served as a deposit risk analyst/customer service manager for Key Bank.

• Zions Bancorporation, Salt Lake City, has announced that its board of directors has declared a regular quarterly dividend of 6 cents per common share. The dividend is payable May 28 to shareholders of record May 21. The board also declared the regular quarterly cash dividends on the company's various perpetual preferred shares. The cash dividends on the Series A, F, G, H and I shares are payable June 15 to shareholders of record June 1. The dividends on Series J shares were also declared and are payable Sept. 15 to shareholders of record Sept. 1.

#### **COMMUNICATIONS**

• Frontier Communications has named Becky B. Potts, a Salt Lake area resident, as the president for its National Region, which encompasses markets in nine states, including Utah. Potts most recently served as Frontier's

chief customer officer, overseeing customer relations for residen-



Becky Potts

tial and business contact centers, credit and collections, and alternate distribution channels. Before joining Frontier, she was president of a large travel company.

She also spent more than 10 years as vice president/general manager of AT&T Wireless. Potts also worked at Xerox Corp. for nearly 15 years.



Sell your equipment with the experts. rbauction.com



#### **ENERGY/NATURAL RESOURCES**

• The Weber State University Sustainability Practices and Research Center (SPARC), in a partnership with Utah Clean Energy and the local community, is launching the Susie Hulet Community Solar Program, which WSU says is one of the first-ever university-led solar purchasing programs. Through a community volunteer committee, the program will help community members purchase affordable residential solar paneling, using bulk-buying power to negotiate significant discounts with competitively selected installers. The goal is to make citizens eligible for a more affordable and more simplified solar installation process.

The program is named in honor of the late Susie Hulet, a longtime advocate and benefactor to nature and sustainability programs, who worked with the Environmental Issues Committee. Inspired by recent success at the University of Utah, which installed solar panel systems in 380 homes in its campus community, Hulet and her husband, Elliott, first tested the program on their own home before joining forces with Weber State. A solar power workshop is scheduled for May 28 at 5:30 p.m. in the Dumke Hall of the Hurst Center for Lifelong Learning at WSU. Details are available at weberstatesolar.org.

#### **HEALTHCARE**

• Nu-Med Plus Inc., Salt Lake City, has hired Mark Christensen as chief financial officer. Christensen has been an active licensed CPA for more than 25 years. He has several years of experience with KPMG Peat Marwick and as a partner in Bushman, Miyasaki & Associates and Stewart & Christensen LLC. Christensen has provided services to a wide range of industries and businesses and has also provided strategic planning and support services for numerous client company formations, restructurings, sales and acquisitions. He graduated from the University of Utah and holds an MPrA in accounting, and bachelor's degrees in accounting and finance.

**Imagine** 

Health,

Cottonwood Heights, has hired Brad Kirkpatrick as chief growth officer, Diane Rosenthal as vice president of national sales, and Melissa Floren as vice president of business development. Kirkpatrick is responsible for driving sales by designing and leading a sales organization to support growth among key customers. He has 28 years of healthcare experience, most recently as president of the employer and government business at Healthways. Prior to Healthways, Kirkpatrick led the build-out and growth of Best Doctors Inc. in the United States. Rosenthal will work with large healthcare consultants and Fortune 500 companies on healthcare needs. She has more than 30 years of healthcare experience. Over the past nearly 20 years, she served as strategic account executive in the health and wellness division of Quest Diagnostics Inc., where she marketed wellness programs to employer groups and reseller partners. Floren is charged with developing strategic partnerships with companies that will accelerate growth and help Imagine Health continue to scale. She spent a decade on Wall Street as a healthcare research analyst

and portfolio manager, plus an additional six years with genomics company Navigenics, where she was head of business develop-



#### LAW

• Fabian Clendenin, Salt Lake City, has hired Bryant W. Jensen as an associate.



Bryant Jensen

Bryant's practice focuses on tax and estate planning, tax litigation and business and corporate law. His education includes a mas-

ter's degree in accounting from the Jon M. Huntsman School of Business at Utah State University and a juris doctor degree from the J. Reuben Clark Law School at Brigham Young University.

#### **PHILANTHROPY**

• Kid to Kid and Uptown Cheapskate, both resale brands of BaseCamp Franchising, Salt Lake City, have teamed up with buildOn, a nonprofit organization dedicated to breaking the cycle of poverty, illiteracy and low expec-

see BRIEFS page 14





#### For all your trailer needs

New & Used trailer sales

(Tanks, lowboys, slide axles, belly dumps, tag trailers, vans & flats) Brands: Heil, J&L, LBT, Landoll, XL Sepicalized, Trailmax, Trailking State of the art repair & paint facility

Parts sales & show room







4285 West 1385 South Salt Lake City, Utah 84104 1-800-442-6687 www.semiservice.com

# Is what you have a lead or a referral? Hint: Referrals are better

Having attended several networking events lately, I have heard the terms "lead" and "referral" bantered around.

Which would you rather have? Referrals, of course. It's

the personal power of a sales lead - a recommendation, not just a name. It's credibility, not just a place to call.

I can't tell you how many times I heard the term, "Don't use my name" when passing along a possible lead. Seriously?

HISTORY: I have attended many (many) networking meetings and belonged to several networking groups. Here's how they work and ideas on how you can join groups that are willing to give referrals rather than leads:

The group I have belonged to for the past 20 years is Metrolina Business Council (MBC) in Charlotte, North Carolina - it's one member per category (the best kind of group) - and it meets informally twice a month — first and third Wednesdays starting around 6:45 a.m. and going until 8:30 or so. About 100 members who all know each other. Many for 20 years or more.

The meeting starts out with early networking. Members get there early to talk and connect. About 30 minutes. Then a buffet breakfast followed by going around the room and, member by

> member, saying thanks for business, lunch, opportunities and referrals. No measuring of who did what, just a sincere appreciation for business and opportunities. My personal goal is to give one referral and to be thanked at least five times at each meet-

**GITOMER** 

After the thank-yous, there's a speaker for 30 minutes or so and a general exchange of information and business ideas during the networking time. It works and major friendships are built. Oh, yeah, and people do business with one another and give referrals to one

The group has been around for 30-plus years with many original members still active. It works.

Then there's the more formal type of networking group. The best known and largest of which is BNI — Business Networking International. The reason I like BNI is that the focus, beyond networking, is on internal testimonials; building personal and business relationships; customized, specific, creative personal commercials; bringing in outside guests; generously offering genuine business referrals, not leads and reporting on closed business.

I have attended several BNI meetings as a guest, been to some informal one-on-one meetings and even given a talk to one of the groups in NYC.

I was lucky enough to be present when Todd Hallinger, one of the owners of the NYC BNI franchise, gave a short talk on the value of BNI and referrals. It was a very interesting perspective on the networking/relationship process and worth repeating for both its insight and accuracy.

He said the three major criteria for successful networking and networking groups are time, referrals and trust. He said the intersection of those lines on an axis happens after 8-13 months of getting involved, giving and measuring results. After that a business acceleration takes place that allows the group and its members to grow exponentially.

Here are Todd's hallmarks:

• You must let time pass to let people get to know the real you. the REAL YOU. And you must consistently display it.

• You must be willing to give without expectation. Meet with each person in the group more than once, get to know and like one another. Give trust, referrals, testimonials and bring visitors. I always say, "All things being equal, people wanna do business with their friends. All things being not quite so equal, people still wanna do business with their friends."

• You must earn the trust of others by the way you conduct yourself, give value, do business and give trust first. The group is built on trust that is gained slowly over time. Trust based on performance, consistency and truth.

Here are some definitions that will help you give and get more referrals:

DEFINE BLIND LEAD -"Here's a name; don't use my name."

DEFINE LEAD - "Here's someone I think you could do business with; you can mention my name but it won't mean any-

DEFINE REFERRAL -"Here's someone I am friends with, have a relationship with and/ or I'm doing business with that

Your first impression needs to be I believe you could do business with."

> DEFINE ACTIVE REFER-RAL — "Here's someone I am friends with, have a relationship with and/or I'm doing business with that I believe you could do business with and I WILL MAKE THE INTRODUCTION for you, with you."

> The key to referrals is giving them BEFORE you get them. The BNI phrase is "Givers Gain." Mine has always been, "The best way to get a referral is to give a referral." And you can substitute words into that phrase (loyalty, trust) and the philosophy and outcome remain the same.

> If you're REALLY looking to grow your business without being perceived as a taker — or worse a pest, or even worse, a beggar just start giving referrals. But I issue a caution: THIS REQUIRES

Most salespeople are not willing to do the hard work that makes selling easy. You?

Jeffrey Gitomer is the author of 12 best-selling books including The Sales Bible, The Little Red Book of Selling, The Little Gold Book of Yes! Attitude, and 21.5 Unbreakable Laws of Selling.

© 2015 All Rights Reserved.



# Be Certified! Be Successful!

Project Management Skills, LLC is a premier provider of project management training. My 4-day Boot Camp will prepare you for the PMP®/CAPM® certification exams. I use a proven training approach to help you:

- Strengthen your project management skills
- Master the tools of the trade
- Learn the best practices
- Acquire tips and techniques to promote your success
- Pass the exam on your first try!

I'll even help you with the exam application. Your success is important to me!







#### Sign Up Today www.SteveNortonPM.com

Save up to \$700 with our Super Early Bird Special 2015 Salt Lake City • Boot Camp Schedule

May 12 - 15 | July 14 - 17 | Sept 15 - 18 **Hampton Inn & Suites, Salt Lake City Airport** 

"There is no way I would have prepared properly without this class. I highly recommend and endorse this class for anyone planning to take the PMP exam. Thanks, Steve. Your class was informative, fun and effective!" — Wade Zinnecker, PMP



PMP, PMI, CAPM, and R.E.P. are registered marks of the Project Management Institute, Inc

# **Calendar**

#### April 28, 8 a.m.-1:30 p.m.

27th Annual Parsons Behle & Latimer Employment Law Seminar, designed for corporate counsel, business owners and human resource professionals. Location is Little America, 500 S. Main St., Salt Lake City. Cost is \$125. Details are at http://www.parsonsbehle.com/events.

#### Apr. 28, 11:15 a.m.-1:15 p.m.

Women in Business Luncheon, an Ogden Weber Chamber of Commerce event. Location is Hub 801 Event Center. RSVPs can be completed at ogdenweberchamber.com.

#### April 28, 11:30 a.m.

Women in Business Luncheon, a Sandy Area Chamber of Commerce event. Ashlee Burt, cofounder and executive director of Springboard Utah, will discuss "Women in Politics and How to Empower Women to Participate at All Levels." Location is Country Inn & Suites, 10499 South Jordan Gateway. Cost is \$20 for members, \$25 for guests. Details are at sandychamber.com.

#### April 28, 1-2:30 p.m.

SBIR-STTR Lecture, featuring Matt Portnoy, program manager for Small Business Innovation Research (SBIR) and Small Business Technology Transfer (STTR) programs at the National Institutes of Health (NIH). Portnoy will discuss how companies can best use and maximize the resources of the NIH SBIR-STTR programs. Location is the University of Utah, Sorenson Molecular Biotechnology Building, USTAR Innovation Center, 36 S. Wasatch Drive, Salt Lake City. Free, but limited to two people per company. Registration is available at http://www.innovationutah.com/ sbir/registration-form/.

#### April 28, 3-5 p.m.

"Stop Bugging and Start Enriching Your Customers with Email Marketing," a Salt Lake Chamber event, presented by Constant Contact and the Utah Microenterprise Loan Fund. Presenter is Cheri Ruskus, a business coach and 30-year entrepreneurial veteran. Location is the Salt Lake Chamber, 175 E. 400 S., Suite 600, Salt Lake City. Details are at slchamber.com.

#### April 29, 8-10:30 a.m.

Advanced Form I-9 Administration, an Employers Council (EC) event. Participants will learn how to shore up company compliance, explore tricky situations, and hone skills to better prepare a company for an Immigration and Customs Enforcement (ICE) audit. Designed for HR professionals or other company managers familiar with basic Form I-9 administration, who handle a large number of Form I-9s, or are interested in preparing for a Form I-9 self-audit. Location is the Employers Council, 175 W. 200 S., No. 2005, Salt Lake City. Cost is \$95 for EC members, \$130 for nonmembers. Details are at www.ecutah.org/.

#### April 29, 8:30-10 a.m.

"Dynamic Communication," a Salt Lake Chamber "Business Essentials" event. Location is the Salt Lake Chamber, Meeting Rooms B-C, 175 E. 400 S., Suite 600, Salt Lake City. Details are at slchamber.com.

#### April 29, 6:30 p.m.

2015 "Lectures Entrepreneurship" series, presented by Westminster College's Center for Entrepreneurship. Speaker at 6:30 p.m. is Nicole Lawson of New Grains Gluten Free Bakery. Speakers at 8 p.m. are Mike Glauser and Shawn Sadowski of My New Enterprise. Location is the Bill and Vieve Gore School of Business Auditorium at Westminster College, 1840 S. 1300 E., Salt Lake City. Free. Details are at https://www.westminstercollege.edu/center\_for\_ entrepreneurship/.

#### April 30, 8 a.m.-12:15 p.m.

"Effective Board Fundraising: It's Not About Asking for Money," a workshop for local nonprofits, presented by the Tesoro Foundation. Speaker Chuck V. Loring, a board development and governance expert, will provide tips on creating a fundraising culture, educating board members on fundraising and preparing staff members to best support board member fundraising. Speaker Jared Skok, executive director of the foundation, will discuss Tesoro's community investment strategy, funding priorities and application process centered around STEM (science, technology, engineering and math) education, public safety and environmental conservation and sustainability. Location is the Viridian Center, 8030 S. 1825 W., West Jordan. Free, but RSVPs are required. RSVPs can be completed at event partner Utah Nonprofits Association's website at www. utahnonprofits.org by clicking on the "UNA Calendar" tab on the left side of the home page.

#### April 30, 8 a.m.-5 p.m.

CrowdFunding Conference, a Salt Lake Region Small Business Development Center (SBDC) Network "Meet the Money" event. Keynote speakers are Richard Swart, director of the research program for innovation in entrepreneurial and social finance, the University of California at Berkeley; Brian Meece, co-founder and chief executive officer, RocketHub; and Bill Kerig, founder and chief executive officer, RallyMe Inc. Location is Salt Lake Community College's Karen Gail Miller Conference Center, 9750 S. 300 W., Sandy. Cost is \$10; \$15 after April 25. Registration can be completed at www.utahcrowdfundingconference.com.

#### April 30, 9 a.m.-1 p.m.

Utah's Own Workshop. Event will provide training on the basics for going retail and other marketing options; international marketing; and using trade shows to grow. Location is 815 W. 1250 S., Orem. Free. Details are at https://www.utahsbdc.org/trainings.

#### April 30, 11 a.m.-1 p.m.

Utah Innovation Awards 2015. Winners, finalists and honorable mention recipients will be honored in the 13th annual awards program, presented by Stoel Rives LLP and the Utah Technology Council (UTC). Innovation Showcase is 11 a.m.-noon, with the awards presentation noon-1:15 p.m. Location is Hilton Hotel, 255 S. West Temple, Salt Lake City. Cost is \$65 for UTC members, \$80 for nonmembers. Details are at utahtech.org.

#### May 1, 8-10 a.m.

"Crisis PR: What Every Company Needs to Know," a Utah Technology Council (UTC) PR event. Presenters Liz Tanner of Vivint, Cheryl Snapp Conner of Snapp Conner PR and others will discuss strategies for preventing crises, preparations that will minimize reputational damage, and things to do when a crisis hits to minimize the negative impact (or in some cases, to even turn the situation into a win). Location is Vivint Inc., 3401 N. Ashton Blvd., Lehi. Free for UTC members, \$40 for nonmembers. Details are at utahtech.org or (801) 568-3500.

#### May 5, 7:30-9 a.m.

Women's Business Breakfast titled "Power-Up Your Business Through Networking," presented by the Salt Lake Chamber's Women's Business Center and the Women's Networking Group. Event will teach women how to build and use business networks. Panelists will discuss what to look for in a networking group, how to build and leverage relationships, magnifying your message through social media, and including men in your network. Location is East India Café, 26 E St., Salt Lake

City. Details are at slchamber. Lake County Business Alliance. com.

Speaker is U.S. Rep. Mia Love.

#### May 5, 11:30 a.m.-1 p.m.

Business Alliance Luncheon, a Davis Chamber of Commerce event. Location is Boondocks Fun Center, 525 Deseret Drive, Kaysville. Details are at davischamberofcommerce.com.

#### May 6, 8-9:30 a.m.

"Performance-Based Compensation - Benefits Symposium Meeting 2," an Employers Council (EC) event. Speakers Jill Carter, director of human resources at Questar; and Kirk Lindstrom, compensation manager at Questar, will discuss the process of designing and implementing effective performance-based compensation plans. Location is the Employers Council, 175 W. 200 S., No. 2005, Salt Lake City. Cost is \$95 for EC members, \$130 for nonmembers. Details are at www.ecutah.org/.

#### **May 7**

Conference. General session is 8:30 a.m.-1:30 p.m. Mentoring and networking is 1:30-3:30 p.m. Event will feature information about the keys to successful veteran-owned businesses and local and national resources. Location is Salt Lake Community College Miller Campus, 9750 S. 300 W., Sandy. Details are at veterans. utah.gov/business.

#### May 7, 8 a.m.-noon

"Interviewing Techniques and Onboarding Practices," an Employers Council (EC) event. Location is Comfort Suites Hotel, 2250 S. 1200 W., Ogden. Also being presented 8 a.m. to noon May 14 at Bridgerland Applied Technology College, 1301 N. 600 W., Logan; May 19 at the Employers Council, 175 W. 200 S., No. 2005, Salt Lake City; and May 21 at Hampton Inn & Suites, 851 W. 1250 S., Orem. Cost is \$165 for EC members, \$235 for nonmembers. Details are at www. ecutah.org.

#### May 7, 10 a.m.-3 p.m.

2015 Annual Tradeshow and Luncheon, a Building Owners & Managers Association (BOMA) Utah event. Location is Salt Palace Convention Center, Hall 1, 100 S. West Temple, Salt Lake City. Free for all property/facility managers. Registration deadline is May 2. Registration can be completed at www.BOMAUtah.org.

#### May 7, 11 a.m.-1:30 p.m.

Multichamber Lunch, an event of the Murray, South Salt Lake, Holladay and West Jordan chambers of commerce and the Salt

Lake County Business Alliance. Speaker is U.S. Rep. Mia Love. Location is the Doty Education Center, 5121 S. Cottonwood St., Building 5, Murray. Cost is \$20 prepaid with RSVP, \$30 at the door. Details are at murraychamber.org.

#### May 7, 6:30-8 p.m.

Business Boot Camp, presented by Cottonwood Heights. Theme is "Active Duty: Creating a Business Plan." Presenter Annette Pieper, founder of Vision 2 Reality Training, will explain how to create a winning business plan. Location is Cottonwood Heights City Hall, 1265 E. Fort Union Blvd., Cottonwood Heights. Free to anyone interested in starting or strengthening a business. RSVPs can be completed at pkinder@ch.utah.gov.

#### May 12, 8 a.m.-noon

"Documenting the Life Cycle of an Employee," an Employers Council (EC) event. Location is the Red Lion Hotel, 161 W. 600 S., Salt Lake City. Cost is \$139 for EC members, \$209 for nonmembers. Details are at www.ecutah. org.

#### May 12, 8:30 a.m.-12:30 p.m.

14th Annual Zions Bank Trade and Business Conference. Keynote speaker is John Major, former prime minister of the United Kingdom, discussing how Pan-European events impact commerce across the globe. Bret Stephens, winner of the 2013 Pulitzer Prize for commentary, foreign affairs columnist and deputy editorial page editor of The Wall Street Journal, and former editor in chief of the Jerusalem Post, also will speak. Location is Grand America Hotel, 555 S. Main St., Salt Lake City. Cost is \$35 and includes lunch. Registration can be completed at www.zionsbank. com/conference.

#### May 13-14, 11 a.m.-5 p.m.

Great Salt Lake Business Conference. Third annual event will feature nearly 200 exhibiting businesses, 16 free seminars and free lunch. Location is South Towne Expo Center, 9575 S. State St., Sandy. Details are at slbizconference.com.

#### May 13, 11:30 a.m.-2 p.m.

Northern Utah Business Forum, presented by World Trade Center Utah. Event will feature information about expansion into global markets, tools and resources available and understanding how exporting benefits the local economy. Keynote speaker is Derek Miller, president and

see CALENDAR pg. 10

#### **CALENDAR**

from page 9

chief executive officer of the World Trade Center Utah, who will discuss "Succeeding in the Global Economy." Location is Riverwoods Conference Center, 615 Riverwoods Parkway, Logan. Free, but RSVPs are requested. Details are at wtcutah.com. Registration can be completed at Eventbrite.com.

#### May 13, 5-7 p.m.

Business After Hours Mixer, an Ogden Weber Chamber of Commerce event. Location is Catholic Community Services, 2504 F Ave., Ogden. Cost is \$10. Details are at www.ogdenweberchamber.com.

#### May 13, 6 p.m.

Women's Leadership Institute Launch, a Salt Lake Chamber event. Location is Little America Hotel, Ballroom C, 500 S. Main St., Salt Lake City. Details are at slchamber.com.

#### May 14, 8 a.m.-noon

"Interviewing Techniques and Onboarding Practices," an Employers Council (EC) event. Location is Bridgerland Applied Technology College, 1301 N. 600 W., Logan. Also being pre-

sented at 8 a.m.-noon May 7 at Comfort Suites Hotel, 2250 S. 1200 W., Ogden; May 19 at the Employers Council, 175 W. 200 S., No. 2005, Salt Lake City; and May 21 at Hampton Inn & Suites, 851 W. 1250 S., Orem. Cost is \$165 for EC members, \$235 for nonmembers. Details are at www. ecutah.org.

#### May 14, 9 a.m.-1:30 p.m.

BOMA Office Measurement Standard Seminar, a Building Owners & Managers Association (BOMA) Utah event. Participants will learn how to maximize updates to the 2010 Office Measurement Standard. Location is 3 Triad, Room 417, 345 W. North Temple, Salt Lake City. Cost is \$99 for members, \$109 for member guests, \$159 for nonmembers. Registration deadline is May 11. Registration can be completed at www.BOMAUtah.org.

#### May 14, 11:30 a.m.-1 p.m.

Women in Business (WIB) Networking Luncheon, a Davis Chamber of Commerce event. Speaker Becky Anderson, executive director of Anything for a Friend, will discuss "Finding Your Gold." Location is Boondocks Fun Center, 525 Deseret Drive, Kaysville. Cost is \$15 for WIB members, \$20 for nonmembers. Details are at davischamber-ofcommerce.com.

#### May 14, 4-6 p.m.

Spring Networking Open House, a Utah Technology Council (UTC) event. Location is Cornerstone Office Building, 2750 Cottonwood Parkway, Salt Lake City. Free. Details are at utahtech.org.

#### May 14, 6:30-8 p.m.

Business Boot Camp, presented by Cottonwood Heights. Theme is "Ground Zero: Funding Your Business." Speaker Kathy Ricci, chief executive officer and executive director of the Utah Microenterprise Loan Fund, will discuss how to find funding for a company. Location is Cottonwood Heights City Hall, 1265 E. Fort Union Blvd., Cottonwood Heights. Free to anyone interested in starting or strengthening a business. RSVPs can be completed at pkinder@ch.utah.gov.

#### **May 18**

**Utah** Manufacturers

Association 15th Annual Golf

Tournament. Event begins with 8 a.m. shotgun start for the fourperson scramble, with lunch from noon-1 p.m. Location is

Stonebridge Golf Course, 4415

Links Drive, West Valley City.

Details are at uma@umaweb.org.

#### May 19, 7:30-9 a.m.

Breakfast of Champions,

a Sandy Area Chamber of Commerce event. Speaker Greg Paul will discuss his experience on Mount Everest in 2012 and 2014 and what he had to do to prepare with two artificial knees. Location is 9350 S. 150 E., ninth floor, Sandy. Details are at sandy-chamber.com.

#### May 19, 8 a.m.-noon

"Interviewing Techniques and Onboarding Practices," an Employers Council (EC) event. Location is the Employers Council, 175 W. 200 S., No. 2005, Salt Lake City. Also being presented at 8 a.m.-noon May 7 at Comfort Suites Hotel, 2250 S. 1200 W., Ogden; May 14 at Bridgerland Applied Technology College, 1301 N. 600 W., Logan; and May 21 at Hampton Inn & Suites, 851 W. 1250 S., Orem. Cost is \$165 for EC members, \$235 for nonmembers. Details are at www.ecutah.org.

#### May 19, 9 a.m.-12:30 p.m.

Utah's Own Regional Agriculture and Food Entrepreneurship Training, cosponsored by the Small Business Development Center and Utah's Own. Workshop will provide training on the basics for going retail and other marketing options; international marketing; and using trade shows to grow. Speakers include Luann

Adams, commissioner of the Utah Department of Agriculture and Food; Steve Reich, chief executive officer of RMarketing Dept. LLC; Jed Christenson, director of marketing for Utah's Own and the Utah Department of Agriculture and Food; and Seth Winterton and Tamra Watson with Utah's Own. Open to everyone from Salt Lake, Summit, Davis, Morgan, Tooele and Weber counties. Location is Salt Lake Community College, 9750 S. 300 W., MCPC 200, Sandy. Free. Details are at https:// www.utahsbdc.org/trainings. Registration can be completed at www.utahsbdc.org or by calling (801) 957-5441.

#### May 19, 11:30 a.m.

Women in Business (WIB) Silent Hero Luncheon, a Salt Lake County Business Alliance event. Location is the Maverik Center Centennial Room, 3200 Decker Lake Drive, West Valley City. Details are at the bizalliance. org.

#### May 19, 11:30 a.m.-1 p.m.

Business Alliance Luncheon, a Davis Chamber of Commerce event. Location is Boondocks Fun Center, 525 Deseret Drive, Kaysville. Details are at davischamberofcommerce.com.

see CALENDAR page 14



# **Staffing Matters**

# It's important to know if your workforce is employed or engaged

In any random group, there is often someone with more energy, more spirit, more oomph than everyone else. That oomph factor is likely a sign of high engage-

ment. In the workplace, engagement represents additional discretionary effort above and beyond what is typically expected of an employee. Engagement can heighten productivity, enhance quality and accelerate results. It can factor into operating costs, sales



#### The Link between Job Satisfaction and Engagement

Job satisfaction is fundamental to engagement, yet most work-

ers are less than satisfied with their jobs. While relationships with immediate supervisors generate a higher degree of satisfaction, that is not the case for current pay,

> potential to earn more or training and career development opportunities. Improving job satisfaction can improve engagement levels.

# Satisfaction Drives Perception

I m p r o v i n g job satisfaction also improves employee per-

ceptions. The study found that more satisfied employees are:

- Two times more likely to have pride in their employer (97 percent vs. 43 percent).
  Two times more likely to
- believe in the strength and stability of their company's future (96 percent vs. 52 percent).

   Three times more likely
- Three times more likely to trust senior leadership to do what's best for the organization and its employees (89 percent vs. 30 percent).
- Three times more likely to be satisfied with their ability to maintain work/life balance (61 percent vs. 22 percent).

- Four times more likely to believe their company is effective at recruiting the best talent available (76 percent vs. 22 percent).
- Five times more likely to be satisfied with their access to the organization's online career development tools (76 percent vs. 15 percent).

# **Engagement Encourages an Enterprise Viewpoint**

In addition to contributing more, highly engaged workers better understand how they can impact the company's success. Engaged employees are more loyal. They believe in the organization, they understand its mission, and they know they can make a difference. This is why they are usually the most productive workers. They also take an enterprise view of their role in the organization, thinking about the whole company and how they fit into it. In customer-facing roles, engaged employees are more likely to treat customers in ways that positively influence customer satisfaction. Beyond these "soft" benefits of engagement, research by Gallup shows that companies with engaged workforces not only generate higher earnings per share, they seemed to bounce back from the recession at a faster rate.

#### **Engagement Disconnects**

The study also found some key differences in what employers think it takes to improve engagement, compared to the employee viewpoint:

- Workers say "feeling more valued by the company" is the No. 1 way their employer could improve their engagement, while companies named "rewarding workers for their accomplishments" as the least influential factor in engagement.
- While 87 percent of companies believe "gaining more trust in senior leadership to do what's best for the organization and its workers" is extremely/very influential over engagement, only 8 percent of workers said that would improve their level of engagement.

Considering the fact that the findings uncovered a direct link between higher engagement and higher retention — to the tune of 31 percent — narrowing the employer/employee perception gap should be a high priority for any employer looking to increase engagement.

# **Taking Steps to Promote a More Engaged Workforce**

An impactful way to drive employee engagement is to promote employee alignment with organizational mission and vision. Communication is critical in this endeavor. Employees yearn to be connected to their employer and to something broader and bigger than what may be found in their job description. The majority — 75 percent — of workers view their job as more than just a way to earn a living. An organization that not only has a clear mission but demonstrably follows through on that mission is more likely to have engaged employees who tend to adopt that mission as their own.

Despite clear evidence of the potential impact of a highly engaged workforce on company growth, profitability and customer loyalty, only 53 percent of employers regularly measure engagement levels. This is an important first step in moving the needle on engagement.

Ron Zarbock is the Spherion Staffing franchise owner of the Salt Lake City, Ogden and Orem offices.



# Bright, New Colors. Same Trusted Team!

We're Spherion®, Utah's resident staffing and recruiting experts. We've been serving the workforce needs along the Wasatch Front for over 23 years! Finding a unique candidate is not so daunting when you have a staffing partner who knows them personally. From accounting and office professionals, to all levels of management, including industrial, sales and technology, Spherion delivers a full range of skilled talent! In our business, it's all about who you know.

Gain a local hiring advantage-call Spherion!

Orem 801.221.0550

Salt Lake 801.261.8880 Ogden 801.825.1100

Professional 801.519.5093



www.spherion.com/utah

# **Opinion**

# Republican freshmen senators, Hillary on same level of accomplishment

Painful as it is to realize that both the Democrats and the Republicans will still be holding their primaries a year from now, that is one of the high prices we pay for democracy.

Seldom does the initial "front-runner"

in either party's primary end up being the actual candidate when election day rolls around. However, even if we cannot predict the outcomes of the primaries this far in advance, we can at least start trying to understand the candidates, the almost candidates and the people who are running just for the publicity.

One of the curious things this early in the process is that, while the Republicans' three freshmen senators — Marco Rubio, Ted Cruz and Rand Paul — have all had interviews on various television talk shows, veteran politician Hillary Clinton has been hiding out from real interviews by hard news reporters, as if she is afraid to be cross-examined.

This is by no means an irrational fear on Mrs. Clinton's part. There are all sorts of questions that she would find hard to answer. They range from questions about recent events like the emails from her days as secretary of state that she destroyed illegally, after Congress called for her to produce them, to the still unsolved mystery as to what she and Barack Obama were doing during the hours when four Americans, including our ambassador to

Libya, were under attack by terrorists in Benghazi.

Then there are the bald-faced lies, such as Mrs. Clinton's claim to have been shot at in a war zone, her claim that she and her husband were "poor" at the end of his terms as president, and her claim that charges of sexual misconduct against Bill Clinton in

the White House were fictions invented by a "vast right-wing conspiracy."

Supporters of Hillary Clinton tout her "experience" in high-level institutions of government — as first lady in the White House, as a senator and as secretary of state. But years of such "experience" raise the embarrassing question as to whether she ever actually accomplished anything in all those years, other than being physically present.

Among the many Republicans' announced and unannounced candidates, three of the most prominent are freshmen

senators with no tangible accomplishments to go with their rhetoric. Whatever their potential, which seems especially striking in the case of Sen. Marco Rubio, the White House is not the place for on-the-job training, in an age of international terrorism and nuclear bombs.

Barack Obama has already given us repeated demonstrations of what a mess a freshman senator with rhetoric can make in the White House.

While there are a number of Republican candidates who can point to substantial accomplishments as governors, the fact that most have strong track records as conservatives means that they may well split the conservative vote so many ways in the primaries as to let the nomination go by default to a mushy moderate — of the sort beloved by the Republican establishment, but not by enough voters to beat even a weak or troubled Democrat on election day.

Former Florida Gov. Jeb Bush is today's mushy moderate candidate who may well follow in the footsteps of a whole string of similar losers, from Mitt Romney and John McCain in recent elections, all the way back to Thomas E. Dewey, who managed to lose even in an election where three different Democrats were on the ballot, fragmenting

that party's vote.

While the Republicans have several governors who would make good presidents, of whom Scott Walker and Bobby Jindal are the most prominent, that is very different from saying that these governors would make successful presidential candidates. How they handle themselves in the primaries can reveal that.

Bush has lots of political savvy on his side — his own savvy and that of others — and a ton of money behind him. So he could end up being the last man standing after the many Republican conservatives knock each other off.

What could prevent that would be if each of the successive conservative Republican candidates who fall behind were to throw their support to whoever becomes the conservative candidate with the best chance of rescuing us all from another Clinton versus Bush election.

But we should never bet heavily on rationality prevailing in politics.

Thomas Sowell is a senior fellow at the Hoover Institution, Stanford University. His website is www.tsowell.com.

COPYRIGHT 2015 CREATORS.COM

# With all the emphasis on Middle East, what happened to 'pivot to Asia'?

The Obama administration's foreign policy energies are fully engaged in the Middle East — negotiating the Iran deal, sending special forces into Iraq, support-

ing Saudi air strikes in Yemen, working with the Syrian rebels. Whatever happened to the "pivot to Asia"?

Remember, the basic argument behind the pivot was that the United States was over-invested in the Middle East, a crisis-prone region of dwindling importance to the American national interest. Asia, on the other hand, is

the future. Of the world's four largest economies, three are in Asia, if measured by purchasing-power parity. As Singapore's late leader Lee Kuan Yew often told me, "America will remain the world's dominant power in the 21st century only if it is the dominant Pacific power."

And yet, the United States is once more up to its neck in the Middle Eastern morass. Pres. Obama and Secretary of State John Kerry spend little time in Asia. Few new initiatives have been announced. Despite the deal on fast-track authority, the Trans-Pacific Partnership, a trade agreement that was at the heart of the pivot, faces congressional opposition, mostly from the president's own party. The administration lobbied hard to get its closest allies to spurn China's new Asian Infrastructure Investment Bank, only to be rebuffed by everyone — even Great Britain.

The future stability of the world will not rest on whether the Houthis win or lose in Yemen. (Yemen has been in a state of almost constant conflict since 1962.) It will be shaped by how the world's established superpower handles the new rising one, China. As Harvard's Graham Allison has

noted, of the 15 cases since 1500 where this transition has taken place, 11 times the result was a war.

Most of the attention of the pivot has been focused on deterring China. This is a necessary and important component of maintaining peace and stability. That's why the United States has wisely and properly enhanced its

security cooperation with Japan, Australia, the Philippines and other countries.

But an excellent new academic volume, *The Next Great War?: The Roots of World War I and the Risk of U.S.-China Conflict*, co-edited by Richard Rosecrance and Steven Miller, highlights that, in addition to deterrence, the United States also needs to work hard at cooperation — at integrating China into the global system.

On this front, Washington gets poor marks so far. China is now the world's second-largest economy — actually the largest measured by purchasing-power parity. And yet, its voting share in the IMF is equivalent to that of the Netherlands and Belgium combined. The U.S. Congress — mostly because of Republican opposition — refuses to pass legislation that would change this, even though it will not reduce America's voting share in the IMF.

The Obama administration's opposition to the Asian infrastructure bank was, quite simply, dumb. The bank is one more way

to fund infrastructure projects in Asia — where the need for more money for such projects is immense. If China can't set up a regional bank to fund bridges, what influence is it legitimately allowed to have? Of course, having chosen to oppose the bank, the administration then ended up with the worst of all worlds — being defeated in its ill-chosen fight.

China has a strategy for now: economic development within the international system and a steadily enlarging sphere of influence in the region. In an interview recently with the *Financial Times*' Lionel Barber,

Chinese Premier Li Keqiang sounded remarkably conciliatory and cooperative. And yet, his government is reclaiming land and building an airstrip on the disputed Spratly Islands, creating what the Pentagon has called "facts on the water," according to the *New York Times*.

Washington has a strong hand. It remains the dominant rule-setting power in a way that really has never existed in history. It is militarily in a league of its

see ZAKARIA page 14



# **Small Business in Utah**

# New law protects employees based on sexual orientation and freedom of expression

In enacting SB296, the Utah State Legislature significantly changed Utah employment and housing law by prohibiting discrimination on the basis of sexual

orientation or sexual identity. The new law also prohibits employers from retaliating against employees who appropriately express their opinion concerning such matters or on any other topic, whether or not based on their religious belief.

The bill's key employment provisions include the following:

- Employers with 15 or more employees are barred from discriminating against employees or applicants on the basis of sexual orientation or gender identity.
- Employers subject to the law may adopt "reasonable dress and grooming standards ... provided that the employer's dress and grooming standards afford reasonable accommodations based on gender identity to all employees."
- Employers subject to the law may adopt "reasonable rules

and policies that designate sexspecific facilities, including restrooms, shower facilities, and dressing facilities, provided that the employer's rules and policies

adopted under this section afford reasonable accommodations based on gender identity to all employees."

 Employees are given the right to "express the employee's religious or moral beliefs and commitments in the workplace in a reasonable,

non-disruptive, and non-harassing way on equal terms with similar types of expression of beliefs or commitments allowed by the employer in the workplace, unless the expression is in direct conflict with the essential business-related interests of the employer."

• Employers subject to the law are barred from discriminating against employees or applicants for "lawful expression or expressive activity outside of the workplace regarding the person's religious, political, or personal convictions ... unless the expression or expressive activity is in

direct conflict with the essential business-related interests of the employer."

• Religious organizations and the Boy Scouts of America are excluded from this new law.

The procedure for alleging a violation of these new protections is the same as that provided under Utah's existing non-discrimination laws. Any person who claims he was wronged under this law must file a "charge of discrimination" with the Antidiscrimination and Labor Division (UALD) of the Utah Labor Commission within 180 days of the allegedly wrongful act. The UALD will then investigate the charge, a process that can take upwards of a year, depending on the UALD's resources and current workload. At the conclusion of the investigation, the UALD will issue its "Determination and Order" whether the employer violated the law and, if so, what relief should be given to the claimant. The losing party may then challenge the decision by requesting a hearing before an administrative law judge. The ALJ's decision after a full hearing may then be appealed to the Labor Commission

Appeals.

The new law allows employers to impose dress and grooming standards that require employees to wear clothing (a) appropriate for the work being performed and, (b) depending on the nature of the work, appropriate to the employee's gender. Depending on the circumstances, a "reasonable accommodation" for gender identity is likely to mean that employers must allow employees to comply with the dress and grooming standard consistent with their gender identity. In other words, an employee who is physiologically male, but whose gender identity is female, will in all likelihood have the right to dress and groom herself as a woman.

Similarly, the law authorizes an employer to provide separate restroom, dressing and shower facilities for men and women. However, the employer must also accommodate employees' gender identity, which probably means that the employer must allow employees to use the facility consistent with their gender identity if the facility allows for a reasonable degree

itself and then to the Utah Court of of privacy or can be modified to afford privacy without significant cost to the business.

The provision allowing employees to exercise "free speech" regarding moral and religious beliefs could prove to be the most controversial. This provision requires employers to accommodate employees who express their opinion, whether it be on abortion, school prayer or anything else, "on equal terms with similar types of expression of beliefs or commitments allowed by the employer in the workplace," so long as the opinion is stated "in a reasonable, non-disruptive and nonharassing way." Thus, employers must accommodate the employee who puts a Bible on his desk and tells co-workers that she opposes capital punishment, even if the coworkers and the employer strongly support capital punishment, so long as the employee with the Bible does not harass or torment other employees. The law does not protect expressions "in direct conflict with the essential businessrelated interests of the employer,"

see HAGEN pg. 14



**GETTING READY TO GO TO MARKET?** At Ray Quinney & Nebeker, we understand that you have invested time and energy in growing and developing your business and personal assets. You need the best legal partner to help ensure that your entire asset portfolio works the way you want it to—during your lifetime, and beyond. The attorneys at Ray Quinney & Nebeker have the experience and expertise to protect you and the people you love, now and in the future.

WHERE EXCELLENCE IS TRADITION



www.RQN.com

36 SOUTH STATE STREET, SUITE 1400 SALT LAKE CITY, UTAH 84111 801 532-1500 86 NORTH UNIVERSITY AVENUE, SUITE 430 PROVO, UTAH 84601 801 342-2400

#### CALENDAR

from page 10

#### May 20-21

Fourth Annual Governor's Energy Development Summit, presented by the Governor's Office of Economic Development (GOED) and Utah Media Group. Activities May 20, 2-5:30 p.m., include an opening reception, tradeshow, and a panel on international energy issues and opportunities. Activities May 21, 8 a.m.-6 p.m., include a national energy policy panel, moderated by Jack Gerard of the American Petroleum Institute; remarks from Gov. Gary Herbert; breakout sessions; and a keynote address by Jonathan Weisgall of Berkshire Hathaway. Location is the Salt Palace Convention Center, 100 S. West Temple, Salt Lake City. Cost is \$75. Details are at www. governorsenergysummit.com.

#### May 20, 8:30-9:30 a.m.

"Who Wants What You've Got?", a "10 Tips" seminar presented by World Trade Center Utah. Event will feature information about researching overseas markets to determine demand for a product or service. Location is World Trade Center Utah, 60 E. South Temple, Salt Lake City. Free. Registration and details are at wtcutah.com.

#### ZAKARIA

from page 12

own. It has more than 50 treaty allies. China has North Korea. But some of this can cause its own problems. Rosecrance points out that allies can be both a blessing and a complication. It was the many smaller allies that did foolish things that dragged the major powers into World War I. The declining Habsburg Empire's recklessness might well be the single most important cause of that war. Could a Japan that is slowly sliding downward (and has a dysfunctional, hostile relationship with China) play a similar role in the future? Rosecrance simply cautions that the U.S. keep in mind that its interests are never identical with those of its allies.

The Obama administration needs to start believing in its own grand strategy. Let the Iraqis and Saudis feud, let Yemen continue in its five-decade-long civil war, let Iran waste resources in Syria. Washington should focus its energies, attention and efforts on Asia.

Fareed Zakaria's email address is comments@fareedzakaria.com.

(c) 2015, Washington Post Writers Group

#### May 20, 3:30-5 p.m.

"Afternoon Jump Start: Intro to Entrepreneurship," a Salt Lake Chamber event. Presenter is Deb Bilbao, business consultant at the chamber's Women's Business Center (WBC). Location is the Salt Lake Chamber, 175 E. 400 S., Suite 600, Salt Lake City. Free. Details are at slchamber.com.

#### May 21, 8 a.m.-noon

"Interviewing Techniques and Onboarding Practices," an Employers Council (EC) event. Location is Hampton Inn & Suites, 851 W. 1250 S., Orem. Also being presented at 8 a.m.noon May 7 at Comfort Suites Hotel, 2250 S. 1200 W., Ogden; May 14 at Bridgerland Applied Technology College, 1301 N. 600 W., Logan; and May 19 at the Employers Council, 175 W. 200 S., No. 2005, Salt Lake City. Cost is \$165 for EC members, \$235 for nonmembers. Details are at www. ecutah.org.

#### May 21, 5-7 p.m.

Business After Hours, a Salt Lake Chamber event. Location is Tracy Aviary, 589 E. 1300 S., Salt Lake City. Details are at slchamber.com.

#### May 21, 6:30-8 p.m.

Business Boot Camp, presented by Cottonwood Heights. Theme is "Tactical Operations:

Attorney Jaelynn Jenkins will discuss how to determine if a business is a sole proprietorship, an LLC, or other entity. City officials will address state and city licensing requirements, including zoning questions. Location is Cottonwood Heights City Hall, 1265 E. Fort Union Blvd., Cottonwood Heights. Free

Entity/Licensing."

#### May 26, 11:15 a.m.-1:15 p.m.

ch.utah.gov.

to anyone interested in starting or

strengthening a business. RSVPs

can be completed at pkinder@

Women in Business Luncheon, an Ogden Weber Chamber of Commerce event. Location is Hub 801 Event Center, 3525 Riverdale Road, Ogden. Details are at www.ogdenweberchamber.com.

#### May 27, 3-5 p.m.

"Spreadsheet Without the Fear: Easy & Powerful Microsoft Excel," a Salt Lake Chamber event. Location is the Salt Lake Chamber, 175 E. 400 S., Suite 600, Salt Lake City. Details are at slchamber.com.

#### May 28, 8 a.m.-2 p.m.

37th Annual Utah Taxes Now Conference, a Utah Taxpayers Association event featuring speaker from Utah's congressional delegation, the state Senate

and House of Representatives, and the Governor's Office, plus policy experts. Topics will include stimulating business investments in Utah, fixing Utah's Medicaid coverage gap, paying for statewide transportation, making property taxes fair and equitable, and funding charter and traditional schools alike. Location is Grand America Hotel, 555 S. Main St., Salt Lake City. Cost is \$100 for association members, \$125 for nonmembers. Registration can be completed by contacting Heidi at (801) 972-8814 or heidi@utahtaxpayers.org.

#### May 28, 5:30 p.m.

Solar Power Workshop, including the launch of the Susie Hulet Community Solar Program, one of the first-ever universityled solar purchasing programs. Attendees can learn about the program, meet solar energy installers and obtain information about solar energy. Location is Weber State University, Dumke Hall of the Hurst Center for Lifelong Learning, 3848 Harrison Blvd., Ogden. Details are at weberstatesolar.org.

#### May 28, 6:30-8 p.m.

Business Boot Camp, presented by Cottonwood Heights. Theme is "Boots on the Ground: Marketing/Social Media 101." Speaker Asenath Horton, founder of The City Launch, will explain

# **HAGEN**

from page 13

but this exception is likely to be narrowly construed to employers that, as a core business function, advocate for a particular point of view that is contrary to the view expressed by the employee.

different ways to market a busi-

ness. Location is Cottonwood

Heights City Hall, 1265 E.

Fort Union Blvd., Cottonwood

Heights. Free to anyone inter-

ested in starting or strengthening

a business. RSVPs can be com-

odation and the ADA: Clear

Guidance in an Unclear

World," an Employers Council

(EC) event. Location is the

Employers Council, 175 W. 200

S., Suite 2005, Salt Lake City.

Cost is \$95 for EC members,

\$130 for nonmembers. Details

are at www.ecutah.org/.

Accomm-

pleted at pkinder@ch.utah.gov.

June 4, 8-10 a.m.

"Reasonable

Finally, the bill also protects employees and job applicants from discrimination based on what they say outside the office, so long as their statements and expressions are "lawful," and subject to the same exception for expressions "in direct conflict with the essential businessrelated interests of the employer." This new and significant exception to the general presumption of at-will employment will presumably prevent employers from terminating or not hiring a person who expresses an opinion outside the workplace that conflicts with the employer's own opinions or company policies. For example, this would presumably prevent an employer from disciplining an employee who publicly opposes or supports — the expansion of firearm rights, regardless of the manner in which the opinion is expressed, as long as the expression is "lawful." The exception for opinions in "direct conflict with ... essential business-related interests" is again likely to be narrowly construed.

This new law significantly changes Utah employment law by adding new protection for sexual orientation, gender identity and expressive activity. Employers must now consider these new protections when making employment decisions, especially those decisions that involve gay and lesbian employees, transgender employees and employees who have openly expressed their views, whether in or out of the workplace.

Scott A. Hagen is a shareholder at Ray Quinney & Nebeker and serves as chair of the Firm's Labor and Employment Section.

#### **BRIEFS**

from page 7

tations through service and education. More than 40 Kid to Kid and Uptown Cheapskate stores across the nation held a charity "Fill-A-Bag" sale on April 25, with 100 percent of the proceeds to be used to build three schools with buildOn in Mali, Senegal and Burkina Faso. The company's goal was to raise \$100,000. Since 1991, buildOn has constructed 700 schools worldwide.

#### **REAL ESTATE**

• Green River Capital LLC, Salt Lake City, has hired Katie Brewer as chief operating officer, responsible for managing all of GRC's day-to-day operations. Brewer has more than a decade of experience in the default servicing industry. Most recently, she was vice president of collateralbased solutions at Ocwen Loan Servicing, where she led a team of more than 350 associates across multiple sites in the U.S. and India. Brewer began her career at GMAC ResCap, where she held various positions, starting as a loss mitigation specialist and eventually becoming vice president of liquidations.

located at 441 W. 12300 S., No. 200, Draper, said that sales have risen because of "the economy and coming out of the recession." He founded his shop in 1997 and has 20 employees. He said he probably added about two additional employees in the last year. As far as expansion goes, Gibbons said he's been remodeling the store, has opened another store in South Jordan 1 1/2 years

Gibbons noticed that clients have started to buy more nylon carpet this past year, which is more expensive and lasts longer as opposed to carpet made of polyester. In this case, cost does equal quality, according to

ago under the name Cost U Less

Carpets. He has another location

in Draper as well.

The retail manager of Carpet Giant, Paul Van Dyke, said that business strengthened in 2014. He also attributed this to "just a better economic conditions" and "population growth in the state" for his store located at 6273 S. Highland Drive, Salt Lake City.

The store opened in 1970 and has 75 to 100 employees. This number doesn't include the subcontractors that work for the business. The number of employees has gone up in the past year and Van Dyke said they are "always looking" for ways to expand. When speaking about carpet, he said, "As far as the home goes, it's a fashion product as well as an utilitarian product. It's one of the few products you can actually put in the home and increase its

Matt Taylor, owner of Taylor Carpets, located at 455 S. 900 W., Provo, reported that business had gone up and stated, like many others, that it was due to an improving economy. The family-run business has been around since 1956, although another branch of the family business, a furniture store, was founded in 1866.

said.

So it seems that carpet retailers are no exception to businesses benefiting from Utah's healthy economy. As Van Dyke said, "Carpet makes a house a home and offers a great return on invest-

from page 1

CARPET

Currently there are five employees and this number has gone up since 2013. Taylor said the company is "always trying to grow." Taylor finds the store display to be "somewhat unique." "Most carpet companies just have samples where people look at them. We have a lot of rolls." he

nesses can save money and improve the bottom line. Especially in a small business, when employees and owners are often wearing many hats, it can be hard to keep up on everything that needs to happen while also improving efficiency.

Here's one more idea you might want to consider: Are there financial tasks you can take online?

It can be difficult to relinquish control when you're a small-business owner - small mistakes can have big costs and the success of your business means everything to you. However, you may want to consider the ways you could improve efficiency by unloading a few tasks, or even one, to an online system that is safe, secure and easy to use.

A recent study of more than 800 small-business owners showed that 66 percent of respondents said they were likely to switch banks for a superior mobile offering for business accounts. While many small-business owners struggle to know where to give up control, numbers show that you've probably at least thought about online and mobile solutions for your business.

Below are some ideas for types

of tasks you may be able to take online that could have a big impact on your time. If your banker hasn't offered these tools, make sure you ask, because you might be missing out on some time-savers.

Online business banking. One of the most basic things you can do is

sign up for online banking and get help from your financial institution in creating an online account. Having real-time access to your transactions and other account services online can save you time and energy - instead of waiting for all your papers, receipts and documents to come in so you can reconcile, you can keep track using the Internet from any location at any hour, day or night. Most likely, your financial institution will also allow you to do things like transfer funds, send ACH pay to employees and send money by wire transfer. Since more than half of small-business owners work more than 40 hours per week, you're probably working when your bank is closed. With online banking you can get more done,

**OLLAR-WISE BEST VALUE:** The most cost

efficient, dependable and longest-lasting

construction system available.

when it works for you.

You might also consider finding out if you can grant customized account access to authorized staff, to make sure you have checks and balances within your organi-

Non-analyzed ACH and wires. Non-analyzed ACH or wires provides small-business customers who send minimal wires or process few ACHs the ability to send wires and initiate ACH items using online business banking. Once you learn how to use this service that is likely offered in your online banking, you can save time and money by paying your employees from home.

Bill pay service. Do you use a bill pay service for your personal bills? This simple service may be available for your business banking, allowing you to make payments via the internet to any checking account without writing a check. You can schedule payments you know you will have due, and have payees ready for other payments that are more variable. Then, when you need to track incoming invoices or bills, you can login and look at your payment history. If you have an online login for your business banking account, you can likely set it up directly from there.

Fraud protection for business. Some financial institutions offer fraud protections unique to business customers, since different types of or volume of transactions may require unique protections. Ask your financial institution if they offer a service that ensures that they checks they write are cashed by the correct parties or if they offer downloadable software that will help protect their computer from hackers that try to steal online banking information. These are a couple of the services I usually offer to business customers, and your financial institution might also.

**Remote deposit.** One way you might be able to save time is with remote deposit of checks. Look for a service at your financial institution that allows you to remotely capture checks with your mobile device. You may be charged a fee, so weigh the cost of the fee with the cost of your time and travel to deposit in a bank. You may find that the cost savings in your time is worth the cost of the associated fees. You might also consider a remote deposit product that allows you to scan checks with a small scanning device and make deposits from any location. It is likely that you can save some time and expense with some type of remote deposit service so make sure you talk to your banker about the options that could be avail-

Accept online payments. One easy way to save time for small businesses, nonprofits and other organizations is to accept online payments or donations directly from a customer's bank account or with bank cards. This is ideal for organizations that do have access to or the need for an online shopping cart but want to provide the convenience of online payments or donations for their customers. This may benefit business owners and managers by improving your cash flow because of timely deposits. While you might not need a whole suite of online payment systems, even having a way to accept a smaller number of payments could save time.

While setting your business up to use online tools might take a small investment of time at first — to find out what your financial institution offers and learn to use the tools that will be valuable for you - you'll likely save more time in the end. If you're looking for a way to improve efficiencies in your organization, consider how you can take a few time-intensive financial tasks online.

Richard Gray is senior vice president of SBA lending at Bank of American Fork and has assisted local small businesses in obtaining SBA funding for more than 25 years.

Endura Marketing & Sales International, LTD.

914 South State Street, Orem, UT 84097

PH 801-224-3002 FAX 801-224-3150

www.endurablock.com

Jay Stonehocker

PH 801-787-5087 jstanehocker@endurablack.com

615 South 1870 West, Orem, UT 84058



foreign countries!

**CCEPTED WORLD-WIDE:** Building sites are

located across the United States and in

# Real Estate Section



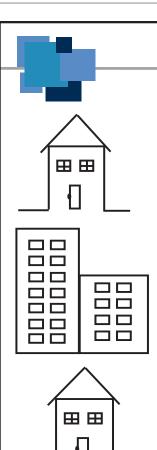


# Why share?

Get you own copy of Utah's premier business news source.

Call 801-533-0556 or go online to www.slenterprise.com





# We provide property searches!

#### About us:

- · Licensed and insured.
- Over 18 years experience in the Title Industry.
- Accepted by most underwriters.
- We provide personal property geneology.
- · We back-up or willingly assist you.
- We are dedicated to provide personalized and focused service for you and your company.



PropertyInfo. Services, Ilc

Joel V. Baumgart President, CEO

801-518-3618 joelbaumgart@comcast.net

The Enterprise - Real Estate Section • April 27-May 3, 2015 • 17





# Great Location Downtown!!

# Terrace Falls Condo 171 E. 3rd Ave, Salt Lake City *Priced to Sell!! \$399,000*

One of the larger units. 2080 Sq.Ft. on the 3rd floor 2 Master Suites

Open floor plan. Both bedrooms have full bath, one has jetted tub and seperate shower Call for more details

Terrace Falls condo! Walk to downtown Salt Lake and all it has to offer! Secured underground parking. rooftop patio. Exceptional amenities: workout center, pool/sauna, billiards, large social area with new service kitchen and workshop. \$1.2 million renovarion of common area. All the luxury without the City Creek price tag.

Call Agents for appointment



512 E. 4500 So. Ste. 250 Murray, Ut 84107 Time Real Estate and Development 801-563-8280 Daniel Griffee 801-259-1366 Rhonda Bachman 801-641-0826



## Absolutely the best deal in town!

Private office available 8 blocks from downtown city center. Locate your business in the Northgate Business Park complex. Currently home to over 80 different companies.

#### Amenities Include:

- Free Parking
- Conference Rooms
- 24 hour electronic key card access
- 8 blocks from city center
- 2 blocks from a main I-15 on/off ramp
- 24 hour camera security
- Thriving business community
- · Public transportation in front of property



#### Office Condo in Heart of Holladay 2160 E. 4500 S. #4



#### For Lease: \$13/Full Ser. For Sale:\$199,900



GEORGE RICHARDS, CCIM 801-631-9963

#### Commercial Land For Sale 919 W. Baxter Dr (10600 S)





Up To 10,800 Sqft

# 801-278-4414

**COMMERCIAL DIVISION** 1414 E. Murray Holladay Road

#### Office Condo For Sale/Lease 5292 S. College Dr #101 (500 W)



-6287 SF- Main floor office

-High end tenant finish

-14 + private office

-2 large work areas

-Underground parking

For Sale: \$1,199,000/Lease Rate: \$13.50 NNN GEORGE RICHARDS, CCIM 801-631-9963

#### Rare Multi Family Land For Sale 1000 W. Summit Ridge Pkwy-Santaquin

For Sale: \$6,500,000



Summit Ridge Is A Master Planned Community With Single & Multi Family Residential & Commercial 20m Minutes South Of Provo, Right off Exit 2421 60.01 Acres

#### **Stacey Farrer 801-815-2969**

#### **Commercial Building-Vehicle Related** 520 West 1700 South-Clearfield



**Kaye Lecheminant** 801-580-0363

For Sale: \$750,000 Approx. 3,809 Sqft Spacious Shop & Warehouse With Overhead Doors

Current Use: Auto Repair/ Tow

Great Location- Frontage On Antelope Dr. Plenty Of Parking

#### **Luxury Office Suite-Realtor Building** 230 W. Town Ridge Pwky (9670 S)

#### For Lease \$14/NNN

#### 3rd Floor

•3,024 USF-3,478 RSF •13 Offices, Conf. Rm/Reception



4th Floor •4,918 USF-5,656 RSF

•4 Offices, Reception, Lrg Open



GEORGE RICHARDS, CCIM 801-631-9963

#### Dental Office Condo-5295 S. College Dr #203



#### For Lease-\$13.50/NNN

•2,171 Sqft

• 2nd Floor Office

•1 Private Office

•5-6 Operation Rooms With Lab

•Waiting Room & Reception

#### GEORGE RICHARDS, CCIM 801-631-9963

#### 3.04 Acres -\$1,200,000

106 W. Fireclay Ave. (4295 So.) -3 Buildings -Approx. 27,000 SF

Bijan Fakhrieh 801-918-9000





#### \$450,000

.73 Acres, Building Design Available-

GEORGE RICHARDS, CCIM 801-631-9963

#### Downtown Salt Lake Office Space 170 S. Main Street #500-US Bank Building







#### **Available For Sub-Lease** \$25/SqFt Full Service

Approx. 8,130 Square Feet 5 Executive Offices & 8 Private Offices Reception With Hardwood Floors Break Room Fully Wired Conference Room With

**Blackout Privacy** Great Location In Heart Of Downtown Parking Available At Additional Cost

WHITNEY FAUTIN 801-604-3024

### OFFICE BUILDING FOR SALE-GREAT LOCATION





## 1366 E. Murray Holladay Rd

For Sale: \$1,400,000

Rare Free Standing Office Building • Approx. 8,930 SqFt • 0.69 Acres

• Currently Used As Law/CPA Office

GEORGE RICHARDS, CCIM 801-631-9963



#### **High End Office Space For Lease** 6740 South 1300 East-Salt Lake City



#### \$21.50 Month/Full Service

Main Floor-3,157 Sqft 8 Offices (7 of them with

windows)

- 2 windowed conference rooms
- Break room & file room High end finishes
- throughout Includes janitorial services

#### Kym McClelland 801-573-2828

Vine Street Office Park-For Lease 682 E. Vine St. #7



\$16-Full Service 1,920 Sqft 7 Lrg Offices, Conf Rm, Break Rm & Reception Are Top Quality Finishes

GEORGE RICHARDS, CCIM 801-631-9963

#### **Luxury Office Suite-Realtor Building** 2nd Floor Space 230 W. Town Ridge Pwky (9670 S)

#### For Lease-\$14/NNN

- •7,552 RSF/6,567 USF •14 Offices
- •2 Conference Rooms Reception •Break Room

#### GEORGE RICHARDS, CCIM 801-631-9963

#### **Centrally Located Office Space-For Lease** 740 E. 3900 S.



\$12.50/Full Service\* MAIN FLOOR SPACE 1,350 -3,400 Sq. Ft 4 Offices, Reception Area & Waiting Room Newer Paint & Carpet **Updated Baths** \*Excludes Interior Janitorial

TERRY CONONELOS

801-205-7019





If it's your business to be on a golf course, then make it your business to check this out.

NEW FOR 2015

The Salt Lake City VIP Corporate Golf Pass provides unlimited access to eight fantastic Salt Lake City golf courses. No day or time restrictions. No hassles. Cart rental and range balls included! We're making it easy for you to bring clients, vendors and employees to the golf course.

Golf is a great way to build relationships, discuss business, reward hard work and to just unwind after a busy day. No need to hunt down every golf business-related receipt because we've got it all included in one annual price. Two price options to meet your business golf needs:

Two passes: \$4,995Four passes: \$9,599

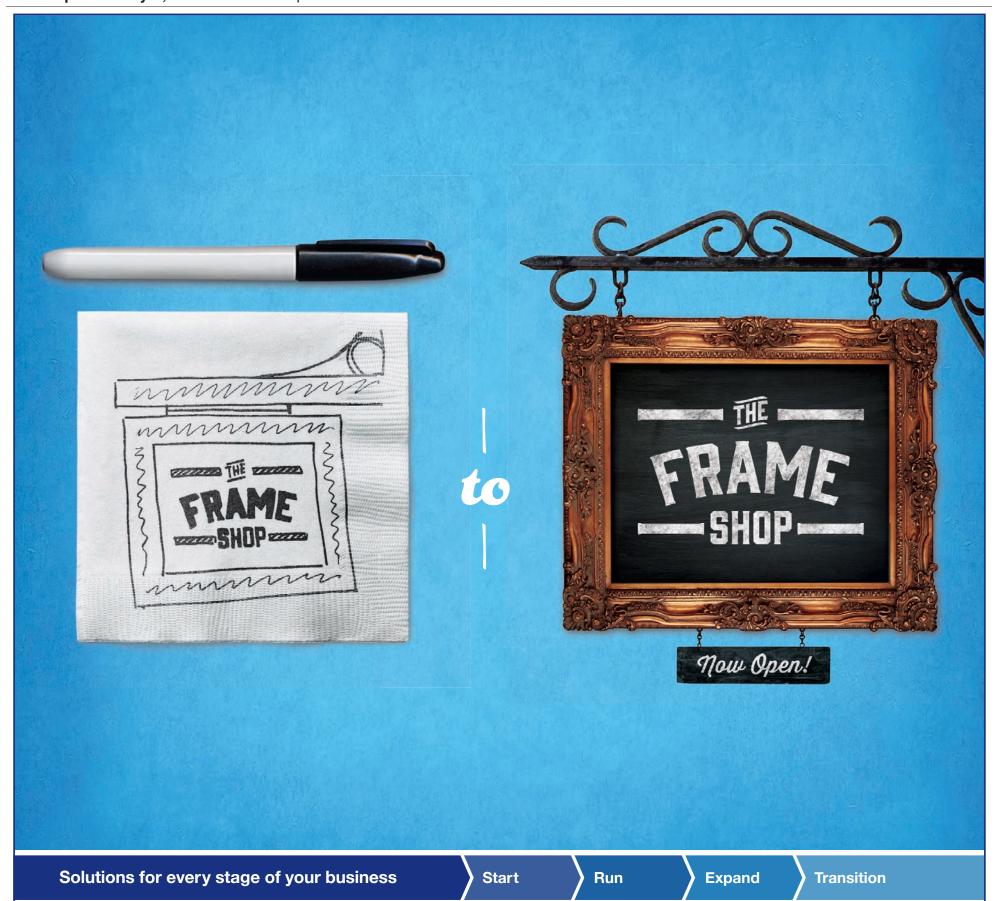
Card sales begin February 1, 2015 at any Salt Lake City golf course.

Visit slc-golf.com for more information.





Bonneville & Forest Dale & Glendale & Nibley Park Mountain Dell Canyon & Lake & Rose Park & Wingpointe



# Our business is helping to grow your business.

With tailored solutions ranging from award-winning checking options to lending and payment solutions, our dedicated Business Bankers may provide you with the tools to help make your business dreams a reality. Call your local U.S. Bank Business Banker today, and let's talk.



Joe Eyre **Business Banking** 801.386.0047

usbank.com/business







