

March 2020

# Advantage

ROCHESTER AREA CHAMBER OF COMMERCE

APPLICATIONS NOW OPEN

## LEADERSHIP GREATER ROCHESTER



[WWW.ROCHESTERMNCAMBER.COM/LGR-APPLICATIONS/](http://WWW.ROCHESTERMNCAMBER.COM/LGR-APPLICATIONS/)

# 2019-2020 Chamber Board OFFICERS

**Chair of the Board** **Aaron Benike**  
*Benike Construction*

**Treasurer** **James Kelly**  
*Construction Partnership*

**Secretary** **Emily Benner**  
*Preventice*

**Chamber President** **Kathleen Harrington**

# MEMBERS

**Laurie Ackerman** *Opportunity Services*

**Chad Behnken** *Hamilton Real Estate*

**Christy Blade** *Post Bulletin, LLC*

**Jonathan Buck** *Five West Kitchen + Bar*

**Dr. Lori Carrell** *University of Minnesota Rochester*

**Steve Dunn** *Taco JED*

**John Eckerman** *RSP Architects*

**Scott Eggert** *Broadway Plaza*

**Jessica Eidem** *IBM Corporation*

**Cathy Fraser** *Mayo Clinic*

**Greg Griffiths** *Dunlap & Seeger, P.A.*

**Lizzy Haywood\*** *People's Food Cooperative*

**Kevin Higgins** *Olmsted Medical Center*

**Marge Kelley** *Express Employment Professionals*

**Samuel Kwainoe** *Farmers Insurance*

**Sarah Miller** *White Space*

**Matt Morehead** *Carlson Capital Management*

**Michael Muñoz** *Rochester Public Schools*

**Dan Nistler** *Merchants Bank*

**Ryan Nolander** *Rochester Area Economic Development, Inc.*

**Nate Nordstrom** *Brandhoot*

**Jack Priggen** *Cardinal of Minnesota*

**Joselyn Raymundo** *Rochester Home Infusion*

**John Reed\*** *Rochester Airport Co.*

**Therese White** *Think Bank*

\*Denotes at large members of the Executive Committee

## MISSION

The Chamber promotes business success which supports a thriving community.

## VISION

Rochester-area businesses are empowered to succeed in a diverse and collaborative climate.

## VALUES

As a service organization, the Chamber is committed to conducting our work in accordance with the following values:

**Collaboration | Diversity | Innovation  
Integrity | Proactivity**



**Kathleen  
Harrington**

**PRESIDENT**  
507-288-1122



**Sam  
Gill**

**DIRECTOR  
OF PROGRAMS**  
507-424-5687



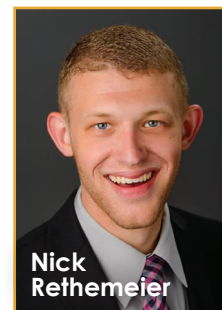
**Kyle  
Hoffman**

**MEMBER SERVICES  
ASSISTANT**



**Cheryl  
Krage**

**DIRECTOR  
OF OPERATIONS**  
507-424-5699



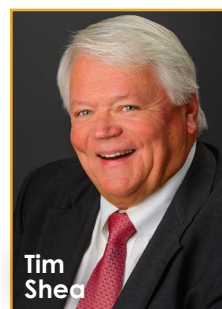
**Nick  
Rethemeier**

**MEMBER SERVICES  
COORDINATOR**  
507-424-5670



**Mike  
Schnell**

**GOVERNMENT  
AFFAIRS MANAGER**  
507-424-5666



**Tim  
Shea**

**DIRECTOR OF SALES  
AND DEVELOPMENT**  
507-424-5663

**Apply for Leadership Greater Rochester**  
[www.rochestermnchamber.com/  
lgr-applications/](http://www.rochestermnchamber.com/lgr-applications/)



# Calendar of Events

To see the full 2020 calendar of events, please visit:  
<http://bit.ly/RACCEvents2020>

## March 6 AM Espresso

**Location** Ability Building Community  
 1911 14th St. NW Rochester, MN 55901  
**Time** 7:30 am - 9:00 am  
**Sponsor** Ability Building Community

## March 26 Hospitality 1st! & April 23

**Location** Rochester Area Chamber of Commerce  
 220 S Broadway Rochester, STE 100 MN 55904  
**Time** 9:45 am - 11:00 am

## March 10 EquityLogic for Growing & April 14 Businesses Series 2.0

**Location** RCTC Heintz Center | Room HC210  
**Time** 7:30 am - 10:00 am  
**Sponsor** Diversity Council, Workforce Development Inc.  
 RCTC, DEED, and Rochester Area Chamber

## March 27 AM Espresso

**Location** Pescara  
 150 S Broadway, Rochester, MN 55901  
**Time** 7:30 am - 9:00 am  
**Sponsor** Pescara

## March 19 Business After Hours

**Location** Haley Comfort Systems  
 4320 Hwy 52 NW Frontage Rd,  
 Rochester, MN 55901  
**Time** 5:00 pm - 7:00 pm  
**Sponsor** Haley Comfort Systems

## April 3 Annual Member Celebration

**Location** Hilton Rochester Mayo Clinic Area  
 10 E Center St, Rochester, MN 55904  
**Time** 6:00 pm - 11:30 pm  
**Sponsor** Wells Fargo, Mayo Clinic

## March 19 WE Forum - Investing in Your Business - When to Spend Money in the Early Stages

**Location** Saint Mary's University Rochester Campus  
 2900 19th St NW Rochester, MN 55901  
**Time** 7:30 am - 9:00 am  
**Sponsor** The Kabara Institute Saint Mary's University  
 Rochester, RAEDI, Rochester Area  
 Chamber of Commerce

## April 10 Transportation Forum

**Location** Rochester Area Chamber of Commerce  
 Jaguar Communications Conference Center  
 220 S Broadway, STE 100 Rochester, MN 55904  
**Time** 7:00 am - 8:30 am

## March 20 Eggs & Issues

**Location** Rochester Golf and Country Club  
 3100 Country Club Rd SW, Rochester, MN 55902  
**Time** 7:30 am - 9:00 am  
**Sponsor** Charter Communications, Mayo Clinic,  
 Southern Minnesota Municipal Power Agency

## April 16 WE Forum - Should You Consider Franchising? Value in Name Recognition

**Location** Saint Mary's University Rochester Campus  
 2900 19th St NW Rochester, MN 55901  
**Time** 7:30 am - 9:00 am  
**Sponsor** The Kabara Institute Saint Mary's University  
 Rochester, RAEDI, Rochester Area  
 Chamber of Commerce

## March 20 Women's Round Table

**Location** Rochester Area Chamber of Commerce  
 Jaguar Communications Conference Center  
 220 S Broadway, STE 100 Rochester, MN 55904  
**Time** 7:30 am - 9:00 am

## April 16 Business After Hours

**Location** Virgil's  
 1648 3rd Ave SE Rochester, MN 55904  
**Time** 5:00 pm - 7:00 pm  
**Sponsor** Virgils, LLC

# Shop Local First

## =

# A Stronger Community

### BUILDING CUSTOMER LOYALTY: RETENTION VERSUS AQUISITION.

Chamber members often ask what is the “right” amount to budget for marketing? This is a complex question with many variables. Two things are always true when it comes to marketing – budgets are always tight and, for most small businesses, acquiring new customers is more expensive than retaining existing ones. So while so much effort and often dollars are focused on acquiring new customers, small businesses owners could be advised to prioritize customer loyalty as a central part of their overall business plan. Actively maintaining customer relationships and improving customer experience, rather than focusing solely on acquiring new customers, is both doable and inexpensive.

However, it does require leadership, a strong company culture, and laser focus on the customer. Next are just a few tips offered by some Chamber members during a Shop Local Class on customer experience and some of the many articles on customer retention:

- Underpromise and Overdeliver – deliver service that is beyond expectation.
- Be a Customer Yourself — Ask yourself what makes you loyal to brands and companies in your life. Replicate those experiences.

- Make Customer Service Personal - Little touches like having your customer get a “real” person as soon as they ask for help or having customer service emails signed by a specific person and always routed back to that person make customers feel like a person and not just a transaction.

- Get Your Employees on Board – Put a premium on customer experience with your employees. Reward excellent customer service in various ways and foster a sense of ownership of the customer experience among your employees.

- Invest in Your Loyal Customers - Make sure particularly loyal customers know you appreciate their business. Go out of your way to let your most valuable customers know how much they mean to you.

Shawn Fagan from Fagan Studios summed it up nicely at the Shop Local First Class on Customer Experience when he said,

**“(Our) Customers keep returning because we have gotten to know them personally. So much of what we do is about what and how people feel – that’s how we serve our clients and work to rise above the competition.” - Shawn Fagan**

FULL REPORT:

For a full report on the Customer Experience Shop Local First Class, visit: <http://bit.ly/SLFCE19>



# 2020 LEGISLATIVE PREVIEW



## 91ST LEGISLATURE QUICK FACTS

- Session Dates: February 11 - May 18
- ALL House and Senate seats are up in 2020 election
- 2020 is a bonding year
- Projected budget surplus: \$1.3 Billion (as of December 19th)
- Senator Susan Kent (53, DFL) replaced Senator Tom Bakk (03, DFL) as the Senate Minority Leader



From left to right: **Kurt Daudt** - House Minority Leader, **Melissa Hortman** - Speaker of the House, **Kathleen Harrington** - Chamber President, **Tom Bakk** - Former Senate Minority Leader, **Paul Gazelka** - Senate Majority Leader.

Credit: Photo courtesy of Ken Klotzbach of the Post Bulletin, A Forum Communications Company

## RIBBON CUTTINGS & RENEWALS

### GRAND OPENING



#### GMC Buick of Rochester & Nissan of Rochester

(507) 288-1811 | [www.buickgmcofrochester.com](http://www.buickgmcofrochester.com)

### GRAND OPENING



#### Hope Fuse

(507) 322-6247 | [www.hopefuse.com](http://www.hopefuse.com)

### GRAND OPENING OF NEW CLINIC



#### Olmsted Medical Center

(507) 288-3443 | [www.olmmed.org](http://www.olmmed.org)

### NEW NAME & OWNERSHIP



#### Reagan Outdoor Advertising

(507) 288-1866 | [www.reaganoutdoor.com](http://www.reaganoutdoor.com)

### NEW LOCATION



#### Rochester Community Pharmacy

(507) 322-6124 | [www.stores.healthmart.com/rochestercommunityphcy/stores.aspx](http://www.stores.healthmart.com/rochestercommunityphcy/stores.aspx)

### NEW MEMORIAL HALL



#### Rochester Community & Technical College

(507) 285-7210 | [www.rctc.edu](http://www.rctc.edu)

## RENEWING MEMBERS

Thank you for your continued investment in our community.

Babcock, Jodi

Apollo Dental Center

Atlas Insurance Brokers, LLC

Brentwood Inn and Suites

Chick-fil-A

Construction Laborers' Local 405

Counterpoint

Exclusive Petsitting & Dog Training

Fox Ridge Townhomes

Groettum, Bob

Jill Minette Team/Prudential Advisors

JLB Marketing & Consulting

KIMT-TV

McDonald's Restaurants

Merchants Bank

National Fleet Graphics (NFG)

North Rock Real Estate

Red Carpet Inn

Samaritan Bethany, Inc.

Shorewood Senior Campus

Southern Touch Photography

State Farm Insurance

State Farm - Steve Knutson Agency

Super 8

Titan Development and Investments

Whispering Oaks Homeowners Assoc.

Wideth Smith Nolting



# WELCOME TO NEW MEMBERS

## Thank you for your investment in our community.

### Hope Fuse

(507) 322-6247 | [www.hopefuse.com](http://www.hopefuse.com)

Hope Fuse is a nonprofit, federally tax-exempt organization that is founded to explore and address solutions to the crippling impact of generational poverty in the lives of at-risk youth and overall youth in Rochester, Minnesota. Operating under the belief that the organization can change lives "one story at a time", our goal is to be present in all Southeast Rochester middle schools, high schools and charter schools.



### Communication Connection

(507) 269-2710

For over 20 years Vicki Snyder has been the Chief Enthusiasm Office of Communication Connection. Delighted clients include Mayo Clinic Rochester and Scottsdale, Kraft Foods, Elderhostels of Arizona, Restless Legs Foundation, Minnesota State City Clerk's association and many more. Snyder is a certified laughter leader and a published children's book author. Contact her for upbeat interactive workshops, keynotes or to energize audiences with emcee experience.



### American Waterworks

(507) 285-1672 | [www.american-waterworks.com](http://www.american-waterworks.com)

American Waterworks is a local, family owned company dedicated to offering the best solutions for foundation repair, basement waterproofing, concrete leveling, crawl space repair, and radon testing and mitigation. Proudly helping Minnesota, Northeast Iowa, Western Wisconsin & North Dakota homeowners since 1989.



### Fyooz Financial Planning

(507) 696-4496 | [www.fyoozfinancial.com](http://www.fyoozfinancial.com)

Fyooz Financial Planning is a fee-only, fiduciary financial planning firm focused on serving young professional couples.

Natalie Slagle, CFP® and Dan Slagle, CFP® are partners in life and business - we know it's deeper than money.



### Avis Budget

(816) 301-2305 | [www.avis.com](http://www.avis.com)



Serving the Rochester & surrounding area with all your car, van & SUV rental needs. Whether you're renting for business, vacation or your car is in the shop, our great rates and new fleet will help you reach your destination. Conveniently located downtown at the Grand Kahler Hotel with access to the skyway and subway.

### Dircks Moving & Logistics

(602) 269-5521 | [www.dircks.com](http://www.dircks.com)



Dircks Moving & Logistics provides local and long distance moving services, including a personal Move Concierge to help guide you through the entire relocation process. Dircks is an agent for Mayflower Van Lines, is the preferred, contracted mover of Mayo Clinic employees, and has been Delivering Peace of Mind to their customers for 30 years.

### Star Tribune Digital

(612) 673-4904 | [www.startribune.com](http://www.startribune.com)



In addition to being a 152 yr old newspaper, we are a locally owned, multi-media company, offering a full suite of digital solutions. Star Tribune.com reaches more than 54,000 unique users in Rochester. We have thousands of email addresses for job seekers, auto intenders and people with home improvement interests, just to name a few...






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[Tlcasino.com](http://Tlcasino.com) | 1-800-222-7077



# Members Recognized with Best Restaurant 2020 Awards

The Rochester Post Bulletin published the results of the Best Restaurant Awards 2020 survey and, out 33 categories, 19 Chamber members took home "Best" honors. Congratulations to the following winners — make sure to stop in and see what makes them the best of the best!



**Café Steam**  
Best Coffee Shop



**Pescara**  
Best Fine Dining,  
Best Place for Seafood



**Five West Kitchen + Bar**  
Best Breakfast,  
Best Server



**Canadian Honker Catering**  
Best Catering



**Tonic - local kitchen & juice bar**  
Best Vegetarian Food



**Cameo Restaurant**  
Best New Restaurant



**Victoria's Ristorante & Wine Bar**  
Best Italian Dish



**Chester's Kitchen and Bar**  
Best Dessert



**Hot Chip Burger Bar**  
Best Burger



**Taco JED**  
Best Tacos



**Hy-Vee Market Grille**  
Best Place to Eat with Kids



**Pittsburgh Blue Steakhouse**  
Best Steak



**Pasquale's Neighborhood Pizzeria**  
Best Pizza Place



**Twigs Tavern & Grille**  
Best Service



**Terza**  
Coolest Looking  
Restaurant



**Wildwood Sports  
Bar and Grill**  
Best Food, Best Happy Hour



**Rooster's Too! -  
Another Barn and Grill**  
Best Breakfast



**Bleu Duck Kitchen**  
Best Restaurant



## History of Hospitality: Hubbell House Owner Recognized

A long-time Chamber member and restaurant owner Don Pappas was recently recognized with a Minnesota State Senate Resolution acknowledging the storied history of his **Hubbell House Restaurant** and the incredible hospitality the Pappas family has provided for decades. In his remarks introducing the resolution, Senator Senjem summed it up best: "The Hubbell House is a gem of Southeastern Minnesota and a true Minnesota treasure."



**Hubbell House**  
Best Restaurant  
Within 30 Minutes

# THANK YOU ATTENDEES!

LIVING &  
LEADING WITH  
PURPOSE 2020



**Sterling  
State Bank**

would like to thank all of the women who attended and spoke at Living and Leading With Purpose 2020. It was an honor to sponsor such an inspiring and purposeful event. We look forward to seeing you next year!

**Special THANK YOU to our fellow sponsors,**

ROCHESTER AREA  
CHAMBER OF COMMERCE

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COUNSELOR  
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## SESSION PLANNING VOLUNTEERS

**AnJuanna Napue**

Mayo Clinic

**Katie Zupancic**

Wymer, Event 360

**Geoff Shields**

LGR Class of 2019

**Erin Logan**

Mayo Clinic

**Sinead Chick**

Rochester Civic Theatre

Five sessions into the LGR program, members of the 2020 cohort have examined current workforce trends in our community, identified the different facets of our local economy, explored unique and interesting community locations ranging from CTECH at Heintz to Collider Coworking, and have developed their Community Impact Project, Stock the Schools.

On Thursday, January 16, the class gathered for the sixth program session, "Humanities in Our Community." They participated in interactive activities regarding privilege and equity, heard from a panel of faith leaders, and toured the art spaces in Castle Community.

# HUMANITIES IN OUR COMMUNITY





# APPLICATIONS NOW OPEN

## LGR 2020-21 COHORT

INVEST IN YOUR EMPLOYEES, STRENGTHEN YOUR LEADERS

Leadership Greater Rochester (LGR) is now accepting applicants for the 2020 – 21 cohort until May 4. With more than 950 alumni and an extensive history of developing business and community leaders since 1987, this premier leadership development program is a prime opportunity to invest in your employee leaders and propel them to be further inspired, engaged, and enlightened.

Questions? Email Sam Gill at [sgill@rochesternchamber.com](mailto:sgill@rochesternchamber.com).

### WHAT

Leadership Greater Rochester

### WHO

Aspiring and established business and community leaders who are looking to enhance their skills, grow their network, and engage with the community.

### WHEN

August 2020 – May 2021  
10 sessions, once-a-month

Apply: <https://www.rochesternchamber.com/lgr-application>

# GET TO KNOW US (AGAIN)

507 288-8155

 TSP, INC.  @TSP\_INC  
 TSP-ARCHITECTS



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Engineering  
Planning

[TEAMTSP.COM/ROCHESTER50](http://TEAMTSP.COM/ROCHESTER50)



# Support our entrepreneurial ecosystem at 1 Million Cups Rochester!

Join the community the first Wednesday of every month at 8:30AM at One Discovery Square to support early stage entrepreneurs and help them think about their business in a new way.

All are welcome. Join us on March 4th for the next event.



[1millioncups.com/rochester](http://1millioncups.com/rochester)

## April 7, 2020 New Rapid Transit for a Growing, Equitable Rochester



### Midday Open House

Tuesday, April 7  
11:30am - 1:30pm  
Shops at University Square, Room 419  
University of Minnesota Rochester  
111 S Broadway, Rochester

### Evening Open House

Tuesday, April 7  
5:00pm - 7:00pm  
Bethel Hall at Bethel Lutheran Church  
810 3rd Avenue SE, Rochester



The City of Rochester and Destination Medical Center are exploring economic development opportunities, transit-supportive land uses, public realm improvement options and infrastructure linked to a planned Rochester Rapid Transit system.

Attendees will be asked to provide feedback on options and scenarios for how the rapid transit corridor will change in the future. How should the corridor grow, and be enhanced, what should it look and feel like, particularly near station areas?

**More information at [rochestermn.gov](http://rochestermn.gov)**







SE Minnesota

**SCORE** is proud to have the nation's largest network of volunteer, expert business mentors. More than 11,000 volunteers share their talents and expertise with the small business community in four different volunteer roles:

- ✓ **Mentors** offer confidential business guidance, either in person or online.
- ✓ **Subject Matter Experts** provide focused knowledge based on their professional skills or industry.
- ✓ **Workshop Presenters** lead seminars and events to help entrepreneurs meet their goals and achieve success.
- ✓ **Chapter Support Volunteers** share their skills in marketing, tech, finance, fundraising and more to help expand the outreach of SCORE.

**Dean Swanson** really enjoys helping small businesses achieve their entrepreneurial dreams to start or grow a successful business. Additionally, Dean writes a weekly business column for several newspapers. "My SCORE volunteering has allowed me to give back to the area communities by helping businesses thrive and help drive economic growth. I love this and welcome others who wish to share their talents as a SCORE Volunteer!"



<https://seminnesota.score.org/>

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## Sterling State Bank

We'd like to wish a Happy Anniversary to Lynn Clarey with Sterling State Bank. Lynn has been building relationships with businesses for 21 years with Sterling and has been serving the community as a Chamber Ambassador for even longer! Thank you Lynn for your years of service at Sterling State Bank and for your dedication to the Rochester Community!

LYNN CLAREY **21 YEARS**

125 LIVE is excited to offer



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7:00PM DINNER IS SERVED  
LIVE POLISH MUSIC

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\$55 PER PERSON  
\$600 FOR TABLE OF 10  
(GUARANTEED GROUP SEATING)

TICKETS THROUGH [EVENTBRITE.COM](https://www.eventbrite.com)  
OR CALL 125 LIVE DIRECTLY AT 507.287.1404

A special **Thank You** to this month's  
**COMMUNITY BUILDERS**





## MetroNet

### Abby Shepler

MetroNet is excited to announce that **Abby Shepler** has accepted the position as the Marketing Coordinator

for the company's Rochester office. Abby is responsible for developing and executing local marketing campaigns to gain and retain new and existing customers. In this role she will be focused on creating events, partnerships, and expanding MetroNet's community involvement. Feel free to contact Abby for any MetroNet event partnerships!



## ONB Bank

### Ed Hruska

ONB Bank has hired longtime Rochesterite, **Ed Hruska**, as a Business Development Officer. Hruska has worked as the Executive Director for the Rochester Amateur

Sports Commission since 2003. Hruska has also served as the 1st Ward representative to the Rochester City Council for 16 years. He has also served on the DMCC Board of Directors, RAEDI Board, RDA Board and is now involved with the Rochester Sports Foundation. "Ed brings a wealth of knowledge and experience to ONB that will have lasting impacts to our customers," says ONB Bank President Brad Becker "he is an expert in building and maintaining strong relationships in the community. Ed will be an incredible asset to our team!"



## CRW Architects

### Andrew Coenen

**Andrew Coenen** has joined CRW Architecture + Design as a Design Architect. Andrew has a B.S. in Architecture from the University of Illinois Urbana-Champaign and

a M. Arch from the University of Wisconsin - Milwaukee. Prior to joining CRW, he worked as a project designer and coordinator in Chicago on a variety of projects ranging from sports facilities to corporate office buildings. As a Design Architect with the firm, Andrew is excited to work in a collaborative environment to bring clients' visions to reality from concept to construction.



## Think Bank

### Melissa Dickison

Think Bank recently appointed **Melissa Dickison** as Vice President of Mortgage. Melissa is an experienced financial industry leader who has held a variety of roles during her 15

years at Think, including mortgage relationship manager, business advisor, and branch manager. Most recently, Melissa helped build Think's residential construction lending program and was a major contributor to the growth of Think's downtown branch.



## RCTC

### Gayla Winslow

**Gayla Winslow** has been selected to receive the College's 2020 Outstanding Educator Award. She has taught in the RCTC nursing department for more

than eight years. Gayla is also a registered nurse with a career that spans 40 years and includes diverse areas of practice. Gayla holds a master's degree from the University of Minnesota and is a Certified Health Care Simulation Educator.



## RCTC

### Karin Wright

**Karin Wright** has been selected to receive the College's 2020 Outstanding Educator Award. Karin has been a Communication Studies Instructor at RCTC since 2003. She

has been in the Communications and Humanities Division Coordinator since 2016 and the MSCF Faculty President since 2018. Karin received her master's degree in Speech Communications from San Diego State University and a bachelor's degree in Speech from the University of North Dakota.



## RCTC

### Mark Erickson

This year's Adjunct Faculty of the Year is **Mark Erickson**. Mark has been the RCTC Law Enforcement SKILLS Program Coordinator and an adjunct faculty and SKILLS instructor

since 1999. Mark is a licensed Peace Officer and retired in 2013 from law enforcement after 31 years of service. Mark received his associate degree from RCTC in Law Enforcement and a bachelor's degree in Law Enforcement from Minnesota State University, Mankato.



## Kraus Anderson

### Scott McLean

Kraus-Anderson has promoted **Scott McLean** to project manager in the Rochester office. Scott joined Kraus Anderson back in 2017 as an assistant manager.



### Tyler Kaczmarek

Kraus-Anderson has also promoted **Tyler Kaczmarek** to project manager in Rochester. He too joined KA in 2017 as an assistant project manager.



# ROCHESTER AREA

CHAMBER OF COMMERCE

220 South Broadway, Suite 100

Rochester, MN 55904

507-288-1122

[www.RochesterMNChamber.com](http://www.RochesterMNChamber.com)

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Rochester, MN

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in Minnesota



**West Bank Team**

Rochester team from left to right: 2nd Vice President Natalie Jones, Vice President Mike Schletty, Vice President Don Paulson, CEO Dave Nelson, Market President Mike Zinser, 1st Vice President Michele Sursely and Client Relations Representative Deb Anderson

For more than 125 years, West Bank has placed community and relationships at the center of banking. We proudly brought that focus to Rochester in 2013 and now we've expanded our footprint to include St. Cloud, Owatonna and Mankato.

As a local business bank, we simply focus on the things that are important to anyone running a business. We attribute our success to valuable, long-standing business relationships based upon mutual respect and enduring connections.



2188 Superior Drive NW • Rochester, MN 55901 • 507-252-2970 • [westbankstrong.com](http://westbankstrong.com) • Member FDIC