

Spotlight on Chamber 2010 *Small Business of the Year Award:* **Spruce Hill Inn & Cottages**



The Mansfield Richland Area Chamber of Commerce awarded the 2010 Business of the Year Award in the Minority/Female Category to **Spruce Hill Inn & Cottages**. The owner, **Elizabeth Clark**, was presented with a beautiful clock sponsored by Century Link and Donley Ford of Shelby at the Small Business of the Year Awards reception that was held on November 4, 2010 at the Holiday Inn & Suites, Mansfield, Ohio.

When asked what skill, quality or attribute has been the most critical component of their success, Elizabeth stated that excellent personalized customer service has been the most important component of their success. Going beyond the guests' expectations and going the extra mile makes them loyal guests who spread the good word to others. Projects and programs for community development have also contributed to their growth.

Elizabeth's acceptance speech:

I see a little girl tonight. She reads a book about faraway places and she dreams of America where she'd like to go. She reads about these white little things falling from the sky called snow, so she says she'd like to see and touch some snow! It seems like an impossible dream. But she is helped on her journey through life and tonight she stands before you, this girl who grew up in a far away tropical country called the Philippines. Now she's here in America, in Mansfield, Ohio managing a lodging facility by a ski resort, nominated for and won the Small Business of the Year Award! Isn't that something?! So she got her wish –but more than what she wished for. She never thought that she would be shoveling big piles of snow, salting hills and driveways, and driving her jeep to shuttle her guests up and down the roads of Spruce Hill on stormy winter days...

We are greatly honored to win this award. Thank you so much Mr. Kevin Nestor and the members of the board. My husband Jim and I, and our staff are thrilled, excited and delighted to be here tonight to receive this prestigious award! Your confidence in us will spur us on to even more effort and hopefully more success. Thank you for this award. I don't know what to say...

