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## Paid Internship Opportunity 2019

Are you 17 to 22 years old, completed year 12 or 13 at Niue High School and looking for a great career opportunity. The Niue Chamber of Commerce is inviting applications for our 2019 internship programme. Our successful intern will be interested in pursuing a career in administration, accounting, marketing, business management or events.

- This internship is available to school leavers who have completed Year 12 or 13 in 2016, 2017 or 2018.
- Interns must be at least 17 years of age at 11 January 2019.
- This is a paid internship.
- This is a full-time position - interns will be required to work 37.5 hours per week Monday to Friday.
- All approved training will be paid by the Niue Chamber of Commerce and some set study time allocated during work hours.

The Niue Chamber of Commerce intern will obtain hands-on, meaningful work experience and training tailored to meet your academic and career goals. Our one year internship offers opportunities for training and development in administration, accounts, research, writing, database management, webpage maintenance, marketing and communications and event management. During the internship you will learn from and work alongside the small dynamic team at the Niue Chamber of Commerce and network with private sector businesses and NGO's while participating in educations and professional activities designed to enhance your internship experience. After twelve months you may be offered a permanent position, alternatively the Niue Chamber of Commerce will endeavour to assist you finding a suitable position. For more information ring phone 4399.



**Saturday 15 December  
Halamahaga, Alofi  
5:30pm until 9:30pm**

"There are no secrets to success. It is the result of preparation, hard work and learning from failure"-  
**Colin Powell**

Featuring Frankie Stevens and Jackie Clarke from New Zealand - stars of Coca Cola Christmas in the Park and a full line up of the very best of Niue entertainers, including the cast of Meet the Fakas.

Food Vendors will be on site/ Limited parking at venue please park on the grass.

Bring the family, friends, work colleagues, a mat to sit on and a picnic and enjoy a wonderful evening of Christmas cheer and joy. For more details follow the event on Facebook.

<https://www.facebook.com/events/christmasontherock>.

# Like us on Facebook

Niue Chamber  
to keep up to  
date with  
Private Sector News!



Do you need help with setting up or updating your business Facebook page? Did you know you can contact [namara@niuechamber.com](mailto:namara@niuechamber.com) for assistance?

## Useful Tips on managing your debtors

### Is your business owed money?

#### Useful Tips for Managing Your Debtors

Overdue payments are a fact of business but there are simple ways to help manage debt collection without it adversely affecting your business or your relationship with customers.

How you approach collecting debt will depend greatly on the business or the person you are dealing with. Helping a business overcome a difficult period might earn a loyal client so ideally it's good to work on an outcome that maintains the relationship.

Here's what you can do to avoid debtors in the first place or collect it when you need to:

#### Record Keeping and Systems

It's important to keep talking to customers who haven't paid. There may be a simple reason, eg if you haven't automated your invoicing, you may have forgotten to send one.

If invoices aren't paid on time:

- Keep a record of who has outstanding invoices and how long these are overdue.
- Follow up as soon as possible. The longer you leave it, the easier it is for your customer to forget or ignore your invoice.
- Have a process. You might want to email a reminder two business days after the invoice is due, then phone them if you haven't had a response within a week. Keep these early reminders brief and courteous.

#### Get credit checks

If you offer customers credit you should check that they deserve it. Often the pressure to gain new business means credit checking is minimal or non-existent which can rebound on your business.

#### Set credit limits

Just as most cards have a credit limit your business should set a limit for each customer. Alternatively you can put an automatic stop on all overdue accounts but if you have staff managing this process make sure they check with you first.

#### Get onto problems early

The sooner you chase a debt, the more likely you are to be paid. Put in place systems so you can spot payment problems before they escalate.

#### Ensure you have your paperwork in order

Check that the invoice is correct, includes the order number or name of the person who placed the order, contains a detailed description of the goods or services provided and has been sent to the correct address. Check that the month end statement is correct and has been sent.

#### Be clear about your terms of trade and get agreement

Make sure your customers understand and accept your terms of trade. If they do not sign an acceptance they may later claim they did not know about them or agree to them. This is particularly important if you intend to charge interest on overdue accounts or retain ownership of any goods until they are paid for.

#### Follow-up effectively

The best ways to collect debts - in the order of effectiveness are - a personal visit, a personal phone call or a letter or email. The more personal the contact made with the debtor, the more difficult it is for you to be ignored.

#### Be consistent

An important part of debt collection is consistency. You send mixed messages if you ignore late payments, when your business is cash rich, and at other times take a harder line, when you're facing your own cash crunch. The worst approach is to do nothing because that suggests your business is careless.

## Why is social media important for small business?

1. Manage brand reputation
2. Cost effective online marketing platform
3. Helps increase trust and credibility
4. Promoting content to specific target groups
5. Easy to engage with the community
6. Drives website traffic
7. Improves search engine rankings
8. And it's fully measurable.

"Facebook is also becoming the preferred platform for video (as opposed to YouTube). Uploading video (45 secs recommended) to Facebook dramatically increases your reach".

## Five top tips from Jef Kay – Director/Easy Social Media NZ

1. Be there first (online presence is very important)
2. Use social media to increase website visibility
3. Curation – make sure your content is interesting and relevant
4. Only 1 in 5 posts should be a call to action. Use 40-45 second videos as well as photos.
5. Build loyalty - don't make everything product shots – talk about your people, your vision, your customer experiences, engage with your followers, converse and tell backstories.
6. Integration – link your social media platforms. For Example: Link your business facebook page with your Instagram or twitter profile.

## Sustain the relationship

When you follow up on a debt be polite but firm and always follow through on what you say you are doing to do. If payment is promised by a certain date, note it in a diary and follow up in a day or two if it has not been received.

## Ask why payment is late

Find out if there is a dispute about the invoice and, if not, the reason for the delay in payment. If there is a cashflow crisis one option is suggest that the customer pay you by credit card if you have the facility to accept credit card payments. They will have 50 days grace before they need to settle with the credit card company and you get paid.

## Court action

This is an option of last resort once all other avenues are exhausted. It's essential you weigh the cost and time involved against the likelihood of payment. While you may be angry about what has occurred, only take court action if it makes business sense. It's a judgement call so get expert advice if you need to.

## Last call for Blue Road Signage Subsidy

We included the notice in the last newsletter in regard to the Blue Road Signage Subsidy that is offered by the Niue Chamber of Commerce and this is a reminder to all members of the Chamber of Commerce to get in contact with Namara at the office on phone 4399 or email [namara@niuechamber.com](mailto:namara@niuechamber.com) if you would like to book for a blue road sign to be ordered in early next year.

## NCOC Holiday opening hours

Niue Chamber of Commerce would like to wish everyone a very Merry Christmas and a prosperous 2019. Niue Chamber of Commerce office will be closed from Friday 21 December 2018 to Monday 7 January 2019.

Kua manako e matakau Faahi Gahua Pisinisi Niue ke fakahoko atu e tau ui fakamonuina Kilisimasi mo e tau Foaou kia mutolu oti. Amanaki e ofisa ha mautolu ke tuku he Aho Falaile 21 Tesemo ke hoko atu ke he Aho Gofua 07 Ianuali 2019. Fakaau lahi ma Niue Fekai, Nukututaha. Kia Monuina!

## Go! Niue App Update



Since the last Go! Niue App update our downloads have slowed down. We are now sitting at just over 3000 downloads.

If you can help us promote and urge more people to download the Go! Niue App by picking up Go! Niue posters from the office or get the download links included in your mailing signatures.

The more people we get to download the app all over the world the more people will find your business.

If you would like to update your business profile on the Go! Niue app contact Namara on email [namara@niuechamber.com](mailto:namara@niuechamber.com) or stop into the office and talk to Namara about updating your information for the Christmas holidays or if you have not listed your business you can talk to her about getting your business listed.

## Training Needs Survey

Training Needs Survey was distributed on Thursday 29 November. Please complete the survey as this will tell us what sort of training and workshop programme we can plan 2019.

Please complete your survey but if you have any questions please do not hesitate to contact the NCOC office on email [info@niuechamber.com](mailto:info@niuechamber.com) or ring 4399.

## Contact Us

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## Chamber news

Denise is away on maternity leave. We wish Denise and Anthony all the best for the arrival of their bundle of joy.

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## Scenic Matavai Resort

### MONDAY

ALL DAY DINING MENU  
DAILY MENU SPECIALS  
HAPPY HOUR FROM DAILY: 5PM-6PM

### TUESDAY

BURGER NIGHT UPSTAIRS  
LIMITED MENU  
HAPPY HOUR FROM DAILY: 5PM-6PM

### WEDNESDAY

ALL DAY DINING MENU  
DAILY MENU SPECIALS  
HAPPY HOUR FROM DAILY: 5PM-6PM

### THURSDAY

ALL DAY DINING MENU  
ITALIAN NIGHT-PIZZA & PASTA NIGHT  
HAPPY HOUR FROM DAILY: 5PM-6PM

### FRIDAY

NIUEAN BBQ ON DECK (\$50.00)  
FROM 6PM  
ALL DAY DINING MENU OFFERED  
DOWNSTAIRS ONLY – WEATHER PERMITTING  
GLEN JACKSON ENTERTAINMENT  
HAPPY HOUR FROM DAILY: 5PM-6PM

### SATURDAY

ALL DAY DINING MENU  
DAILY MENU SPECIALS  
HAPPY HOUR FROM DAILY: 5PM-6PM

### SUNDAY

ALL DAY DINING MENU  
DAILY MENU SPECIALS  
HAPPY HOUR FROM DAILY: 5PM-6PM  
LIVE MUSIC WITH GLEN JACKSON  
ON FRIDAY NIGHTS.

AT THIS STAGE GLEN IS PLAYING  
7<sup>TH</sup> DEC 7 & 28<sup>TH</sup> DEC & THEN  
STARTS EVERY FRIDAY NIGHT  
FROM THE 4<sup>TH</sup> JANUARY.

## Hio Café Opening hours

Monday-Closed  
Tuesday, Wednesday, Thursday & Friday 10-5pm  
Friday 5-9pm Happy Hour 5-7pm  
Saturday 10am until 4pm  
Sunday 11 to 3pm  
Note kitchen closes 1hour before closing time.

## Stuff I.T Niue

### Monday - Friday

Between 12noon until 6pm  
Saturday & Sunday Closed  
to assist with PC, Laptop, tablets and  
Mobile Phone repairs.

We order for all brands of new I.T  
equipment at the lowest prices.  
We refurbish used PCs, Laptops and  
mobile phones in store so come in for a  
special quote before Xmas & New Years.

Season's Greetings to all and a Happy  
New Year for 2019

## Double M Opening Hours

All week up to 24<sup>th</sup> December  
Late Night Shopping  
7.30am until 8pm

Closed 25<sup>th</sup> December  
Christmas Day

Open 26<sup>th</sup> December  
Boxing Day  
10am until 7.30pm

Resume Normal Hours  
27<sup>th</sup> December onwards.

Wishing you all a wonderful  
Christmas and prosperous 2019

## Rockbak Bakery Opening Hours

Open: Christmas Eve:  
Monday 24 Dec

Closed: Christmas Day 25 Dec  
through to Sun 30th Dec

Open: New Year's Eve:  
Monday 31st Dec

Closed: New Year's Day:  
1st January through to Mon 7th Jan  
2019

OPEN NORMAL HOURS as from Tues  
8th January 2019  
Wishing all on Niue a Blessed Xmas  
and New Year

Thank you for the support through  
the year.

Contact Namara on email  
[Namara@niuechamber.com](mailto:Namara@niuechamber.com) if you  
would like to advertise your  
business opening hours. Thank you