



Member Handbook

Aztec Center for Business and Entrepreneurship

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The Program

Welcome to The Hub! This Handbook is intended to serve as a guide regarding use of the facilities and services of The Hub. Of course, no handbook can cover everything, so please contact the staff for any questions or concerns. A staff member or resource partner is available at The Hub or by calling (505) 334-7605.

The Hub offers both business incubation and co-working for many different business models including retail, arts and artisan, location neutral, professional and other services, and other new and emerging business models.

Definitions

What is business incubation?

“Business incubation is a business support process that accelerates the successful development of start-up and fledgling companies by providing entrepreneurs with an array of targeted resources and services. These services are usually developed or orchestrated by incubator management and offered both in the business incubator and through its network of contacts. A business incubator’s main goal is to produce successful firms that will leave the program financially viable and freestanding. These incubator graduates have the potential to create jobs, revitalize neighborhoods, commercialize new technologies, and strengthen local and national economies.”

National Business Incubator Association

What is co-working?

“Co-working is an alternative way of working in which independent professionals, telecommuters, and others with workplace flexibility share one working environment, rather than work remotely in separate offices or places. Coworkers don't need to work for the same employer or even know each other to work together in a co-working environment.”

Mobileoffice.com

The Hub is a hybrid of business incubation and co-working. While it is entirely possible for a business to only use space at The Hub, the full benefit of membership is realized when the business also takes advantage of the resources offered.



Business Coaching and Counseling

Business coaching and counseling is provided by a partnership of business support resources. The business support resources are here to assist with a wide variety of issues that affect businesses.

On Site Resources

Aztec Chamber of Commerce

The Chamber maintains an office at the Hub and functions as the host to the other services. It also holds monthly luncheons for its membership with speakers of interest to businesses. The Chamber is the voice of the Aztec business community.

Each of the following resources partners will be available on-site at The Hub one afternoon per month on a rotating basis ensuring that the clients will have access to an on-site business counselor each week. A schedule of office hours will be available at the front desk or on the Aztec Chamber of Commerce website. If a client needs to see a resource partner more often, they may schedule additional time directly with the resource partner.

San Juan College Enterprise Center

The Enterprise Center coordinates business incubation, training, and other business resources for The Hub members. This includes providing one-to-one strategic planning and coaching for startup and emerging businesses.

Small Business Development Center (SBDC)

The Small Business Development Center assists small businesses with technical assistance including business plans, marketing, and business development, assistance with SBA loans, financial analysis, and succession planning. All services are provided by certified business counselors. SBDC also provides group trainings on topics such as taxes for small business, QuickBooks, and other topics of interest to small businesses.

New Mexico Manufacturing Extension Partnership (NMMEP)

NMMEP works to increase the profitability of small to mid-sized manufacturing businesses by providing expertise in results-driven methodologies, best practices, and innovative technologies. Manufacturing businesses includes a wide range of businesses such as value-added food products, technology, and energy equipment manufacturing.

WESST

WESST assists small businesses with all aspects of technical assistance including business plans, financial models, marketing and business development. Group and one-on-one training including software like MS Excel and QuickBooks. Access to funding through WESST loan fund and other loan sources including conventional and other lenders.



Business Training

Lunch and Learn

At least monthly training are offered on business topics of interest to the membership. The trainings run one and one-half hours in length. Hub members are invited to attend and may bring one guest. Hub members are encouraged to suggest topics and/or speakers that are pertinent to them. The current list of Lunch and Learns are available at The Hub and are also announced through Facebook and other social media.

Hub Meet-Up

Quarterly the Hub hosts a social event after hours to encourage business networking. All Hub members are invited and may bring one guest.

Aztec Chamber of Commerce Luncheon

The Aztec Chamber of Commerce holds their monthly meeting on the third Thursday of the month. The location varies. All Hub members are invited and encouraged to attend.



Use of the HUB Facilities

The Hub is here to serve you and your business. This section is intended to give you a better understanding how the space and facilities may be used.

Co-working Space

Co-working space is available on a first come-first served basis. Just check in at the front desk, select a space, and get to work. This is your place to work on your business. Wifi is available for members. Logon information is available in the co-working space. As a joint use space, we ask that you be respectful of your fellow co-workers by following these policies:

- Put your cell phone on vibrate
- Step into one of the semi-private spaces when on the phone
- Quiet conversation is permitted, but please keep voices soft as other people are working around you
- Please make sure you leave your space clean
- Help keep the coffee bar area clean by wiping up spills

Conference Space

The Hub has a large meeting room and several small spaces. All are available to members to use for business purposes. The large conference room includes state of the art presentation equipment for trainings and meetings.

To reserve space, contact the front desk. Reservations for conference space should be made in advance of your meeting, as the conference room is on a “space available” basis. You should convey as much information as possible when scheduling the meeting (i.e. number of people you expect to attend, starting and ending time, the amount of prep time, what technology or supplies you’ll need, any special configuration of the room, etc.).

Private Space

As listed in the membership section below, some members may rent private space for retail or other businesses. These businesses will sign a month to month lease. Use of private space includes:

- A locked room or office
- Reasonable access to space seven days per week
- Wired internet

Special considerations for retail space:

- In order to be successful in retail it is very important that your business maintains scheduled hours. Hours should be posted and you are expected to staff those hours.
- A data line for credit cards will be provided.

The Business Center

The Hub provides a joint use copier and other equipment. Current charges for the use of the copier is available from the staff. Please use reasonable caution when using this equipment.

Coffee Bar

The Hub coffee bar for your use. You may use the refrigerator and storage space, keeping in mind that others use the facilities as well. It is expected that any use of utensils, dishware and storage containers will be followed by a thorough cleaning and returning the items where it belongs. Food may be stored for a few days in the refrigerator, but unclaimed or spoiled food items will be thrown away on a regular basis. Please mark items with your name and date.

After Hours Building Access

The Hub's regular hours of operations are 8am to 5pm Monday through Friday, except for Holidays. Hub members with private spaces may access the building before 8am and after 5pm Monday through Friday and during weekends by requesting a key from the staff for the front door.

Reporting Building Maintenance or Operations Issues

If you need assistance with any building issues: temperature, maintenance, etc. please contact the staff.

Furniture and equipment

The Hub does not provide furniture in the space offices or retail spaces. A few items may be available for loan. Ask staff what is available. Otherwise, the member will provide their own furniture, fixtures, and equipment.

Cleaning Responsibility

Members are responsible for cleaning their own space including emptying trash. The Hub staff and/or City of Aztec take care of the common areas but expect members to clean up after themselves when using these spaces. Also, please report any maintenance or building concerns to the staff as soon as possible.

Keys

You will be assigned one key for each private space at no charge. Additional keys may be requested at a nominal charge and must be assigned to an individual. Do not duplicate keys for employees or others. The business owner is responsible for all keys assigned to their business.



HUB Services

Mail and Package (Delivery for Private Space Members)

Members with private space leases may use The Hub as a business address. Please do NOT use this address unless you are a private space member. It will be the responsibility of the member to submit a change of address form to the post office when they leave the space. Incoming mail will be held at the front desk for the member to pick up.

Postage Meter

The postage meter is accessible to members. Request a code for a monthly billing.

Copier

The copier is available for use by members. Request a code for copier charges.



Rules to Protect Us All

We want your business to thrive at The Hub. Certain practices will help promote a better work environment for all of us. We ask you to be respectful and supportive of your fellow entrepreneurs and businesses.

1. The sidewalks, entrances, and passages or hallways in the common areas shall not be obstructed.
2. The kitchen appliances and common areas are provided for everyone's use. As a courtesy to others, please clean up after yourself after using these areas.
3. Canvassing, general solicitations, or distribution of political, religious, or cause literature are not permitted.
4. In general, the client will not permit unusual or loud noises and/or odors to be produced in their space that may offend or disturb other members.
5. Members will provide reasonable co-operation with staff.
6. Leased premises shall not be used for lodging or overnight occupancy.
7. No firearms, intoxicating drugs, explosives, fireworks, flammable, or potentially contagious/hazardous materials will be permitted.
8. Members will only park in designated areas.
9. Members are expected to maintain appropriate behavior and standards at all times. Actions or behavior deemed by to be not appropriate in maintaining the business environment of the Hub may be cause for immediate termination of membership and/or lease.
10. No spamming, posting, or downloading files that you know or should know are illegal, or that you have no rights to, or accessing any device that you do not have permission to access.