

Director's Community Leadership Award - 2013



Steve J. Bernas

Steve J. Bernas is the President & Chief Executive Officer for the Better Business Bureau of Chicago and Northern Illinois, Inc. Over his 25 year career he has mediated thousands of consumers and business to business disputes and also has had extensive training in Alternative Dispute Resolution conflict resolution. Mr. Bernas is currently responsible for all day-to-day operations of the BBB including the Accredited Business Program which encourages qualified companies to support the BBB in their mission of advancing marketplace trust. Mr. Bernas also directs the BBB Dispute Resolution Program, Charitable Solicitation Evaluation Program, Advertising Review Program, Marketing and Communication along with the Inquiry Services Division which had a record breaking 20 million instances of service last year.

Mr. Bernas continues to be actively involved with a multitude of trade associations in developing and executing programs that encourages and enables best practices in the marketplace. He is also a graduate of the 2008 FBI Citizens Academy and is currently on the Board of Directors of the FBI Citizens Academy Alumni Association.



FBI AWARD LUNCHEON

January 30, 2013

Harry Caray's | 33 West Kinzie Chicago, IL 60611

11:30 a.m. Reception

12:00 p.m. Luncheon

12:45 p.m. Awards Presentation

\$35.00 per person with a choice of entree:*

Pasta, Chicken Parmigianino, or Grilled Salmon with sides, soup dessert, coffee/tea and a cash bar

**Free to 2013 FBICCAA paid members.*

RSVP by Noon on Monday Jan 21th

email: events@fbiccaaa.org