

Patt Englander Appointed Quad City BBB Leader

Written by Laura Chavez
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The Better Business Bureau is pleased to announce that **Patt Englander** has accepted the position of Quad City BBB Community Representative. Patt will be responsible for implementing a new vision and strategic direction for the BBB in the Quad Cities. She will lead a decade-old office by reenergizing the local BBB brand and promoting the 450 Quad City BBB Accredited Businesses.

“We are thrilled to have Patt serving the BBB. We are a 99 year old organization and Patt’s skills will propel us in to our second century of work. She is a proven and recognized Quad City leader,” stated Chris Coleman, President of the BBB serving Greater Iowa, Quad Cities and Siouxland Region.

Former President and Chief Executive Officer of the Mississippi Valley Regional Blood Center, Patt has also served in leadership positions at the American Red Cross of the Quad Cities and Center for Active Seniors. She has a MBA from St. Ambrose University and recently helped create a local Dress for Success affiliate.

In recent years, the BBB system has embraced the benefits of technology with consolidation of services. The new vision for the Quad Cities reverses that trend by reopening the Bettendorf office and focusing exclusively on the Quad Cities and surrounding areas. The BBB will still provide state-of-the-art online and phone services to residents of the Quad Cities. The re-tooled office will add a local flavor and enable the BBB to effectively promote its Accredited Businesses, warn consumers of pending scams, and provide tips and advice to the community.

Englander stated, “The mission to advance trust— right here in the Quad Cities is why I was attracted to this position. In tough economic times like we are in today, I know the BBB is needed more now than ever. I look forward to building our brand and our membership.”

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The BBB's mission is to be the leader in advancing marketplace trust. The BBB accomplishes this mission by creating a community of trustworthy businesses; setting standards for marketplace trust; encouraging and supporting best practices; celebrating marketplace role models, and denouncing substandard marketplace behavior. The BBB is the resource to turn to for objective, unbiased information on businesses. Our network of national and local BBB operations allows us to monitor and take action on thousands of business issues affecting consumers at any given time.