



Melfort & District Chamber of Commerce Inc.

is pleased to host....

Service Best Workshop

presented through the Saskatchewan Tourism Education Council

Saturday, March 20, 2010

9 a.m. - 5 p.m.

Advantage Credit Union Room ~ Kerry Vickar Centre

Service Best is an award-winning, internationally recognized workshop designed to assist front-line staff in the delivery of superior customer service. This entertaining and interactive workshop looks at the theory behind excellent customer service and provides useful tools to assist in making customers' experience positive and memorable. It also provides an easy-to-use strategy for service recovery when difficult situations occur.

This workshop will:

- demonstrate the difference between ordinary and outstanding service;
- show you how to identify and respond to customers needs;
- discuss best practices in service delivery from the customer's perspective;
- address three vital communication concepts and the importance of non-verbal communication; and,
- explain the power of a positive attitude and how to use it on-the-job.

Businesses that participate in Service Best report:

- better sales and higher profits;
- increased staff commitment;
- heightened skills development;
- greater customer satisfaction;
- lower staff turnover; and,
- increased productivity.

Registration Information:

- Space is limited to 25 participants;
- Fees: Through the gracious support of the Northeast Literacy Network, we are able to subsidize the registration fee for the first 16 participants.
- For the first 16 spaces, fees are: \$75 + GST for Chamber Members; \$95 + GST for Non Chamber Members
- Fees for the 9 remaining spots: \$95 + GST for Chamber Members; \$105 + GST for Non Chamber Members
- Registrations will not be processed until fees are paid; i.e. The 16 subsidized spots will not be reserved; payment is required at the time of registration.
- Registration deadline is March 11, 2010
- For more details, please contact the Melfort & District Chamber of Commerce at 752-4636.

*The Melfort & District Chamber of Commerce extends sincere thanks to the
Northeast Literacy Network for supporting this project!*

Melfort & District Chamber of Commerce Inc. (MDCC)

SERVICE BEST WORKSHOP

Saturday, March 20, 2010; 9 a.m. - 5 p.m.

Advantage Credit Union Room ~ Kerry Vickar Centre ~ Melfort, Saskatchewan

Participant Registration Form

Part I - Contact Information

Membership Status: Current 2010 MDCC Member Future Member (non-member)

Firm/Organization: _____

Contact: _____

Mailing Address: _____ City/Town: _____ Postal Code: _____

Telephone No.: _____ (day) _____ (evening)

Email: _____

Part II - Participants

Please provide the name and phone number for each participant you are registering for this workshop.

Part III - Fees

- Subsidized Rate for the first 16 spaces: Member Rate -- \$75/person + GST; Future Member (non-member) \$95/person + GST.
- Remaining 9 spots: Member Rate -- \$95/person + GST; Future Member (non-member) \$105/person + GST

Please contact the Melfort & District Chamber of Commerce to find out if the subsidized spots are filled prior to registering & remitting fees based on the subsidized rates.

_____ Participants @ \$ _____/person = \$ _____

(member rate / non member rate)

Add 5% GST \$ _____

Total Fees Remitted \$ _____

Return with payment to:

Melfort & District Chamber of Commerce Inc.

PO Box 2002 Melfort SK SOE 1A0

DEADLINE: March 11, 2010