

Enderby & District Chamber of Commerce
presents . . .the series of

Winning More Business Lunch 'n Learn Seminars

Working *ON* Your Business—and *IN* Your Business

Wednesday, Nov. 9 Noon-1pm

Real Rousseau of

Real Focus Business Consulting will present on the
areas of how to:

- **Prioritize** your efforts and make the most of your valuable time
- **Grow** your business by staying **focused** on what is important
- Find **balance** between your life and business and become motivated again!
- Work **ON** where it adds the most value



Treat People Like You *Want* Them To Come Back!

Wednesday, Nov. 16 Noon-1pm

Ted Morrison of

Enderby & District Credit Union (and president of the Enderby & District Chamber of Commerce) will explore the following elements of customer service:

- **How much** does it **cost** to retain a customer versus the direct and indirect costs of losing a customer.
- **How can** you **influence** what your customers **remember** about their experience with you.
- **What can** you do to **ensure** they tell their friends and family about how great it was to be served by your team.

*You don't
want to miss
any
opportunity to
win
more
business!*

Seminar(s) location: Howard Johnson Inn Banquet Room

Cost: \$12 - Buffet Lunch

Please RSVP to info@enderbychamber.com 24 hours in advance