

Registration Form

1) Tuesday, November 4th 7:30am – 9:00am

Joey Hoechsmann How to add value and drive business through a better customer experience

Name _____

Phone _____

Register by noon Friday, October 31st

2) Tuesday, October 14th 7:30am – 9:00am

Chris Botterill Marketing your business – grass roots and digital (Social Media)

Name _____

Phone _____

Register by noon Friday, October 10th

3) Tuesday, October 21st, 7:30am-9:00am

David B. Savage Management vs. Leadership

Name _____

Phone _____

Register by noon Friday, October 17th

4) Tuesday, October 28th, 7:30am-9:00am

Jason Wheeldon Recognizing opportunity within our local Business Markets. Learn how Small Business in the East Kootenay drives the local economy

Name _____

Phone _____





Register by noon Friday, October 24th

Questions? Please call us at 250-426-5914
Please Register by Email: info@cranbrookchamber.com
Fax: 250-426-3873



presents

Business Success Series

- 
-  PROFESSIONAL DEVELOPMENT
 -  BUSINESS SUCCESS
 -  EXPERIENCED FACILITATORS

Series cost: \$100 for Members
Individual workshops \$25 each



Joey Hoechsmann, Owner
The Bedroom Furniture Galleries

How to add value and drive business through a better customer experience

A Better Customer Experience

What defines poor, average and excellent customer service? How does a company, organization or person achieve excellent customer service? And, how do we create a customer experience that will create lifelong customers? In this course we will discuss what makes good customer service, and steps companies and organizations can take to improve their customer service.

“taking service to the next level”

Seminar: Tuesday, November 4th, 7:30am – 9:00am

Skylight Lounge @ the Heritage Inn



David B. Savage
Savage Management Ltd.

Management vs. Leadership

David is a professional speaker, coach and negotiator. He is a volunteer director of ?aq’am (St. Mary’s Indian Band) Community Enterprises, Provincial Advisory Board for the Heart and Stroke Foundation Alberta and NWT, and actively volunteers for the TransCanada Trail/TrailsBC.

“the difference makes your difference”

Seminar: Tuesday, October 21st, 7:30am-9:00am

Skylight Lounge @ the Heritage.



Chris Botterill, GM
Genex Marketing

Marketing your business – grass roots and digital (Social Media)

Basic grass roots and digital marketing strategies to tips on using social media to market your business and proper business etiquette when dealing with local competition.

“marketing your business”

Seminar: Tuesday, October 14th 7:30am – 9:00am

Skylight Lounge @ the Heritage Inn



Jason Wheeldon, CRA

Learn how Small Business in the East Kootenay drives the local economy.

“recognizing opportunity within our local business markets”

Seminar: Tuesday, October 28th, 7:30am-9:00am

Skylight Lounge @ the Heritage.