

## Registration Form

1) Tuesday, October 7<sup>th</sup> 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 3rd*

2) Tuesday, October 14<sup>th</sup> 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](mailto:info@cranbrookchamber.com)**


**Fax: 250-426-3873**

**Purchase the series and enter to win a FREE series for a staff member. Draw will be made at the RMD Business after Business following the Amazing Race on September 30th**



presents

## *Business Success Series*

- 
- PROFESSIONAL DEVELOPMENT
  - BUSINESS SUCCESS
  - EXPERIENCED FACILITATORS

**Series cost: \$200 for Members**  
**Individual workshops \$55 each**

**Chamber Members and Employees**  
**\$200 Member/each additional employee \$35/session**

**Series cost: \$250 for Non-Members**  
**Individual workshops \$65 each**

**Non-Chamber Members and Employees**  
**\$250 Non-Member/each additional employee \$40/session**



**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, October 7<sup>th</sup> 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 21<sup>st</sup>, 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 14<sup>th</sup> 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 28<sup>th</sup>, 7:30am-9:00am

Skylight Lounge @ the Heritage.

