

# EXCELLENT! CUSTOMER SERVICE:

*Learn the secrets to creating happy customers, every time!*

*PERFECT FOR BUSINESS OWNERS, MANAGERS, AND EMPLOYEES.*

**THURSDAY, AUGUST 12, 2010**

**Ozona Chamber of Commerce & Visitor Center Conference Room**

**RSVP FOR THE 2-HOUR SESSION THAT FITS YOUR SCHEDULE!:**

**11:30 a.m. - 1:30 p.m. OR 5:30 p.m. - 7:30 p.m.**

**INCLUDES CATERED MEALS!**

Circle Bar Truck Corral (lunch) and Texas BBQ (evening)

**ONLY \$10 PER PERSON! (RSVP REQUIRED)**

**DID YOU KNOW...** The second largest industry in Ozona is tourism. Ozona businesses can attract more customers and survive during a sluggish economy just by focusing on good customer service.



**AT THIS SEMINAR YOU WILL LEARN HOW TO...**

- impact the bottom line with effective listening, better communication skills, and telephone etiquette.
- attract and retain customers, and how important it is that the "team" all be on the same page.
- help the business grow and succeed, and how the business and your service can make Ozona a stronger more viable community.



**TOPICS:**

CUSTOMER SERVICE - HOSPITALITY TRAINING - MARKETING 101  
TIPS ON HOW TO OPERATE A BUSINESS DURING A SLUGGISH ECONOMY -  
AND MORE!

**ABOUT THE SPEAKERS:**

**CINDY HARTIN**



Cindy is a Certified Employee Benefits Specialist and has completed the Texas mediation training program. Cindy has been a small business owner and has worked for successful family-owned companies such as Trek Bicycle and Sub-Zero. She has also worked for Baylor Medical Center in Dallas as the director of two new business units. Cindy is skilled to help with all areas of small business ownership, with an emphasis on human resource issues, operations, and marketing development.

**PAUL HOWARD**



Paul joined the SBDC in September 2005 as a Business Development Specialist with a specialization in family owned small businesses. Paul also holds a Certified Business Advisor III designation. Paul and his father owned and operated a locally owned business for 30 years. He holds a BBA in General Business from Angelo State University. Community projects involving Paul include previous membership in the Downtown Optimist Club and past President of the San Angelo Symphony Chorale. Paul has also served on the Board of Directors for the San Angelo Symphony.



THE CHAMBER IS HAPPY TO WELCOME PAUL HOWARD AND CINDY HARTIN OF THE ASU-SMALL BUSINESS DEVELOPMENT CENTER TO PRESENT THIS SEMINAR.

**RSVP REQUIRED! CALL TODAY!**

**DEADLINE:** Tuesday, August 10th - To RSVP Call (325) 392-3737

ORGANIZATION *(be sure to include so we know who has responded)*

CONTACT NAME

NUMBER

E-MAIL

YES! My business/organization **will** be attending EXCELLENT! Customer Service - August 12, 2010 (Please check your designated time)

11:30 a.m. - 1:30 p.m. \_\_\_\_\_ attendees x \$10 = \_\_\_\_\_

5:30 p.m. - 7:30 p.m. \_\_\_\_\_ attendees x \$10 = \_\_\_\_\_

No, I am sorry. No one from our organization will be able to attend.

RETURN FAX TO 392-3485

CANCELLATIONS AFTER AUGUST 10TH OR NO SHOWS WILL BE BILLED