

The Guam Chamber of Commerce
Small Business Focus & Development Committee
In cooperation with the Guam Small Business Development Center
presents

2008 BUSINESS MANAGEMENT SEMINAR HOW TO NIP CUSTOMER TURNOFFS and PROPERLY HANDLE CUSTOMER COMPLAINTS

Your company's frontline employees have the most frequent & direct contact with your customers. These key employees must be empowered & trained to activate their Emotional Intelligence (EQ) - that is to act as your company's eyes & ears to detect the source of customer turnoffs and effectuate their behavior to encourage customer loyalty. Learn how to adopt a mindset to welcome and look at customer complaints as great opportunities to improve product, procedure, policy, service, communication and business reputation. Through effective communication skills, proper handling of complaints, and sincere actions you and your employees will win customer loyalty and trust.

Date: **FRIDAY, JUNE 13, 2008**

Time: **8:00 a.m.** Check-in
8:30 – 11:00 a.m. Seminar

Location: **Fort San Jose, Outrigger Guam Resort**

Guest Speakers: • **Toshie Ito**, Motiva Training & Consulting
• **Rodney Webb**, Small Business Development Center

Registration Information

Name: _____ Title: _____

Company: _____

Tel: _____ E-mail: _____ Fax: _____

There is no admission fee for Chamber Members however; seating is limited. **Please fax this registration form to the Chamber office at 472-6202 no later than 5:00 p.m., Tuesday, June 12, 2008.**

Member Profile:

Type of Business: _____

Business Hours of Operation: _____ Number of Employees: _____

Would you like to receive information on future workshops and events sponsored by the Small Business Focus & Development Committee? [] Yes [] No