



Lunch and Learn Business Seminars

Roanoke Valley Chamber presents Business to Business Seminars on the following dates at the Visitor Center. Registration is required; lunch is included in the fee of \$15.00.

CUSTOMER SERVICE

Business Lunches – Etiquette 101 Presented by Dwight Berry

Great manners lead to great sales. Learn the rudimentary manners for a great business lunch.

Thursday, April 23 from 11:30am – 1:00pm at the Roanoke Valley Visitor Center

Please reserve _____spots(s) for Business Lunches – Etiquette 101 for \$15.00

Knock Out Service Every Time the Chick-fil-A Way Presented by Chris Beckler of Chick-fil-A

Learn how to motivate employees to achieve a higher level of service every time.

Thursday, May 28 from 11:30am – 1:00pm at the Roanoke Valley Visitor Center

Please reserve _____spots(s) for Knock Out Service Every Time the Chick-fil-A Way for \$15.00

First Contact is your telephone – is it the image you want Presented by Lu Unger of AAA

Carolinas

Often the first contact your customer has is your telephone when an employee answers. Are your skills and your employees skills up to the task. Learn some basic principles that can save you customers everyday.

Thursday, June 25 at 2:30pm from 11:30am – 1:00pm at the Roanoke Valley Visitor Center

Please reserve _____spots(s) for First Contact for \$15.00

SAFETY

Safety is an Attitude that can save your company money! Presented by Dennis Parnell, NC

Industrial Commission

Learn how safety and simple techniques can help your company no matter how big or small can help you avoid claims and save you money.

Friday, April 3 from 11:30am – 1:00pm at the Roanoke Valley Visitor Center

Please reserve _____spots(s) for Safety is an Attitude for \$15.00

Workplace violence – your reactions could save your life Presented by Dennis Parnell, NC

Industrial Commission

Learn what to do when you think a co-worker may get violent. What do you do when someone is coming into your store with a weapon. Save a life – be prepared,

Friday, May 8 from 11:30am – 1:00pm at the Roanoke Valley Visitor Center

Please reserve _____spots(s) for Workplace Violence for \$15.00

Worker’s Compensation – what’s the latest Presented by Dennis Parnell, NC Industrial Commission

Hear the latest updates and what you should be preparing for with new regulations

Friday, June 5 from 11:30am – 1:00pm at the Roanoke Valley Visitor Center

Please reserve _____spots(s) for Worker for \$15.00

Who should attend: Anyone in your company that would benefit from the seminars.

Why you should attend: Increase your knowledge and grow your business

Cost: \$15 to Chamber members (includes lunch)

Company: _____ Name: _____

Phone: _____ E-Mail: _____

Fax this form to 252-535-5767

For more information contact: Allen Purser, President/CEO, at 252-519-2611 or apurser@rvchamber.com