



GENEVA, NY
 SENSATIONAL BY NATURE!

The Geneva Area Chamber of Commerce &
 The City of Geneva's Economic Development Department
 have partnered to offer

Doubling Down on Service
Ways to Thrive in Today's Business Climate

Facilitated by Spike Herzig of The Herzig Group

Who: Frontline Staff and Managers

What: 2 Hour Customer Service Training. Helping Geneva put its best foot forward!

Session I – Tuesday, May 11, 5:00 PM – 7:00 PM

-OR-

Session II – Thursday, May 13, 9:00 AM – 11:00 AM

Where: Geneva Area Chamber of Commerce, 35 Lakefront Drive, Geneva

Why: The visitors are coming! The visitors are coming!

Cost: \$20 per person for Chamber members, \$25 per person for non-members (includes all materials)

Please Print Clearly:

First Name	Last Name	Email address	Circle Session Choice
			Session I or Session II
			Session I or Session II
			Session I or Session II
			Session I or Session II

Business Name _____ Contact Person _____

Address _____ Telephone # _____

_____ My check for \$ _____ is enclosed

_____ Please invoice me for \$ _____ to the above address

Return this form by May 4, 2010

Mail to: Geneva Area Chamber of Commerce, ATTN: Customer Service Training,
 P.O. Box 587, Geneva, NY 14456.
 Fax to: 315-789-3993. Phone: 315-789-1776.