



**GENEVA, NY**  
 SENSATIONAL BY NATURE!

The Geneva Area Chamber of Commerce &  
 The City of Geneva 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, June 7<sup>th</sup>, 9:00am – 11:00am**

**-OR-**

**Session II – Thursday, June 9<sup>th</sup>, 5:00pm – 7:00pm**

*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 June 1, 2011**

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.