

# Improving Your Business Workshops

**Servicing for Success  
Managing for Success**

**June 26, 2009  
August 7, 2009**

**Presented by ■ iSpeak.com  
Kevin Karschnik**

Whether you are a business owner, salesperson, support personnel, an executive or an administrator, when you interact with the customer, you *are* your company to that customer. In that moment, if you don't handle a situation properly, you will change the customer's view of your organization immediately and possibly forever.

At the Servicing for Success seminar, you will learn what all customers want from an organization, the importance of Customer Service, and how to retain your customers and provide the highest standard of service excellence.

The Managing for Success will stress that strong management is the defining cornerstone of any high performing organization. An effective manager or supervisor requires a set of skills that will garner the respect of the team and management peers, while understanding how to direct a team of people, set goals, light a path, and persuade others to follow.

**Workshops will be held at  
Leander Public Library  
1101 S. Bagdad Rd., Leander, Texas  
Coffee & Networking 8:30 – 9:00 am  
Workshop 9:00-11:30 am**

**Cost is \$20 per person, per workshop  
Register for both by the deadline of June 19 and pay only \$35 per person for  
both workshops!**

**To register call the Greater Leander Chamber of Commerce  
(512) 259-1907 or email at :office@leandercc.com**

**Sponsored by**



City of Leander

# Improving Your Business Workshops Registration

First Name	Last Name	Email Address	
Company/Organization		Industry	
Mailing Address	City, State, Zip	Phone	Fax

Please check which workshop(s) you will attend. **Register for both and pay only \$35!**  
**Deadline is June 19.** Please complete a registration form for each person attending.

Please make checks payable to the Greater Leander Chamber of Commerce

<input type="checkbox"/>	<b>Servicing for Success iSpeak.com</b>	<b>June 26</b>	<b>\$20.00</b>
<input type="checkbox"/>	<b>Managing for Success, iSpeak.com</b>	<b>August 7</b>	<b>\$20.00</b>
		<b>Subtotal ( \$35 for both workshops)</b>	<b>\$</b>
		<b>Total Fee</b>	<b>\$</b>

Or to use a credit card please complete information below.

**Circle One:** Visa   MasterCard   Discover   American Express   Exp. Date \_\_\_\_\_ Security Code \_\_\_\_\_

Name of Card \_\_\_\_\_ Signature \_\_\_\_\_

Credit Card# \_\_\_\_\_

Billing Address \_\_\_\_\_

**Please mail or fax registration to:**

**Greater Leander Chamber of Commerce OR Fax (512) 259-9114**

**P.O. Box 556**

**Leander, TX 78646**

**For more information or any questions please contact Debra at (512) 259-1907**