

Tuesday,
AUGUST 26

11:30 a.m. - 1:00 p.m.

Chamber Office - lower level
323 W Main Street, Washington, MO



CUSTOMERS: THE HEART OF OUR BUSINESS

presented by *Dr. Brenda Bouse,*
The Quality Coach

"There is only one boss. The customer. Who can fire everybody in the company from the chairman on down, simply by spending their money somewhere else"

- Sam Walton, Founder of Walmart and Sam's Club

Each and every one of us serves customers, whether we realize it or not. Maybe you are on the frontlines of a company, serving the people who buy your products. Perhaps you are in accounting, serving the employees by producing their paychecks and keeping the company running. Or maybe you're a company owner, serving your team and your customers.

During this session we will be putting a focus on the heart of our business; our customers. We will look at all types of customers and how we can serve them better and improve ourselves in the process.

Cost: \$20 (includes lunch)

Please RSVP by Monday, August 25 to: hgiesike@washmo.org /
(636) 239-2715 x103 or follow QR Code for online registration

washmochamber.org



The Education Series is organized by the Washington Area Chamber of Commerce with the support of sponsors - Bank of Franklin County and Bank of Washington.

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