

### Service Excellence Challenge

In today's global economy, the customer is more savvy and demanding than ever before. Good customer service is no longer good enough - service excellence is a necessity to business success. It is what gives your business the competitive edge. Your commitment to the concept of consistently providing service beyond customer expectations will build your customer loyalty, increase your business and motivate your employees.

The service excellence song is one the Chamber has been singing for years. However, it is more critical now than in the past. As our economic landscape changes with an increased focus on developing the tourism and service sectors as a means of competing, we must raise the bar for service. We believe it is possible for us to distinguish our community from others by offering a higher level of service from our business community than anyone else. We challenge you to commit to this idea and we want to help.

The Chamber is offering a new series of Service Excellence workshops, beginning in March 2008. This program is an extended version of "Superhost" offered by the Ontario Tourism Education Corporation. If you have 100% of management and 75% of employees trained you are designated. Congratulations to the Brockberry Café and Suites who was recently designated a 'Service Excellence' business.

We hope you are able to take advantage of this opportunity to invest in your staff and your business and we know you and our community will reap the rewards immediately.

### Annual General Meeting . . .

The Brockville and District Chamber is hopeful all members will join us at our upcoming Annual General Meeting. We are excited to share with you accomplishments of the past year and plans for the future. The work of the Chamber and its many volunteers is a critical component of our community success. We are actively involved in matters of legislation, taxation, economic development and business support. This brief meeting is open at no charge to members on March 5th at 5pm. It will be interesting - we promise!

You are also invited to attend a special dinner and keynote presentation immediately following the AGM - members of the general public are also welcome. It is a rare opportunity for our community to have access to as sought after a speaker as Patricia Lovett-Reid. Special thanks to David Keenleyside at TD Canada Trust for bringing in a Senior VP of TD Waterhouse Canada for our event. Patricia is one of Canada's leading authorities on personal finance and wealth management, host of the national prime time television program - MoneyTalk and a best selling author. The keynote topic is called, "Boomer Anxiety". You may also see Patricia during the afternoon of March 5th at a special presentation called, "Turbocharge Your Retirement". Call the Chamber for details. Hope to see you there!

### Voice of Business . . .

The Brockville and District Chamber of Commerce is part of a network of Chambers of Commerce and Boards of Trade that exist in virtually every community across Ontario and Canada. The Chamber network consists of 65,000 businesses provincially and 170,000 businesses nationally.

Your Chamber is 550 members strong and is recognized as this area's official "Voice of Business." We exist solely to represent the interests of the business community for the purpose of fostering a competitive business environment in the Brockville region that benefits the people of this region through the growth of jobs, wealth and quality of life.

Thank you to the businesses and volunteers that support the work of the Chamber to ensure it continues to have a positive impact in our region.

### Member Advantage . . .

Chamber members get the competitive edge with exclusive discounts and benefits from over 160 businesses through the M<sup>2</sup> Program - members supporting members.

### Contact the Chamber . . .

Check out [www.brockvillechamber.com](http://www.brockvillechamber.com) or call 613-342-6553 for more information on member benefits, upcoming events and advocacy positions.

### Flashback from last Month



Federal funding for SLC gallery (L-R): Frank Lockington, Gord Brown, Sueling Ching



Chamber Team (L-R): Kim Barr, Sueling Ching, Robin Hart

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Your business,  
your needs,  
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**Doug Phillips**  
Group Broker  
613-342-4401 ext 451

## NEW MEMBERS

- Allstate Insurance
- Brockville Sports
- Inspirations Art Gallery
- Isis Dress for Special Occasions
- Keller Williams Solid Rock Realty
- McNeill Interiors
- PSI Compressors Inc.
- Solace Property Management
- SuperworX Inc.
- Transition Consulting

## EVENTS

**Thursday, March 20, 2008**  
**Business After 5**

*Presented by: Henderson Hydroplanes,  
104.9 JRfm & The Brock Pub*

**Friday, March 28, 2008**  
**Breakfast Connections**

*Keynote: Steven Johnston,  
Senior Security and Technology Specialist  
on Businesses and Identity Theft*

## SPECIAL EVENTS

Wednesday, March 5, 2008

**Annual General Meeting**

*Keynote: Patricia Reid-Lovett, Senior VP,  
TD Waterhouse Canada*

*Presented by: Chambers of Commerce Group Insurance*

Tuesday, March 11, 2008

**Service Excellence Workshop**

*Presented by: Brockville and District Chamber & OTEC*