



## **URBA Lunch & Learn Series February & March 2019**

Uptown Rutland is bringing back the Lunch & Learn series for the months of February and March. URBA provides these learning sessions to educate businesses in the business improvement area (BIA) on subjects that will help give a competitive advantage if implemented and used correctly, we are also going to touch base on security and issues related to that. This is FREE and open to you, your managers or even send a staff person(s).

**When – pick a day and week that’s best for you see list below, send someone each week if you want!**

**Time – 12:00-12:45pm (we will have you back at to work by 1:00pm)**

**Where – URBA office at 158 Valleyview Rd**

**Cost – FREE Lunch - bring your own and we will supply the beverages**

<b>Date</b>	<b>Time</b>	<b>Subject</b>
Feb 12 (Tuesday)	12:00-1:00pm	Who to call / when to call
Feb 13 (Wednesday)	12:00-1:00pm	Social Media
Feb 14 (Thursday)	12:00-1:00pm	Customer Service
Feb 26 (Tuesday)	12:00-1:00pm	Social Media
Feb 27 (Wednesday)	12:00-1:00pm	Customer Service
Feb 28 (Thursday)	12:00-1:00pm	Who to call / when to call
Mar 12 (Tuesday)	12:00-1:00pm	Customer Service
Mar 13 (Wednesday)	12:00-1:00pm	Who to call / when to call
Mar 14 (Thursday)	12:00-1:00pm	Social Media

### **Meet our experts:**

- **Customer service – Lucy Glennon** was an entrepreneur for over 25 years, Lucy owned and operated a successful retail store before joining Sandler Training in 2011. Lucy is passionate about people and believes salespeople and frontline service providers are any company's #1 asset. She's an avid believer that supporting those employees with training will return investment to the top and bottom lines.

Is there any greater challenge within an organization than working and dealing one-on-one with customers daily? Much hinges on this critical role – from building strong relationships to uncovering customers’ ongoing needs to establishing loyalty. In this session we’ll take a close look at customer expectations and then examine what we do to meet those expectations. The customer service triangle examines the relationship between the frontline representative, the customer and the company. We’ll also explore what makes up a customer-focused culture.

Website: [www.glennon.sandler.com](http://www.glennon.sandler.com)

- **Social Media – Michelle Dupuis, Project and social media manager at Lifeblood Marketing/ Realty labs,** Michelle is responsible for helping business structure, strategize execute as well as monitor their social media accounts. Michelle has helped many businesses succeed in the always changing world of social media. Michelle's love for social media can be seen on her own personal channels and is a self-proclaimed Kim Kardashian of the middle class.

Website: [www.lifebloodmarketing.ca](http://www.lifebloodmarketing.ca) [www.realtylabs.ca](http://www.realtylabs.ca)

- **Who to Call & When to Call -Colleen Cornock, Crime Prevention Supervisor RCMP, Kevin MacDougall, Community Policing Coordinator RCMP & David Gazley, Bylaw Services Manager, City of Kelowna**

URBA, the RCMP & Bylaw want to make sure our members and their staff know who to contact when they need help. There is nothing more frustrating than calling the wrong organization when in crisis. Come hear first hand on who to call and when to call. We will also share information about safe needle disposal.

Website: [www.kelowna.ca/crime-prevention](http://www.kelowna.ca/crime-prevention)

[www.kelowna.ca/city-hall/city-government/bylaws-policies](http://www.kelowna.ca/city-hall/city-government/bylaws-policies)

**Contact Info:**

Please contact the URBA office to inform us on whose attending and for what session:

Uptown Rutland Business Association [info@uptownrutland.com](mailto:info@uptownrutland.com) Tel: 250.451.9861

Thanks to the following businesses and or organizations for donating their time and talent to our members

