

# Building Loyalty *and* Ensuring Revenue

*Interactive Workshops on Customer Service*

FEBRUARY 3

**LOYALTY**, a measure of customer quality

MARCH 3

**COMMUNICATING** for optimal impact

APRIL 7

Adding **VALUE** through better decision-making

*6:00-9:00 p.m. (6:00-6:30 p.m. Light Refreshments and Networking)*

*Middle Country Public Library  
101 Eastwood Blvd.  
Centereach, NY 11720*

**YOU ARE INVITED TO ATTEND ONE, TWO, OR ALL THREE WORKSHOPS**

**\$25 per session, or \$60 for all three sessions for Brookhaven Chamber members**

**\$40 per session, or \$90 for all three sessions for nonmembers**

**Please make checks payable to MCL Foundation**

For more information or to register, please contact Ryan Gessner  
at the Miller Business Resource Center at 631.585.9393 x228  
or gessnerryan@mcpl.lib.ny.us

*Space is limited. Reserve your seat today!*

*The workshops will be conducted by Noetic Think, a Long Island-based think tank which meets at Adelphi University.*

**BROUGHT TO YOU BY THE BROOKHAVEN CHAMBERS OF COMMERCE COALITION,  
THE GREATER MIDDLE COUNTRY CHAMBER OF COMMERCE, AND THE MILLER BUSINESS RESOURCE CENTER.**