



Sign Up for the Business Success Series



The Customer Experience

January 12, 2011 - 6:00 to 7:30 p.m.

Customer service just isn't enough. Learn how successful companies like Disney and Starbucks create a positive, memorable customer *experience* that results in customer loyalty and increased revenue.

Instructor: Jeff Selby

Jeff Selby is an instructor and counselor at the Clackamas Small Business Development Center. He is a former Imagineer with the Walt Disney Company and helps small business owners improve their image as owner of AIW Creative.

Social Networking For Small Business

February 9, 2011 - 6:00 to 7:30 p.m.

Learn how to use Facebook, Twitter, LinkedIn and dozens of other sites to market your business effectively. We will focus on best practices and tips on how to use these tools without spending huge amounts of your valuable time.

Instructor: Rob Patton

Rob Patton is an instructor and counselor at the Clackamas Small Business Development Center. He is the owner of the Portland internet marketing firm, Enter The Net.

Access to Capital - R U Bankable?

March 9, 2011 - 6:00 to 7:30 p.m.

Learn the ins and outs of obtaining capital and other sources of financing for small business.

Instructor: Rick Stone

Rick Stone is an instructor and counselor at the Clackamas Small Business Development Center. He has over 20 years of experience developing commercial loan packages and 28 years in business ownership.

**Light Refreshments provided. Location to be determined by attendance.
\$10/ Course or \$25/ for entire series**

I plan to attend:

- 1/12/11
- 2/9/11
- 3/9/11
- ALL SESSIONS

Name:

Address:

Email:

Phone: