

Get ready to learn about customer service like you've never heard it discussed before!

**Friday  
September 24  
8:00 a.m.**

**Holiday Inn  
Martinsburg**



In the *Give 'em the Pickle* training workshop you'll learn the importance of giving away pickles to provide the best possible customer service. During this

training workshop we will discuss:

- ◆ The customer service concept of giving our customers a pickle.
- ◆ How your attitude impacts a customer's experience.
- ◆ Why our service efforts should be consistent.
- ◆ Why teamwork is critical to ensuring that our customers return again and again.

## **Give 'em the Pickle Customer Service Workshop**

8:00 a.m.— 8:30 a.m. Registration & Breakfast

8:30 a.m.—11:00 a.m. Workshop

\$25 Chamber Members

\$40 General Admission

Register now by calling 304.267.4841 or  
email [chamber@berkeleycounty.org](mailto:chamber@berkeleycounty.org)

*Reservations are required.  
Cancellations will be honored with a full refund if received by 9/21/10.  
No-shows and cancellations after the deadline will be charged  
the full price of the workshop.*



**BlueRidge**

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