



## Making the Most of Your Chamber Membership

Below is a list of services we offer to bring about each of the impacts we strive to have on your business. Look for the “WYNTD:” (“**W**hat **Y**ou **N**eed **T**o **D**o”) section under each to find out “what you need to do” to take advantage of each.

### IMPACT 4: Improve Quality of Customer Experience

**Customer Service Training Workshops** – These workshops (offered regularly and at no cost to any and all of your employees) introduce frontline employees to the basics of providing great customer service and get your business into the Welcome to Arkansas program.

**WYNTD:** Read our monthly e-Newsletter to find out when the next one is and sign up as many of your employees as you can. Need one sooner? Just let us know. So long as we have enough participants, we arrange to do one at any time.

**Community-wide “Comment Box”** – The Chamber has created a community-wide “Comment Box” through which any consumer can share feedback – positive or negative – about a customer service experience they had. The feedback is shared privately with businesses, so that positives are recognized and reinforced and negatives are remedied.

**WYNTD:** Be prepared to receive the feedback (no action required).