

## MARK YOUR CALENDARS....

### Upcoming IMPACT FACTORY luncheon dates

January 19, 2012

“Communicating Your Brand”

Communication Skills

Your Brand & Your Company Brand

Why Your Voice Matters

February 16, 2012

“Technology Etiquette 101”

Telephone Skills

Skype Meetings

Online Meetings

March 15, 2012

“Essential Social Media Toolkit”

Your Online Brand

Facebook

Twitter & More

April 19, 2012

“Retail Customer Service : Managing Customer Expectations & Experience”

What is retail customer service?

The 5 Basic “Don’ts”

8 Rules for Customer Service

May 24th

Leadership Luncheon

\*All luncheons will be held at the Sublette County Library - Lovatt Room in Pinedale at 12:00 PM\*

\*All evening micro-sessions will be held from 5:30 - 6:30 PM at the Hampton Inn\*

Professional Workshop & Delectable Lunch

\$15 admission for Chamber Members, \$30 admission for Non-Members

\$60 pre-sale for all 5 luncheons (Jan - May)

Call the Chamber to RSVP or for more info at 307-367-2242.

Please visit [www.impactfactoryutah.com](http://www.impactfactoryutah.com)