

SMALL BUSINESS WEEK

Wednesday, October 20, 2010

9:00 a.m. – 4:30 p.m.

Service Excellence Training

Location: Dryden Fire Hall, 189 Colonization Avenue

The Service Excellence Program is designed to develop employee service skills to ensure consistent service delivery to customers. It helps create a consistent service standard within your organization and provides employees with tools and techniques that help to build customer loyalty.

This class is currently filled. To attend the October 27, 2010 class please register by today at www.exploredryden.ca

3:00 p.m. – 5:00 p.m.

Search Engine Part 1- Optimization: On-Page Tactics Video Conference

**Location: Patricia Area Community Endeavours (PACE),
66 Keith Ave, Unit #2**

Learn how to make your pages better optimized for search engines. Participants will learn how to avoid common mistakes that prevent search engines (or visitors) from finding their sites. These techniques will make your pages more "search engine friendly", and will also make your pages more usable and navigable.