



COMMUNITY COURIER

Representing the Interests of Business for the Growth and Prosperity of Our Members and Communities

Our Summer's Student Message

Hello to all! My name is Tessa Krofchek and I am the 2008 summer student here at the Yorkton Chamber of Commerce. August is here! This summer just flew right by! I couldn't have asked for a better way to spend my summer than to be working here at the Chamber of Commerce. I have experienced many changes in the past couple of months, and I am proud of the person I have become. I got the opportunity to work on many projects for the Chamber, and with each new project, I gained experiences, knowledge, and had tons of fun along the way.

If you are wondering what projects I was involved in, there are quite a few to list. I had the right timing, and privilege to catch the tail end of the planning for the Dine-A-Nite 2008. It was a great honor to be included in that celebration and the night itself was a great success.

Once all the decorations were finally put away from that event, I was quickly put in charge of planning the Yorkton Parade Entry, as well as the Salute to Agriculture Barbeque. It was such a rush to have the liberty to use my own ideas, and dive right into the planning. I got to meet a lot of people and was in contact with many of our members throughout this process, which was one of the great perks. I love meeting new people!

Throughout the planning of these events I was also kept busy with regular website updates, as well as creating the interactive Signboard link that can now be seen on the Yorkton Chamber of Commerce Publication page. We felt it was a great idea to have your business just "a click away." Also, I got the task of doing the radio ads for the Chamber of Commerce Events Report. Yes, that would be my voice that wakes you up every morning.

Since I only saw how an event ended, and not really how the planning started, I have the opportunity to sit on board the planning committee for the Premier's Business Dinner 2008. I enjoy being able to shadow the planning process, take minutes as well as do some of the promotional designing. Sadly, I will already be back attending my final year of college when this event is celebrated, but I still am grateful to be included in the planning process.

I need to extend a huge thank you to everyone here at the Yorkton Chamber of Commerce. All the board members and executive have been nothing but encouraging, welcoming and patient with me through this learning process. I especially need to thank Lori, Donna and Sherry. Lori, as I am sure you all know, is our Chamber of Commerce President. If it wasn't for her, I would not have experienced this great learning opportunity. I enjoyed this summer so much, and I am pleased to say there is so much knowledge and so many skills that I will be taking back with me to Medicine Hat, that I am sure will benefit me as a work towards convocating with my Marketing Major from the Global Tourism and Marketing Program.

Also, I need to extend a great many thanks to Donna. Although I only got to work for Donna for a shorter time. She graciously took me under her wing and constantly challenged me to continue to strive at my best.

Finally, thank you to Sherry. She continually made sure I was comfortable in my working environment. She checked in and made sure I didn't need help and wasn't scared to ask questions. She also deserves this great Thank You because she had to put up with my constant singing to literally EVERY song on the radio (Might I mention, I am not the type to quietly hum in the corner either.)

I am disappointed that the summer went by so fast. I have felt nothing but warmth and welcome from the minute I stepped into the office on my first day, to the moment when I will have to leave. I have met many different types of people, and I have worked on many different types of projects. There is nothing more I could have asked for out of a Summer Student position, and for that I am eternally grateful.



Tessa Krofchek
Summer Student/Marketing Assistant

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CUSTOMER SERVICE

TIP: Turn Customer Complaints into compliments by using the seven magic words: "What would you like us to do?"

SEVEN LAWS OF SATISFACTION

- Treat the Customers you have as though they're prospects.
- View Customers as Partners - members of your team.
- Consider Recruitment as serious business-like only the best.
- Give Your Staff Members the Tools they need to build skills and develop professionally and evaluate them on what they accomplish, not hours worked.
- Prepare for the Inevitable Conflict arise in any customer relationship with this thought in mind: "It's how you handle the problems that sets one profession or organization apart."
- Invite Customer Complaints as a learning experience.
- Foster its changes among your organization's groups and individuals to get their ideas on how to better satisfy customers. And test what you assume is working-even your best programs.



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- First Choice Homecare & Housecleaning • Atlas Aggregates
- Big Brothers & Big Sisters • D's Signs & Designs • Xerox
- LR Future Insurance & Investments • Magic Touch Carpet Cleaning
- Terry's Pawn & Bargain • City of Yorkton • Vitamin Centre • Subway • Wal Mart
- Parkland Carpet & Upholstery Cleaners • Men's Frame & Wheel
- Chalet Restaurant & Lounge • Fraser Estate Wines
- Yorkton Coop Gas Bar • CAA Saskatchewan • Peavey Mart
- Park Allen Farm & Ranch Supply • Wagner's Flooring • Webber's Furniture
- Carpet One • McDiarmid Lumber • Carpet Land Ltd.
- Alexander's Mens Wear • Yorkton Sewing Centre • Luna Experience
- Jay's Moving & Storage • Audio Warehouse • CTV Television
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All proceeds from the Barbecue benefit the
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September 24th, 2008

St. Mary's Cultural Centre
240 Wellington Avenue.
Yorkton, SK

Reception: 5:30

Dinner: 6:30 PM

Premiers' Address
to Follow

For Ticket Information,
Call the Chamber Office @ 783-4368.