

Ponca City

PRIDE

PROGRAM



**THE PONCA CITY AREA
CHAMBER OF COMMERCE**

Ponca City **PRIDE** Program



"When good hospitality spreads throughout our community everybody wins! With this workshop you get a package deal - examples of how to create quality customer service and the materials to show you how to do it."

"This program will show your employees how to give excellent customer service and be a knowledgeable ambassador for Ponca City!"

Homer Nicholson

-Mayor Homer Nicholson -

What other people have said about PRIDE Program!

"I thought I was going to be bored. I was not bored, it was just the opposite. Very interesting and I learned a lot!"

"I thought I already offered good customer service but I learned ways to take my service to another level!"

"I learned that Ponca City has a lot to offer and do."

"I really enjoyed the Moments of Truth. That can really make the difference in keeping a customer."

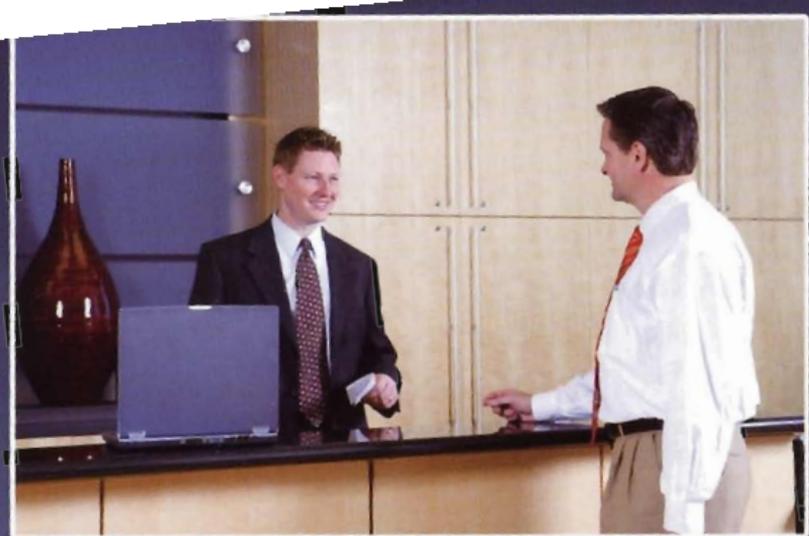
"I now realize how important the appearance of my office and with my employees is to the success of my business."

"I learned that good service can keep existing business and help me expand my business."

Take **PRIDE** in Your Business!

The Ponca City PRIDE Program
Contact the Ponca City Chamber Office 765-4400
to register your employees and set the time and date
most convenient for your business.

Pride Program was created by OSU Extension Service



Producing Resourceful Informed Dedicated Employees

Program

Welcome and Introductions

Lets all Get Acquainted!

Circle of Service

What is it and how do we achieve it?

Who are the People we Serve?

Interactive discussion

Moments of Truth

First Impressions Count!

Hospitality Habits

The Golden Rule.....Rules!

Learning More about Ponca City

Be excited about Ponca City and Know the Answers!

Wrap up and Evaluation

Certificate Presentation

Full Program (approximately two hours)

*Program can be made to accommodate
your time needs!*



Purpose

To create a customer/visitor oriented environment in Ponca City and in Kay County so every guest feels good about his/her visit and wants to return.

Who Should Attend?

Ponca City Pride is a "state of mind" in our community that recognizes the importance of customers and visitors to our city. Image, service, knowledge of our area's attractions is all critical if we are to be successful in promoting Ponca City. This program is for management, employees, sales staff, clerks, and any "front line" people who deal with the public. This includes any employee who would come in contact with a customer should attend this workshop.

Registration

Registration fee is \$5 per person for Chamber Members and \$10 per person for non chamber members. Contact the Ponca City Chamber Office 765-4400 to register your employees and set the time and date most convenient for your business.



Take **Pride** In Ponca City

PRIDE Many businesses have already taken advantage of this great program

PRIDE Over 1,000 employees are offering better customer service

PRIDE These businesses have improved company relations, not only with their customers and clients, but with each other in the work place.

PRIDE Join this growing group of businesses in making Ponca City the best place in Oklahoma and Kansas to do business!

PRIDE Help keep Ponca City's economy strong by offering the best customer service and knowledge of our great city anywhere ...

Sign Up Today! 765-4400



Ponca City Area Chamber Of Commerce

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