

FALL WORKSHOPS 2011

Schedule subject to change. Workshops require advanced registration. Call the SPICE office at 740-394-2200.

Customer Service Dealing With Today's Customer

This workshop is designed to discuss the dealings with today's customer in our ever changing workplace and what is expected of good customer service.

This workshop includes:

- Defining the meaning of quality customer service
- Customer service in today's market
- Minimum wage leading to higher wages
- Ethics and customer service
- Dealing with the distraught customer
- The "Team"

Tues, Oct. 25th, 5PM - 7PM

Roseville Community Center, Roseville

Cost: \$10.00

BOSS

This class will acquaint you with the basic steps to follow in starting a small business: licensing, tax requirements, types of ownership, finding customers, conducting market research and more.

SBDC is Co-Sponsor

Thurs, Oct. 27, 3:30PM – 5:30PM

SPICE Office, New Straitsville

Cost: FREE

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Profit Mastery Creating Value and Building Wealth

Driving financial performance - for many business owners, it's their Achilles heel. Learn to move from Profit Mystery to Profit Mastery.

This 2 day, workshop will cover:

- Overcoming common business problems
- Understanding your financial position
- Using tools to take active control
- Making effective pricing decisions
- Evaluating cost patterns
- Making your business bankable
- Avoiding cash crunches
- Planning for transition
- An approach to analysis

1st Session:

Tues, Nov. 1st, 10AM – 5PM

2nd Session:

Tues, Nov. 8th, 10AM – 5PM

Perry County District Library, New Lexington

Cost: \$40.00 (covers both sessions)

QuickBooks Part 1

SPICE is offering a QuickBooks class for new users. Class covers:

- Set up a company and its charts of accounts
- Edit & add to lists
- Make deposits, write checks and reconcile accounts
- Set up customers
- Create invoices and cash sales
- Receive customer payments
- Set up vendors
- Enter and pay bills, issue credit memos

Wed, Nov. 16th, 9:30 AM - 2:30 PM

Holland Center, Corning

Cost: \$60.00

QuickBooks Part 2

Take your basic Quickbooks knowledge to the next level. Learn job costing & estimates; asset and loan tracking; generate financial statements and reports; customize templates and preferences; learn problem solving and shortcuts.

Wed, Nov 30th, 9:30AM – 2:30PM

Holland Center, Corning

Cost: \$60.00

Building Up and Selling Out Legal Workshop

For small or family owned businesses and beginning entrepreneurs. Workshop covers: Growing the business to sell at a profit; Enjoying the gain on the sale in your lifetime; Assisting heirs in avoiding liquidation & taxes; Learning how business interests transfer; Buying an existing business instead of "re-inventing the wheel". Class includes case studies of fact patterns that worked.

Wed, Dec. 7th, 4PM – 6PM

SPICE Office, New Straitsville

Cost: \$10.00

Insurance Needs For Business

Are you prepared for the unexpected?

This workshop provides information, resources and insurance options for small businesses. Topics covered include: Health Savings Accounts; Insurance Related Websites; Insurance Choices For - Liability, Life, Health, & Disability; Workers Comp; Crime Prevention; ... and more

Tues, Dec 13th, 4PM - 6PM

Somerset Town Hall, Somerset

Cost: \$10.00