

**Hampton Roads Small Business Development Center**  
**Sponsored by the City of Newport News**  
**Department of Economic Development**



## Customer Service Reimagined

# SMALL RETAIL STORES

Come learn the changing definition and role of customer service! The buying habits have changed due to the influence of Amazon and big box stores.



The Hampton Roads SBDC is very excited to bring retail expert Marc Willson to better explain how Customer Service can impact Sales! Marc has visited more than 2,000 communities in 36 states by bringing his expertise to help independent retailers and restaurants out maneuver the competition. **This session is "FREE."**

**Join him: Thursday, August 15, 2019; 9:00 a.m. – 11:00 a.m.**  
**The Downing Gross Cultural Arts Center**  
**2410 Wickham Avenue**  
**Newport News, Virginia 23607**  
**Contact: (757) 865-3126**

**To register, please visit the Hampton Roads Chamber Calendar of Events**  
**[www.hamptonroadschamber.com](http://www.hamptonroadschamber.com) then click the date**



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