

<b>PROJECT TITLE</b> Commerce Ambassador Program		
<b>NAME OF ORGANIZATION:</b> Qualicum Beach Chamber of Commerce		
<b>CONTACT PERSON:</b> Peter Doukakis	<b>TELEPHONE NUMBER:</b> 250-752-0960 <b>FAX NUMBER:</b> 250-752-2923	<b>E-MAIL ADDRESS:</b> chamber@qualicum.bc.ca
<b>TOTAL NCED PROGRAM FUNDING:</b> \$7,500.00		<b>TOTAL PROJECT BUDGET:</b> \$43,250.00
<b>PROJECT START DATE (YYYY/MM/DD):</b> 2012/09/01		<b>PROJECT END DATE (YYYY/MM/DD):</b> in progress
<b>PERCENT COMPLETE:</b> 25%		
<b>IF NOT COMPLETE, WHAT ASPECTS OF THE PROJECT REMAIN? PROVIDE ESTIMATED COMPLETION DATE:</b> Successfully delivered 1 of 2 sessions to area businesses, second session set for Oct/Nov.		

<b>PROJECT AREA (SELECT ALL THAT APPLY):</b>					
<input checked="" type="checkbox"/> PARKSVILLE	<input checked="" type="checkbox"/> QUALICUM BEACH	<input checked="" type="checkbox"/> EA 'E'	<input checked="" type="checkbox"/> EA 'F'	<input checked="" type="checkbox"/> EA 'G'	<input checked="" type="checkbox"/> EA 'H'
<b>PLEASE PROVIDE A SUMMARY OF THE PROJECT RESULTS:</b> Successfully delivered the first of two session, in Qualicum Beach, to area businesses with the second session set to run in Lighthouse Country in late October/early November (awaiting venue confirmation). Please see attached evaluation of 13 participants from the initial training session.  (Attach any documents or other materials produced as a result of this project).					
<b>DESCRIBE THE ECONOMIC BENEFITS OR OTHER OUTCOMES THAT HAVE RESULTED FROM THIS PROJECT:</b> Customer service training was delivered to local businesses which resulted in an increased awareness of the value of: serving local residents, importance of the service sector to the local economy, tourism as an economic driver, cross promotional awareness to strengthen regional referrals within the northern regional district.  (Please attach any supporting information that quantifies the economic benefits of the project.)					
<b>PLEASE DESCRIBE HOW THE PROJECT HAS MET THE PROGRAM PRINCIPLES AND PRIORITY AREAS:</b> Promoted a more positive business climate amongst businesses who traditionally competed amongst themselves. Ensured dollars spent within the region are re-invested in support of local community events and groups as they lead to a greater awareness of regional businesses and services. Sharing of talent and experiences led to the capacity building of regional businesses.  (Please attach additional pages as necessary.)					

<b>OFFICE USE ONLY:</b>		
<b>DATE RECEIVED:</b>	<b>RECEIVED BY:</b>	<b>POSTED ONLINE:</b> <input type="checkbox"/> YES <input type="checkbox"/> NO

Please Note: Completed Summary Reports will be posted publicly on the Regional District of Nanaimo website.

**WORKSHOP SERVICE EVALUATION SUMMARY – SESSION #1: QUALICUM BEACH CIVIC CENTRE**

Your opinion is valuable. We ask that you complete this evaluation form as honestly as possible so that we can make changes to future workshops. Your comments are confidential, and will only be used to improve service. Please ✓ the answer that best reflects your opinion. Please feel free to meet personally, call or email the Chamber CEO, if you wish to provide additional feedback.

What did you think of the workshops in general?

Sessions (listed in alphabetical order)		Very Good	Good	Fair	Improvement Needed
Business Associations Panel	(100%)	54%	39%	7%	
Customer Service On-line Reviews	(100%)	54%	46%		
FISH Philosophy	(100%)	48%	62%		
National Geographic Video	(100%)	100%			
Reducing Stress & Dealing With Problem Customers	(100%)	23%	77%		
Sales & Marketing Essentials	(100%)	39%	54%	7%	
Tourism Indicators/Travel Types	(100%)	46%	54%		
Who Is The Customer	(100%)	17%	62%	7%	14%

**Length of Sessions** 23% - Very Good 77% - Good - Fair

Comments:

- I think the meetings should start later and go longer to condense the number of days involved (ie: 8 – 12 for 2 days). I think this would be helpful for turnout.
- Easy to do before working. Possibly an extra half hour per session. Good variety of speakers. Time went very quickly – enjoyable.
- Would prefer a whole day for the management although it was convenient and do-able. Great opportunity to have content and interaction.
- Would have liked perhaps a weekly meeting per topic to involve more of a local exchange of comments.

**Size of Class** 58% Very Good 28% Good 14% Fair

Comments:

- Would like to see a few more people from other stores. Fine, would be great to see more businesses here to get the benefit of training.
- Good size, just the right amount. Class size was fine.
- More participants to share their experiences makes it very relevant. Could be larger, more input and representation.

**Workshop Topics** 65% Very Good 28% Good 7% Fair

Comments:

- Would like to have more problem solving on some subjects discussion – troubleshooting.
- A lot of work must have been put into choosing these – well done. Nice variety, great videos.
- Over all very good, some areas need re-focusing on relating back to front end staff/customer service.
- A great refresher and some easy things to pass along and share with other staff.

**Instructor's Presentation And Facilitation Skills** 100% Very Good - Good - Fair

Comments:

- Good energy, lots of fun even at 7:00am. Good blend of humour and interaction.
- I enjoyed very much, very personable, relaxed, also very clear. Good – great, thank you.
- Examples are good and measureable. Mix of information is great, looking forward to a continued learning program. A great start!
- Excellent rapport with group. Very good organizational framework.
- Presenter was great, relaxed atmosphere made for laughs and a lot of interaction – very good!
- Friendly, fun, entertaining – very enjoyable. Variety of subjects was great!
- Presenter's enthusiasm and organization of 5 session presentations made getting up early in the dark morning bearable.
- Business Association panel was great, hope to see this continue and lead to new regional economic development partnership.

**Facility** 86% Very Good 7% Good 7% Fair

- Comfortable, easy access. Roomy, comfortable, nice setting.
- Nice environment, liked the coffee and fruit first thing in the morning.
- Roomy, comfortable and well maintained.

**Did you learn what you wanted?** 93% Very Good - Good 7% Fair

If you answered "yes" or "somewhat", please elaborate on what you found most hopeful:

- Attitude of presenters was great! National Geographic video was inspiring.
- The local business community needs this! Thank you! How to look at myself first.
- I am leaving class with many new ideas and very uplifted. Yes, learned a great about the area, other businesses, etc.
- Relevant information, broad spectrum, great motivation to lead, teach and live it!
- Variety of content, guest speakers, different perspectives. Great refresher and eye opener to what we didn't know.
- I learned some things and had great reminders that refreshed my attitude.
- Loved the great reminders/new ideas and suggestions. Seeing the business association panel all together was amazing.
- Business Assoc panel showed me the variety of businesses in district 69 and how they are being promoted.

If you answered "no" or 'somewhat', what would you like to learn or see presented in this or in other workshops?

- It would be really nice to see more businesses involved in what you are offering. I will tell people about this workshop.
- More opportunity for group (large and small) to interact. Less focus on Power Point/ can read notes after session to assimilate.

Thank you for your participation in the workshop and the evaluation process.  
If you enjoyed and learned from the workshop, please tell others that may benefit!