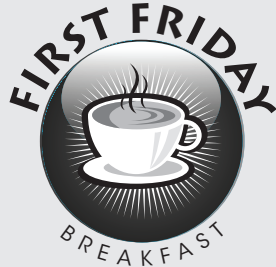


NETWORKING

AT FIRST FRIDAY BREAKFAST



OCT. 4, 2013
7-9 a.m.

OMNI LA COSTA RESORT AND SPA
2100 Costa Del Mar Road, Carlsbad, 92009

- Early bird networking
- Tabletop exhibits available
- Soapbox presentations available for \$75

*Must register in advance

EARLY REGISTRATIONS BY SEPTEMBER 27:

Chamber Members - \$32
Prospective Members must call chamber for reservation and pricing

AFTER SEPTEMBER 27 AND AT THE DOOR:

\$55 for members
\$60 for all walk-ins. (if space is available)
*No refunds or transfers after September 27

JOIN THE BREAKFAST CLUB:

Put your credit card number on file.
Mark the registration form below if you are interested.

MORE INFORMATION:

Contact Member Services Manager
Kathy Steffen at (760) 931-8400
or ksteffen@carlsbad.org.



Are you creating a great customer experience?

Are you making a great impression with your customers?

Come to October's First Friday Breakfast and learn the importance and benefits of providing a great customer experience in your organization.

The speaker will be Wendi Pomerance Brick, president and CEO of Customer Service Advantage, Inc.

The First Friday Breakfast will be held from 7-9 a.m. on Oct. 4 at the Omni Resort La Costa Resort and Spa, 2100 Costa Del Mar Road in Carlsbad.



BRICK

Brick's 20-year public sector career started with the County of San Diego and continued with the City of San Diego.

For the past 15 years she has been developing and implementing customer service improvement programs for government agencies.

Among her accomplishments, she has provided staff and management training, conducted surveys and implemented reward and recognition programs.

In 2003 she decided to launch her own business, and it became her full-time pursuit in 2009.

CSA's mission is to improve the quality of life of its customers, and the customers of its customers, by providing an innovative reliable customer-focused project and process improvement.

REGISTER NOW!

FIRST FRIDAY PRE-PAID Registration Form Please return with payment to Carlsbad Chamber of Commerce, 5934 Priestly Dr., Carlsbad, CA 92008
FAX with credit card info. to (760) 931-9153 or **register online at www.carlsbad.org**

Early registration deadline is FRIDAY, September 27, 2013 (Payment must be included).

YES, send me information about the First Friday Breakfast Club.

Name(s) _____

Phone _____ Fax _____

Business Name _____

Email _____

of Members by September 27 @ \$32 _____ after September 27 @ \$60 _____

Total enclosed \$ _____

(Circle one) AMEX/VISA/MC/DISCOVER # _____

Exp. Date _____ Billing Zip Code _____

Name on Card _____

Signature _____