



Despatches

CLUB EVENING – MARCH

John Shaw...

unfortunately suffered with a tummy bug on the day he was to entertain us with his slide show about the history of some Lichfield pubs. Full of apology, he promises to appear for our July meeting.

Instead, our other Mr Shaw hastily put together a group activity that focused upon the provision of customer care in a service industry; hopefully this would apply to most of the people attending.

The Members divided into groups and considered just how far to go with the provision of customer care and its potential cost implications. After all, many of our Club members rely upon goodwill and referrals from people they know in order to gain more business.

There was an interesting divergence of views expressed by participants and hardly anyone agreed with the very generous actions of the hotel under manager in our scenario.

Members then shared some of their own personal experiences of giving and receiving memorable and effective customer service.

CLUB MATTERS

May Social ...

In order to plan effectively and well in advance, could you please contact Alan Shaw (e-mail or phone) to say whether you would like to:

- a) come along and do some tenpin bowling at Burton or Tamworth
- b) bring along any partner or friends
- c) reserve some food at the bowling alley

Depending upon numbers, we may hire a minibus for the evening. Departure time is anticipated to be about 6pm from the SULC or nearby.

The deadline for reserving your place(s) is Friday 25th April but if you do it NOW (or this week latest) then you won't forget.

Club Contacts:

Chair & Membership Secretary -
Debbie Baker- Thomas 01543 308621
Vice Chair and Treasurer –
Chris Edwards - 01543 263915
Secretary and Club Programme –
Alan Shaw - 01889 584147
Member – Sandra Booth - 01785 353808
Member – Andy Laverick – 08707 456280
Member – Warren Bradley – 01543 472747
Web-site – www.ldb.co.uk/ldsbc.shtml

EVENTS DIARY

2003 Club Program

2nd April – Tony Cadwallader will demonstrate how Club members can get the best out of our web-site

7th May – Club Social; Tenpin bowling appears to be favourite among members; contact Alan if interested (01889 584147)

4th June – Matthew Chatting, winner of the 2002 PYT Business Award

2nd July – John Shaw gives a slide show about some of the history of pubs in Lichfield

10th August – joint social and networking with Burton Business Club (please note, it is on a Tuesday evening)

3rd September – to be advised

Club Meeting ...

The Club evening in April is with our very own Tony Cadwallader showing how to get the most from your Club web-site. We look forward to seeing you there at 7.30 pm and in the Queen's Head afterwards.