



October 11, 2023

Customer Experience: Helping Businesses Boost Their Bottom Line

Front-line staff, managers and business owners can all learn how to Boost the Bottom-line by expanding good customer service to every aspect of the customer's experience with your business.

Customer Experience includes the "impact of multiple touchpoints" over the course of a customer's interaction with your business. Research shows that improving a customer's full experience will help increase sales and gain repeat customers.

Join us at for a Customer Experience workshop hosted in partnership with CBDC's in Western, Central and Eastern PEI!

- [October 18th 9:00AM-11:00AM @Mill River Resort](#)
- [October 18th 1:30PM-3:30PM @La Belle-Alliance, Summerside](#)
- [October 19th 9:00AM-11:00AM @Lanes Riverhouse Inn & Cottages](#)

October 16 – 20: Small Business Week & Co-Op Week

Business and coop support organizations will jointly present a full week of business visits and events throughout PEI to celebrate the people and organizations that fuel our economy and our communities.

Check our Facebook page and keep an eye out for Rural Action Centre staff and partners in your community. Join them for a coffee and learn more about how we can help your business or not-for-profit succeed!

PEI Arts Grants and new Cultural Action Plan

The new five-year Cultural Action Plan has doubled the [PEI Arts Grants](#) to \$100,000. Professional PEI artists working in writing, performance, visual arts and other creative activities can submit their applications [online](#) until October 25, 2023.

Innovation PEI is also launching the new [Prince Edward Island Arts Award](#) to celebrate artistic merit and excellence. Nominations are open until October 25th and the recipients will be announced in November.

Training Sessions at Rural Action Centres

Oct. 11, 12
 Oct. 17
 Oct. 17 – 31
 Oct. 24, 26
 Nov. 1
 Nov. 2, 9, 16
 Nov. 2, 8

[Island Waste Watch Information Session](#)
[Payroll plus the Other Stuff](#)
[Successful Business Basics \(5-part series\)](#)
[Project Management 2-part series en français](#)
[Emergency First Aid](#)
[Project Management 3-part series](#)
[Business Plan workshops](#)

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