



# TBN MONTHLY GAZETTE

Volume 1, Issue 2

May 2011

## Welcome New Members!



Just Us Kids joined April 19<sup>th</sup>, 2011

The mission of Just Us Kids is to provide children and their families with the best possible care while providing a safe, healthy and nurturing environment. Their goal is to allow children to enhance their development through interaction and exploration by incorporating a developmentally appropriate curriculum.



Tenley Studio joined April 25<sup>th</sup>, 2011

The Tenley Method is a total body workout that burns fat and sculpts the body to create long lean legs, flat abs, sculpted arms, and a lifted seat. Their method fuses ballet barre conditioning with callanetics in an hour long high intense workout session. Through this workout you will not only lose inches but you will also gain better posture, more flexibility and better body alignment.

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## Customer Service

By Adrian Miller

### Customers

We all know the story... it costs five times as much to bring in a new customer than to keep an existing one. When people become your customer, they want to be loyal. So why do they leave? Most of the time, they leave because of small oversights and lack of attention to plain, old customer service.

### 10 Tips for Good Conversation

1. Always tell your customer what you CAN do for them. Don't begin your conversation by telling them what you CAN'T do.
2. Allow irate customers to vent. Do not interrupt them or start to speak until they have finished having their say.
3. Diffuse anger by saying "I'm sorry or "I apologize."
4. Use your customer's name at different points in the conversation.
5. Make certain that your "solution" to the customer's problem is acceptable to them. Get their approval and agreement.
6. Always conclude each conversation with a "Thank you" or a verbal message of appreciation for their business.
7. Make certain that your tone of voice is in sync with your words. Remember, your tone of voice can completely contradict your message.
8. Listen attentively! There is nothing worse than asking an irate or troubled customer to REPEAT what they have just said.
9. Go the extra step by following up on your solution. Re-contact the customer to make certain that everything has been handled in a satisfactory manner, and they are pleased with the outcome.
10. Remember to ask if there is anything else that you can do for your customer. Taking the time to ask the question often results in increased business and a more committed customer. ■

# Member Announcements

This section has been modified so members could make announcements to the rest of the group. If you have a new service, a special you are running or would just like to discuss one of the specialties of your business, please contact us and we will include your information in future issues.



## Just Us Kids

I would like to invite anyone with young children to call and schedule a tour of our facility. Our 14,000 square foot building was opened in 2007. It has 11 classrooms, an indoor play space, an indoor riding track for toddlers, a computer lab and an on-site kitchen. We are licensed for 200 children from birth to age 12. We offer transportation to area schools and have an excellent school break program for school agers. ■

## Tenley Studio

Please note that we carry Neuro Water. Each 14.5 oz. bottle has a great taste, a unique benefit and is low in calories. Here is a list of what we carry: NeuroSun – Provides the benefits of Vitamin D without the harmful UV rays of the sun, NeuroTrim – Promotes healthy weight loss, NeuroSport – Replenishes your body during and after exercise, NeuroBliss – Eliminates stress and promotes happiness, NeuroAqua – Refreshing spring water with added nutrients, NeuroSleep – Promotes restful sleep, NeuroSonic – Increases mental functioning, NeuroGasm – Designed to promote better sexual health. Give us a call and try one today. ■

## XCOM Technologies

Although we can help with most hardware and software problems, we would like to take a moment and discuss power problems that can affect your electronics. There are nine types of power problems (Outage, Sag, Surge, Brownout, Line Noise, Spike, Frequency Variation, Switching Transient and Harmonic Distortion) and your electronic devices are always in danger. We can help you choose the proper level of protection for your needs. We can also provide installation of new APC products or provide maintenance and battery replacement for your current model. If you need protection for more than your electronics, Thompson Electric can provide Whole House protection. ■

## Thompson Electric

We would like to announce our partnership with SurgeAssure. Preventing electrical surge damage has traditionally been left to the consumer to guess at what to do. Do you buy numerous surge protector strips? Do you spend time running around the house during a lightning storm unplugging everything in sight while putting yourself at risk for electrical shock? Or do you just do nothing and rely on your homeowner's insurance policy to cover any surge losses that may occur? All you have to do is give us a call and we can protect your investments with SurgeAssure Whole Home Surge Protection. ■

# CALENDAR OF EVENTS FOR MAY

## TBN NEWSLETTER

DATE – MAY 1ST

Please read your newsletter to keep up with members and their services.

## TBN MEETING

PLACE – XCOM TECHNOLOGIES

DATE – MAY 4TH

TIME – 7 AM

Please come to the meeting if you can.

## CINCO de MAYO

DATE – MAY 5TH

It celebrates the legendary and victorious Battle of Puebla on May 5, 1862.

## MOTHER'S DAY

DATE – MAY 8TH

Don't forget to honor your mothers.

## TBN MEETING

PLACE – BRUNO'S

DATE – MAY 18TH

TIME – 6 PM

Please come to the meeting if you can.

## MEMORIAL DAY

DATE – MAY 30TH

Please take a moment and think about all the men and women who have died in military service to their country.

## QUESTIONS AND ANSWERS

Q: Between my personal life and running my business, I am very busy. Do I have to attend the meetings?

A: No. We understand how hectic things are, which is why we opted for voluntary meetings, combined with this newsletter, to pass along member information.

Q: I know of a good business, can they join the group?

A: Yes. We encourage members to recommend a business to the group. If they don't conflict with other members services then current members will vote.

Q: Can a member be removed from the group?

A: Yes. A member can be removed for failing to promote the other members and for unprofessional acts.

Q: Do members use each other's services?

A: Yes. We encourage it. We ask that you at least give their business a try when you are in need of their services. That way you will know how great their services are when recommending them to others.

Q: If I have a question about Tippecanoe Business Network, what should I do?

A: We want membership to be a great experience. If you ever have any comments call 765-807-2357 or email [info@tippebiznet.com](mailto:info@tippebiznet.com).

Q: What is the purpose of the business cards?

A: It is hard to carry around business cards for each member of the group, which is why we created the TBN cards. If you find someone who could use a member's services, you can give them a card that directs them to the TBN site. All members' information will be on the site, including a link to their website. Also, if you know of a professional business that would be beneficial to the group, please give them a card.

Q: What are the fees to be a member of the group?

A: The fee is \$100 per year. It is used to help pay for the business cards, the TBN website and associated fees.

# **MEMBER DIRECTORY**

## **Just Us Kids, Inc.**

Contact – Nancy Beall

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## **Thompson Electric**

Contact – Randy Thompson

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## **Tenley Studio**

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## **XCOM Technologies**

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