



*St. Louis*  
**Enterprise Centers**



St. Louis County  
**ECONOMIC  
COUNCIL**

*an Accredited Economic Development Organization*

# Seminars for Success

---

**Exclusively for Enterprise Center Clients**

St. Louis County Economic Council is pleased to announce its third annual seminar series designed to provide valuable information to Enterprise Center clients. Each seminar focuses on a discipline specific to growing companies' needs.

## Seminar 3: What to Do When a Customer Complains

---

**Scott C. Thomas, Trade Practice Investigator, Better Business Bureau**

Scott will explain the Better Business Bureau's (BBB) services to the community, as well as discuss the bureau's ratings system, how it determines a company's grade and what to do when a customer complains. He also will cover how to stay off the BBB list. This seminar will include lunch, but space is limited, so register today!

# Seminar 3: What to Do When a Customer Complains... How to Stay Off the BBB List!

## Midtown

---

11:30 a.m. - 1 p.m.

Tuesday, March 23, 2010

314.534.1818

[vriglar@slcec.com](mailto:vriglar@slcec.com)

*Lunch will be provided.  
Reservations are required and  
space is limited.*



*St. Louis  
Enterprise Centers*

