

MICHIGAN
WORKS!
business
is **UP**
The Job Force Board

35 YEARS

LEADING BUSINESS
TO EXCELLENCE

MisbTdc
MICHIGAN
SMALL BUSINESS
& TECHNOLOGY
DEVELOPMENT CENTER



Please take a moment to view our weekly update to keep current on the exciting happenings around the Upper Peninsula.

LOCAL TOURISM WOMAN WINS STATE AWARD AT GOVERNOR'S CONFERENCE ON TOURISM



Pat Black, Executive Director of the Marquette Country Convention & Visitors Bureau, was presented the CVB Director of the Year award for the State of Michigan at the recent Governor's Conference on Tourism.

Black has been the Director of the Marquette Country CVB for more than six years, and prior to that spent more than 20 years in the tourism industry, employed in various hotel positions.

The award was given to Black at the Stars of the Industry awards banquet at the close of the conference in Detroit. Black's name was submitted by the staff and Board of Directors of the Convention and Visitors Bureau, and attached to the submission were letters of support from various officials in the county.



MARQUETTE COUNTRY
IN MICHIGAN'S UPPER PENINSULA
DISCOVER HOW CIVILIZED OUR WILDERNESS CAN BE

OUT OF THIS WORLD CUSTOMER SERVICE

Delta County's Annual Customer Service Training

April 22, 2009

DNR Pocket Park at the UP State Fairgrounds



Rick Olson is considered one of the foremost communicators in the business world. He has spoken to over 1,000,000 people worldwide. His diverse talents have allowed him to speak to crowds as large as 40,000 as well as conduct staff training for very small companies.

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Upcoming Events

April 7, 2009
**Understanding
Bid Match**

Location: Boyne City
Time: 10:00 - 12:30pm EST
For More Information
Contact Sara Christensen at
231.582.6482

April 14, 2009
**Business After Hours
Michigan Works!**

The Job Force Board
Location: Pine Grove
Country Club
Time: 5:00 - 7:00pm CST
For More Information Contact
the Dickinson Area
Partnership at 906.774.2002

April 15, 2009
DSCC Training

youth leadership development across the nation.

\$39 per person
Choose from one of two sessions
Session I: 9am - 12pm
Session II: 1pm - 4pm

Register by phone: 906.786.2192; fax: 906.786.8830; mail: 230
Ludington Street, Escanaba, MI 49829; email: info@deltami.org.

This event is sponsored by the Delta County Chamber of Commerce,
Michigan Works! The Job Force Board and the Daily Press.

INCREASE YOUR SALES BY BECOMING A "DESTINATION STORE"



MI-SBTDC Business Consultant and owner of Impact Retailing, LLC, Denise Hansen, has been in the retailing field for over 20 years. She has worked around the country for a variety of retailing giants including The Walt Disney Company's The Disney Store and Victoria's Secret. Her hands-on experience in a variety of locations, from large cities Los Angeles and New Orleans, to smaller towns Ashville, NC and Petoskey, MI, provide her with a global view of retailing in theory and in practice.

April 23, 2009

10:00am CST

Marinette Menominee Chamber of Commerce

601 Marinette Ave

Marinette, WI

\$40.00 per person

\$20.00 per Chamber Member

In this presentation, learn how to:

- Provide a rich experience for customers
- Develop a holistic approach that involves both emotional and rational triggers of customers
- Realize higher traffic and longer stays than typical retailers
- Create an interactive experience that no one else can replicate, therefore making YOU a Destination Store!

For more information and to register, contact Sara Cole at
800.562.4808 ext. 233.



Our vision is to create and maintain a healthy and growing economy with a local workforce that has the knowledge, skills and abilities to enable local employers to compete and succeed in a global and technologically sophisticated market place.

Thank you for your continued support of economic and workforce development efforts throughout our region.

Sincerely,

Orrin Bailey
Michigan Works! The Job Force Board



**Equal Opportunity/Employer. Michigan Relay (800) 649-3777.
Auxiliary Aids and Services Available to Individuals with Disabilities upon Request.**

[Forward email](#)

Location:
Menominee, MI
For More Information Contact
Isaac Micheau at
800.562.4808 e.244
imicheau@jobforce.org

**April 22, 2009
Buy Michigan First!**

Location:
Michigan Works! Service
Center
Marquette, MI
Time: 10:00am - 1:00pm
EST
For More Information
Contact Sara Cole at
800.562.4808 e.233

**April 22, 2009
Out of this World Customer
Service**

Location:
DNR Pocket Park
Escanaba, MI
Time: 9:00am - 12:00pm
or
1:00pm - 4:00pm
EST
For more information Contact
906.786.2192

**April 23, 2009
Become a Destination
Store**

Location:
M&M Chamber of Commerce
Marinette, WI
Time: 10:00am CST
For More Information Contact
Sara Cole 800.562.4808
e.233

**May 11, 2009
Michigan Green Jobs**

Location:
Lansing Center
Lansing, MI
Fore More Information
Contact 517.335.1319