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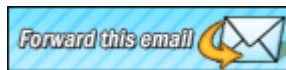
Always a Reason, Whatever the Season!

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Join us on Facebook for up to date tourism information and events!

December Events!

December 4th - Jingle Bell Breakfast, 7:00am at the Glesby Centre. \$5.00

December 4th - Santa's Parade of Lights. Call the Chamber of Commerce at 857-7778 for more info.

December 6th - Mark Morisseau School of Music Concert at the William Glesby Centre. Call the Glesby Centre Box Office at 239-4848 for tickets.

December 13th - Portage Conservatory of Music Concert at the William Glesby Centre. Call the Glesby Centre Box Office at 239-4848 for tickets.

December 16th - PDAC presents the Winnipeg Symphony Orchestra at the William Glesby Centre

Tourism E-News

Portage la Prairie, Manitoba

December 2009



Jingle Bell Breakfast & The Santa Claus Parade of Lights

December 4, 2008



Friday, December 4th will be a busy day in the community with an early morning Jingle Bell Breakfast/Coffee Break that will be held in the William Glesby Centre from 7am-10:30 am. It promises to entertain all who attend it with live performances from individuals, to school choirs and bands. Those who are planning to attend this community charitable event are encouraged to bring in a non-perishable food item or an unwrapped toy as well as pay the \$5.00 admittance fee for a light breakfast. All proceeds will be going to the Salvation Army. For more information write to theglesby@mts.net

Contact: (204) 239-4848 for tickets or visit www.glesbycentre.ca

Do you have an event you would like featured in the e-newsletter? Email us at

tourism@city-plap.com

PCU Centre



For more information go to:
www.pcucentre.ca

Feedback

Let us know what you think! Email your feedback to tourism@city-plap.com

The second spectacular event known as the Santa Claus Parade of Lights will be taking place on Friday December, 4th begins at 7:30 pm from the Portage Co-op parking lot and ends at the Portage District Hospital at approximately 9:30 pm. Please note that the eastbound side of Saskatchewan Avenue will be closed to traffic during the parade. Once again, if you wish to bring a non-perishable food item or unwrapped toy to the parade, it will gladly be picked up from the parade route by a local Rotary Club member or Salvation Army personnel. For more information write to info@portagechamber.com or call 857-7778.

Come see what's new at the MB Hydro Power Smart Island of Lights!



Each year new and dazzling light displays are added to Island of Lights, thanks to the generosity of our sponsors. This year the new displays consist of a large gingerbread house, an elf decorating a twenty-five foot tree and three animated skaters. There is also eight sporting figurines to represent the Manitoba Hydro Power Smart Winter Games that will take place in Portage la Prairie in March 2010!

Show runs nightly from 6-10pm November 27, 2009 to January 2010!

Thank You to our 10 Island of Lights Sponsors!

Manitoba Hydro
Portage Credit Union
Portage Regional Recreation Authority (PRRA)
Southport
Portage Co-op
Canad Inn
Meyers Norris Penny
EF Moon Construction
Central Plains Tourism Network
Portage Mutual Insurance
The Rural Municipality of Portage la Prairie

For More Information:
Michelle Cudmore
Manager of Tourism & Special Projects
City of Portage la Prairie
204-239-8326 or
tourism@city-plap.com

Distinguished Best-In Service Award

Presented by the City of Portage la Prairie and the Daily Graphic

Have you had a really favourable customer service experience that you felt was exceptional or exceeded your expectations? If you answered "Yes!" then we encourage you to please nominate your favourite Customer Service person by emailing tourism@city-plap.com or dtodoruk@cpheraldleader.com.

Please provide the name, place of employment and description of your great customer service experience.

Each month the nominated person will receive great gifts!

Winner of the October 2009 Distinguished Best-In Service Award from Chicken Chef was Janice Wells!



The City of Portage la Prairie **the Daily Graphic**

Distinguished Best-In Service Award

BEST IN SERVICE

Congratulations!

JANICE WELLS of CHICKEN CHEF
 October winner of the Distinguished Best-In Service Award. Also pictured presenting the award are (left) Michelle Cudmore, Manager of Tourism & Special Projects, City of Portage la Prairie and (right) Donny Todoruk, Advertising Director, The Daily Graphic & Central Plains Herald-Leader.

Our Distinguished Customer Service Award Winner will also receive these great gifts!

<p>\$30 GIFT CARD from Boston Pizza 239-8200</p>	<p>1 NIGHT'S FREE STAY from SUPER 8 Portage la Prairie 857-8883</p>
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To nominate someone who gave you great customer service go to www.city.portage-la-prairie.mb.ca or email tourism@city-plap.com. Provide name, place of employment & description of your great customer service experience.

Brought to you by the

Portage la Prairie **the Daily Graphic**
Always a Reason, Whatever the Season!

Holiday Stress and hassle affect customer service workers, too

<http://www.joanlloyd.com/HR-Issues/Holiday-stress-and-hassle-affect-customer-service-.aspx>

Joan Lloyd & Associates

The holidays are supposed to be cheery and bright. It's a time when we show our love and goodwill toward our friends and family and those with whom we work. But the holidays are also a time of extra hassle in our already busy, stressed-out lives. This additional stress affects us all, especially the employees whose jobs are working with the public. On top

of their own stress, they often get dumped on during the holidays, by the very people they spend their time serving. We hear a lot about "customer service" these days but what about how we act as customers?

Sales associates in retail stores, waitresses and waiters in restaurants, delivery personnel, cab drivers...they are often on the receiving end of our tempers and frayed nerves. And their managers feel the pressure, too. Just the other day I heard a manager say to a check out clerk, "Why did you page me for this? Can't you see I have more important things to do?" Demanding, impatient and unreasonable customers (and managers) spoil the spirit of the season for everyone within earshot. They fail to recognize that everyone is just as busy as they are and trying to do the best they can.

Think about all the people who wait on you, answer your phone, clean your office, deliver things to you and treat you like a valued customer--including people in other departments who meet your needs every day. This year, why not make the holidays a little merrier for everyone who serves you? Not only will you make their spirits brighter, it will have a remarkably soothing affect on your stress level, too.

- Take an extra minute or two to be polite and friendly. When you are, service personnel are surprised, which tells you how few people actually make the effort.
- Express some empathy for a stressed out server. It will lighten the mood and calm everyone down. When I used to wait on tables, I remember how much I treasured the customers who recognized how swamped I was. No matter how busy I was, I always gave them a little extra service for their kindness.
- Say thank you. It seems so simple, yet too few people take the time to say it. Instead, many customers expect service personnel to jump through hoops without a thank you. Just because "customer is king" doesn't mean we should treat those who wait on us like lowly servants.
- If someone does an extraordinary job, take the time to mention it to their manager or better yet, write a note. Most managers put notes and letters in the employee's file to document performance reviews and salary increases.
- Put yourself in their shoes--imagine if you had to wait on people all day long. It will give you a new perspective and a more tolerant attitude.
- If you aren't satisfied with a purchase or service, communicate your needs respectfully. Chances are, they will go the extra mile to win back your business. Treat those who serve you as if they were your neighbor down the street--because they are.

In general, employees who work with the public enjoy their jobs and get satisfaction from meeting the needs of their customers. But that satisfaction can be squashed by one rude, insulting incident.

This year why not approach the holidays a little differently? Spread the spirit of kindness and good cheer wherever you go...the more you give to others the brighter your holidays will be.

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