

President's Notes January 2013

A couple of weeks ago I was quoted on the front page of the Spalding Guardian under the headline "support shops or lose them". This is the sad reality, if we do not shop locally we will lose our shops. We are extremely fortunate to have a good number of excellent independent retailers but they cannot survive without their tills ringing regularly. I know it can be easier and cheaper to go online to make your purchases but please take some time to consider a high street with no shops. I recently booked a holiday and spent ages looking at various destinations, hotels and flights on the Internet. When I had made my mind up where I wanted to go, I printed out the details and took it to my travel agent in town to make the booking. It cost almost the same price but I dealt with a person who was able to provide an insight into the destination and I know if I have any questions before I depart, I can pop back in and ask them.

Flower Parade/Food Festival 2014

Chamber organised a meeting chaired by John Hayes MP with a number of the stakeholders of the Flower Parade and Food Festival, including South Holland District Council, Lincolnshire County Council, Springfields Horticultural Society and Boston College. It is too early to say there will be a parade and festival in 2014, but those who attended are determined to meet again to put together a vision of a new event for 2014. We did hear the plans for this year including a "peoples' float, previous Flower Queens to attend, street entertainers etc. This year's flower Parade will certainly go out with a "bang" if it is the last one.

Customer Service Programme

In the current difficult and challenging trading conditions it is critical that all businesses offer their customers exceptional customer service. Chamber, in conjunction with Boston College, are delighted to offer a Customer Forum event on Wednesday 13th February at Sage in the Red Lion Quarter. The Customer Service Forum is aimed at any business with customers - those in retail are the obvious target but there are many others in a wide range of sectors such as hospitality, taxis & buses, events etc. SME owners/managers, retail staff, sales and marketing people and business support teams should attend. Please find the time to come and if possible bring along some of your staff. Delegate reservations should be emailed to: summer-h@boston.ac.uk

Business Networking Event

Spalding Area, are delighted to be able to offer businesses the opportunity to come together once again for our regular and structured networking evening. The date for your diary is Thursday 14th March at the Broad Street Business Centre and it's FREE to participate. Delegates are invited to attend from 17:00 and take full advantage of perusing the exhibitor spaces and enjoy a light buffet before our speed networking begins at 18:15. It is planned the event will close for 19:30. We are delighted to have an event sponsor, Maples Solicitors. For more information and to book your place, please contact Rachel Mooney at: Rachel.mooney@lincs-chamber.co.uk