

# SME WEEK 24th - 28th May

## Customer Service Seminar

Monday  
24th May

### Dr. Aidan Daly NUIG: 'Five step approach to managing consistent Customer Service'

Local Case Histories with Galway Chamber Female Ambassadors

Judy Greene: Judy Greene Pottery

Liz Cassidy: Irish Time Design

Audrey Kinahan: University Pharmacy

**Venue: Galway Chamber**

**Time: 8.30 am to 10.30 am**



## Bringing your Business Forward

Tuesday  
25th May

### Enterprise Ireland: Entrepreneurship Forum 2010

For new innovative companies and individuals with Business ideas

**Venue: Galway Technology Centre, Mervue Time: 4 pm to 7.30 pm**

All of the development organisations will be available to discuss their supports for your ideas and answer your questions. Speakers will address topics such as maximising your web presence, financing your business, iphone/ ipad, social networking

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## Vodafone Green Breakfast Event

Wednesday  
26th May

### Speakers include TV presenter, Gavin Harte, Founder, Ireland's first eco-village

Laura Turkington on Vodafone's cost saving green agenda

Local 'Green' Business Champion

**Venue: Harbour Hotel (Breakfast provided)**

**Time: 8 am to 10 am**



## Managing your Business through Recession

Thursday  
27th May

### Bank of Ireland

Welcome and introduction : Donal Flynn, Bank of Ireland

Beating the Recession : Neil Hughes, Hughes Blake Chartered Accountants, author and radio commentator

Managing your Cashflow : Declan Flood, Irish Credit Management Training,

Enterprise Building and Business Diagnostics : Robert Grealis, Regional Director for Enterprise Builder.

**Venue: Ardilaun Hotel**

**Time: 6.30 pm to 9.30 pm**



## Employment Law: Managing Change in Challenging Times

Friday  
28th May

### Dawn Carney, Sheehan & Co. Solicitors

'Whether driving down costs, increasing efficiencies, or implementing new work practices, employers must ensure that they are entitled to affect changes and also ensure employee participation when implementing such changes'.

**Venue: Galway Chamber**

**Time: 8.30 am to 10.30 am**



Enterprise Europe Network  
Information Clinics

**For more information & to book please contact Sheila Byrnes or Elaine Murphy on 091- 563536 or email [info@galwaychamber.com](mailto:info@galwaychamber.com)**

