



## Charley FitzWhiskey's

Happy Mother's Day
Sunday, May 12th
Treat MOM to our delicious

## BUFFET BRUNCH.

9:00 am - 2:00 pm

Over 75 items to choose from!

Hot table, salads, assorted breads, omelettes
& a dessert table to die for!

Adults \$9.95 • Children\* \$4.95
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FREE PONY RIDES FOR KIDS 1-2PM

## Customers are focus of new training program backed by Milton chamber

By KAREN SMITH

The Champion

The local Chamber of Commerce is working to have Milton designated as one of the most hospitable towns in the province through a new customer service training program.

The Ontario Superhost Program shows the business community and others who provide services to the public how to best serve customers and tourists, said Laura Hughes, trainer of the Milton program.

"Superhost is a low-cost, high-impact customer service training program designed to give frontline service personnel and their managers the skills they require to ensure total customer satisfaction," she explained.

"The Superhost Program is recognized around the world as the mark of service excellence in almost every business sector."

Milton will be designated as a Superhost community once 60 per cent of the town's businesses have received the training, said Sandy Martin, general manager of the Milton chamber, which is sponsoring the program locally.

The same percentage of staff at each business is required to attend the one-day training session.

The program originated in British Columbia in conjunction with the growth of tourism surrounding the 1986 World Expo.

"We are excited about the program," said Ms Hughes. "It will be beneficial to the whole community, especially during these times when customer service is essential to the success of any business."

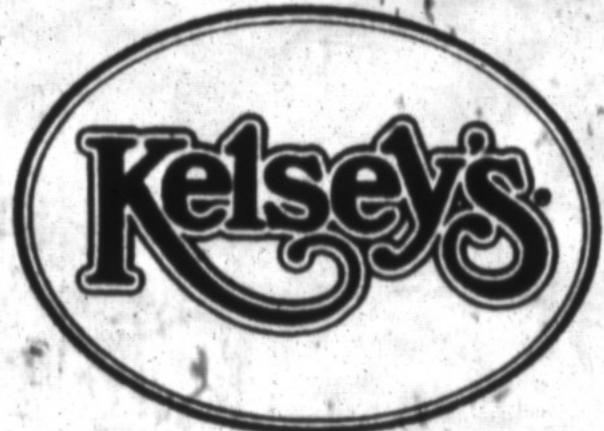
Ms Hughes, operator of Springridge Farm on Bell School Line, joined 12 other area business and community leaders who recently took part in the program's inaugural training session.

Other participants included Ms Martin as well as staff at Halton Region Museum, Halton North MPP Ted Chudleigh's office and the Town of Milton leisure services department.

The graduates were presented their certificates and pins recently at Halton Region Museum. The next training sessions will be held on May 23, June 6 and July 11 from 9 a.m. to 4 p.m. The cost is \$50, which includes lunch. For more information or to register, contact the Chamber at 878-0581.



Laura Hüghes, is spearheading a new tourism push by the Milton Chamber of Commerce.



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Mother's Day \$8.99
Buffet Brunch
Kids only \$3.99

Sunday May 12, 9:30 am to 3 pm

GRAND OPENING
THURSDAY, MAY 23PD 9:30 PM

Featuring:

REMEMBER WE STAY OPEN TILL 2:00 AM!

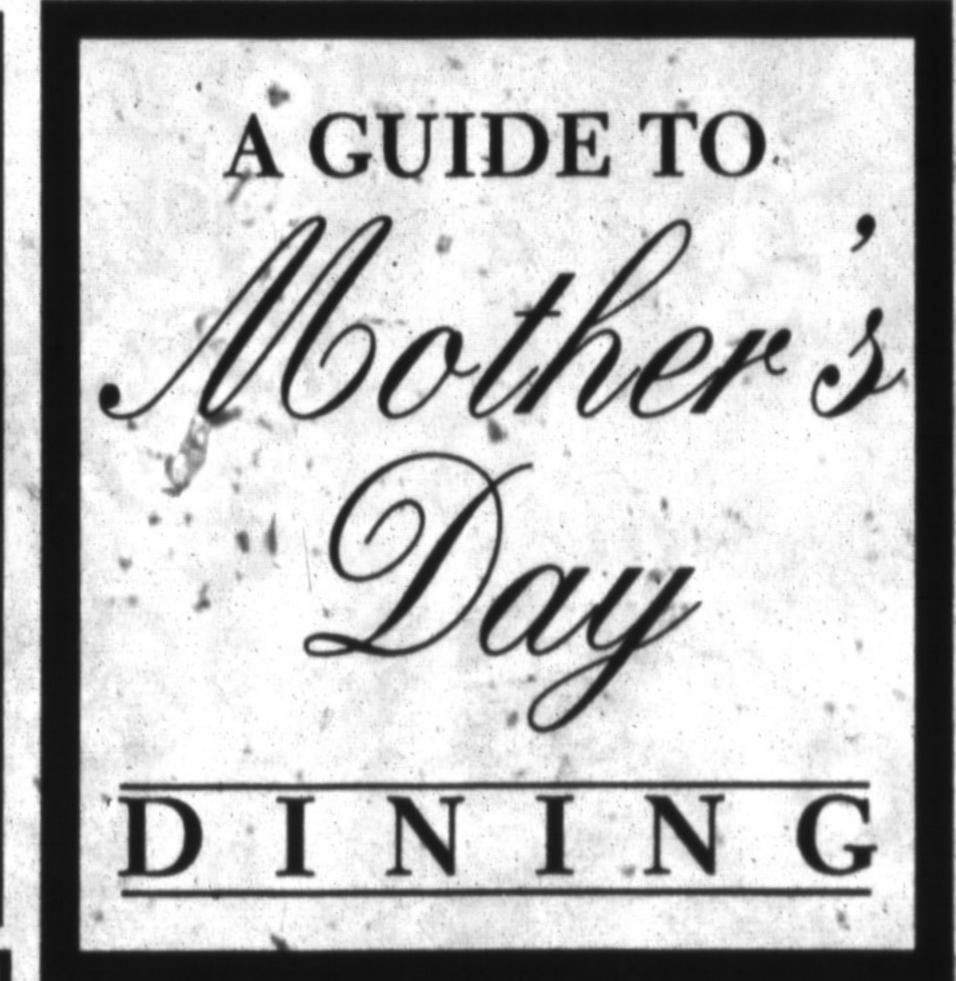
45 Chisholm Dr.

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Guelph Line, Campbellville







MOTHER'S DAY BRUNCH

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3rd Seating 2 pm
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by the Black Forest Band
A Present for Every Mother.

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4 pm 'til 9 pm'
Dinner music by Peter Baumann and his accordian.
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