Independence Bank
4th Of July Celebration
Steve-O and Jimmy D, 6:00p.m.
Keith Vincent, 7:30p.m.
Fireworks Display, 9:00p.m.
Food Concessions, 6:00p.m.
Rex’s Barbeque and R&L
Music Sponsors: Wolf’s Restaurant & Convention Center, State Farm Insurance Agent

Business Watch Forum
Monday, June 30, 5:30PM
Henderson Police Department Training Room, 1990 Barret Ct.

The Henderson Police Department in conjunction with the Downtown Henderson Project will be holding a business Watch Forum at the Henderson Police Department. This FREE meeting is open to all local business owners and employees. Attendees will have the opportunity to meet representatives from the Henderson Police Department, Downtown Henderson Project and Fellow Business members. The object of the meeting is to exchange information and ideas and to keep our business crime-free.

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Agenda Includes:
- Establishment of a Business Watch Program
- Establishment agenda for future meetings
- Training on video camera systems
- Training on video camera placement for maximum effect
- Training on video enhancement and the use of video as evidence
- Discussion of future training topics
Dates to Remember

Think Henderson Meeting, **July 1, 8, 15, 22, 29** 8:15a.m.
Diamond Delights Bakery

Community Yard Sale Committee Meeting, **July 1**, 3:00p.m.
DHP Board Room, 131 N. Main St

American Queen **July 1, 1-5p.m., July 16 8a.m-1p.m**

Retailers Meeting: Diabetes Coalition Gala **July 3**, 8:00a.m.
DHP Board Room, 131 N. Main St

DHP Summer Concert Series, **July 4, 11,18, 25**

Delta Queen arrives: **July 5, 12, 19, 25**

Henderson Water Utility Informational Meeting, **July 14**, 12-6p.m.
Henderson Water Utility Board Room, 111 Fifth St.

New Board Orientation, July 22, 10-12, DHP Board Room,
131 N. Main St.

DHP Board Meeting: **July 24**, 8:00a.m. DHP Board Room,
131 N. Main St.

Design Committee Meeting, **July 25**, 8:00a.m. DHP

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**Summer Concert Series**

Join us having fun on the Riverfront at 7:00p.m. for “must see” performance’s by:

**Independence Bank 4th of July Celebration**

**Steve-O and Jimmy D** (Hip-Ho/Pop with a Christian message);
**Keith Vincent** (Country & Rock 'n Roll)
Independence Bank, Wolf's Restaurant & Convention Center, State Farm Insurance Agents

**Ritt Deitz, July 11**, (Folk/Acoustics)
Home Oil and Gas Company Inc., Evansville teachers
Federal Credit Union

**Big Band Shows of the Midwest, July 18** (Indianapolis Jazz Orchestra)
Weaver, Dalton & Associates Private Wealth Advisory Practice of Ameriprise Financial

**The Southlanders, July 25**, (Southern Gospel) Intermis-
sions:E.J. Simmons and First Missionary Baptist Church
Sanctuary Choir
Herb McKee, Citi Center Office Building, US Bank

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**New Business Downtown**

**Paisleys**
135 North Main Street– 827-5025

Owners: Cindy O’Neal, Rachel O’Neal & Tiffany Alkinson

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**Public Invited to**

**Henderson Water Utility Informational Meeting**

**July 14, 2008**

12:00-6:00PM

Henderson Water Utility Board Room
111 Fifth St. Henderson

Representatives from J.R. Wauford Consulting & Engineering will be available for questions along with the staff of Henderson Water Utility.

An informational PowerPoint presentation will run continuously throughout the evening.

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**Taffy Opry**
(A Bob Park Production)

**Saturday**

**October 25, 2008**

7:00p.m.

Henderson Fine Arts Center

Tickets $20 & $10

Available at DHP 131 N. Main St.
DHP Welcomes New Board Members

We look forward to the following members joining our board in July.

- Brian Owen - Henderson National Bank
- Lyndsey Womack– Ohio Valley Financial Group
- Ellen Redding-Henderson County School System
- Carrie Eddmenson-Historic Home Owner-First St Space
- Tony Krampe-Old National Bank
- Marcia Baker-Balfour Rings &Things Reichert-Baker Place

We would like to thank them for agreeing to serve and for our existing board members for their continued support.

THE SECRETS OF EXTRAORDINARY CUSTOMER SERVICE

Great customer service can set a retail business apart. However, if you were to ask people what great customer service is, you would get many different answers. Here is a list of some of the most common ways that customers define extraordinary customer service.

1. Thank Your Customer for Coming In:
   Everyone likes to be acknowledged and appreciated. Why not start the customer's experience off on a high note by making them feel both welcome and valued?

2. Anticipate What Someone Wants to Buy:
   Develop a relationship with your customer to the point where you're able to anticipate what types of products and merchandise will appeal to them and make recommendations accordingly.

3. Give Each Customer Unique Service:
   One customer may want your sales staff to know absolutely everything about a given piece of merchandise, while another is more concerned about the fact that you'll gift wrap and ship purchases.

4. Let them Like you!
   Be likeable! We all like to be around friendly, happy people. When you're around someone who's upbeat and cheerful, you tend to feel better. That atmosphere will bring your customer back.

5. Meet and Exceed customer Expectations
   When was the last time you had a meeting with your employees or did a focus group or survey of your customers to determine what they expect when coming into your store? When you know that, it becomes easy to exceed their expectations.

6. Remember That Signage Is Great Service
   Good signs help sell merchandise. You'll realize higher margins with good signs. But the primary purpose of signage is to make the customer's life easy. That's great customer service.

7. Keep in Touch with Your Customers
   Keeping in touch with your customers is not just telling them about a sale. It is informing them about merchandise and events of interest to them. It's just a friendly reminder that a certain type of merchandise they like has come in.

8. Focus on Store Layout and Organization
   A store that makes it easy for customers to find what they want--a store that's organized, carefully laid out, and designed with the shopper in mind is a store that's providing great customer service.

Mark your calendar for October 2, 2008 for “Think Henderson” annual breakfast meeting at Wolf's Banquet Hall.

The “Think Henderson” committee meets every Tuesday morning at Diamond Delights at 8:15AM. Everyone is welcome!

- 3 new banners have been placed at the Girls Softball Field, Babe Ruth Baseball Field and PSMA Soccer Field.
- Think Henderson t-shirts are available for purchase at $15. Call the DHP to order yours: 827-0016. (Women's and Men's styles are available)
- We appreciate your continued support.
Downtown Henderson Project
131 N. Main Street,
Henderson, KY 42420
Phone & Fax: 270.827-0016

visit us on the Web
www.downtownhenderson.org

Become a member of the Downtown Henderson Project!

MEMBERSHIP CATEGORIES (Annual dues)

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<tr>
<td>Individual/Family</td>
<td>$50</td>
</tr>
<tr>
<td>Friend of Downtown</td>
<td>$100</td>
</tr>
<tr>
<td>Organization/Church</td>
<td>$150</td>
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<tr>
<td>Small Business/Professional</td>
<td>$250</td>
</tr>
<tr>
<td>Large Business/Industry</td>
<td>$500</td>
</tr>
<tr>
<td>Patron</td>
<td>$600</td>
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<tr>
<td>Leadership</td>
<td>$1200</td>
</tr>
<tr>
<td>Heart of Henderson</td>
<td>$2000 or above</td>
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</tbody>
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Date ____________________________
Name ____________________________ Business Name ____________________________
Address ____________________________ Phone ____________________________
Email ____________________________