



## **SBEC Customer Service Standards**

### **Inquires**

- Calls and emails returned within two business days (unless voicemail/automated email response indicates an exception)
- If answer to the inquiry cannot be provided immediately, consultant will state time needed to respond

### **Consultations**

- Client is to complete Consultation Request Form
  - Note: SBEC will determine if a consultation is right for you at this time, or if one of our other services is more suitable
- Consultation appointment will be offered within five to seven business days: \*if this timeline cannot be met (ie. under circumstances of holidays), consultant will state timeline at the time of request
- Maximum two consultations for any business stage (ie. exploration; planning and research; launching and early growth; established)
- One hour, private, confidential and free

### **Business Plan Reviews**

- Client is to complete Business Plan Review Request Form and send by email with an electronic copy of the plan
- Plan will be reviewed in seven to ten business days; client will be provided choice of written comments or personal appointment to review findings
- Maximum two reviews; SBEC recommends you send a complete business plan including financials. SBEC will review a draft business plan for completeness, but that will be one of the two allowed reviews
- Confidential and free

### **Seminars**

- Register in advance for all seminars, even if free, as seating is limited
- Payment is taken at the time of booking for any seminars that have a fee
- 48 hours notice is appreciated for cancellations, as we typically have a wait list
- Minimum 24 hours notice of cancellation is required for a refund or transfer
- Less than 24 hours notice and “no shows” will be charged
- Most *introductory seminars* (i.e. for aspiring businesses) are free
- Most seminars/workshops for established business are offered at the small business price of just \$20
- SBEC reserves the right to cancel a seminar with 48 hours notice if fewer than four participants are registered

**Hours of Operation**

- Monday to Friday, 8:30am to 4:30pm
- Website is available 24/7: [www.brampton-business.com](http://www.brampton-business.com)

Please note our offices are wheelchair accessible