

House Advances Consumer Protections for Concertgoers

By State Rep. Ann Flood

PEN ARGYL - I attended an ArtsQuest hearing last week to support legislation that would legally put an end to speculative ticket selling that negatively impacts concertgoers, musicians and organizations like ArtsQuest.

House Bill 1658 would generally prohibit ticket resellers from advertising or offering tickets they don't have. It also would prohibit a secondary ticket platform from using a domain or subdomain name of the specific rights holder, venue, performer, group or team unless authorized by that entity.

House Bill 1378 would prevent

scalpers from using software to purchase items over the internet in bulk for the purpose of resale and not personal use. This legislation would make it unlawful to circumvent a security measure, access control system, or other technological control that enforces posted purchasing limits online.

The bills were inspired in part by last year's pre-sale for the Taylor Swift Eras Tour that resulted in thousands of consumers filing complaints with the state attorney general's office. Both measures go to the Senate for consideration.

For more information, please visit this website <https://www.artsquest.org/>.



Become Business Savvy with Technical and Professional Development Courses at NCC

By NCC

BETHLEHEM, PA - Northampton Community College (NCC) is offering several courses and workshops this November and December for building software skills and developing professional effectiveness at its Fowler Family Southside Center in Bethlehem or online.

Beginning in November, NCC will be hosting two-day workshops to cover the basics of the accounting software QuickBooks, a powerful financial-management tool for small businesses. The first is a "QuickBooks Desktop" workshop on November 1 and 8 that will cover the basics of the desktop version, while the "QuickBooks On The Go" workshop will cover the new online version on December 6 and 13. Both workshops will be in person from 8 a.m. – 4 p.m. at NCC's Fowler Family Southside Center, and will include continental breakfast, lunch, and all materials. For those looking to gain foundational Microsoft Excel skills such as how to perform calculations, modify and format a worksheet, print workbook contents and manage larger workbooks, NCC is offering an online "Microsoft Excel Beginning" course November 8 and 9, from 8 a.m. – noon.

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When it comes to developing critical skills for professional and personal success, NCC's Center for Business and Industry (CBI) has an assortment of options to choose from. The in-person "Working with Teams" course on November 3, from 8 a.m. – 4 p.m., will help you understand the roles and responsibilities of a team and its members, the actions of a successful working unit, stages of team development, and strategies to effectively manage individual differences within a group. In NCC's online "Achieving Personal Effectiveness" course on November 15 and 16, from 8 a.m. – noon, you'll explore professional and personal skills to help you function at your very best. This includes how to prioritize what's important in your daily activities, set goals and manage your time well, develop self-care skills to deal with stress, find meaning in your work each day, and be effective in communicating with others.

Finally, during the in-person "Exceptional Customer Service" course on December 11, from 8 a.m. – 4 p.m., you'll explore strategies needed for customer service excellence. When customers aren't satisfied with your products or services, the costs to the organization are high. This course emphasizes identifying goals for your organization and job, defusing stressful interactions, and providing the very best experience for every customer - every time. In-person classes are held at the Fowler Family Southside Center.

To register for any of the workshops or courses, and for more information, visit www.northampton.edu/cbi-workshops. For questions, email cbi@northampton.edu.

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