



METRO'S SMALL BUSINESS PROGRAMS OFFICE PRESENTS

Scaling a Small Business with Customer Experience

In collaboration with DC Small Business Development Center Network

March 19, 2025

AGENDA

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| 10:00 a.m. – 10:10 a.m. | Welcome & Introductions
Refiloe Magosi and Meshelle MV. Howard |
| 10:10 a.m. – 10:15 a.m. | Meshelle MV Howard Introduces Charles Motte |
| 10:15 a.m. – 10:20 a.m. | Charles Motte Introduces Roger Nicholas |
| 10:20 a.m. – 11:50 a.m. | Presentation by Roger Nicholas
70 min – Present
20 min – Q&A |
| 11:50 a.m. – 12:00 p.m. | Closing Remarks & Event Concludes
Meshelle MV. Howard |

Please direct all questions to sbpohotline@wmata.com and reference Scaling a Small Business with Customer Experience in the subject line. For the best experience, attendees are encouraged to download the Microsoft Teams application to their device. This event will be recorded. All attendees' microphones and cameras must be muted/off and remain in that state while attending the event. Failure to comply will result in immediate removal.