

HALF-DAY WORKSHOP

Customer Service Eagles!

Tuesday, October 21, 2008
Faribault Area Chamber
of Commerce

Offering 2 Session Times:

Morning: 8:00 - 11:30
Afternoon: 1:00 - 4:30

Registration Fees

Members

\$50 before October 7th
\$60 after

Non-Members

\$60 before October 7th
\$70 after



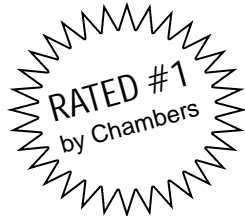
www.constanttraining.com

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CHAMBER OF COMMERCE
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JOE CONSTANCE

CUSTOMER SERVICE WORKSHOP

Customer Service Excellence Workshop

This program has been enjoyed by tens of thousands of participants in retail, manufacturing, government, finance, healthcare, non-profit and many others. It is consistently rated as OUTSTANDING! Appropriate for all levels within an organization, participants take away real information they can begin using immediately on the job.

In our 1/2-day workshop, participants will learn:

- ➔ TOP 10 service mistakes customer hate
- ➔ TOP 10 service details customers rave about
- ➔ MAGIC WORDS they love and those they despise
- ➔ Secrets of WORLD CLASS COMPANIES
- ➔ 7 CRITICAL ELEMENTS to achieving excellence
- ➔ Handling problems and complaints - how to be a FANTASTIC FIXER
- ➔ 10 KEYS to effective communication
- ➔ How to identify, meet and then EXCEED customer expectations
- ➔ 4 keys from the WORLD FAMOUS "FISH" VIDEO

This is a very participation-oriented learning experience. It is not just theory. You can start using these ideas immediately. At our workshop, you definitely get to "PRACTICE WHAT WE PREACH!"

Registration Information

Name _____
Business _____
Phone _____
Email _____
Date _____

Morning Session	# _____
Afternoon Session	# _____
Total Participants _____	
<input type="checkbox"/> VISA/MC	Number: _____
Exp Date _____	
<input type="checkbox"/> Check	
Mail or Fax to the Chamber	