



## Seminars

# Customer Centered Service

Seminar Length: 4 hours\*

Participant Numbers: 10 min, 25 max\*

Participants: any level within the organization\*

\* recommended

Our seminars are all *modular* by design – meaning that they are highly customizable to suit your exact needs. We partner closely with you to ensure we completely understand your desired outcomes. We invest the time to ensure we understand your organization and tailor the pre work, seminar and post work to get you the results you want.

### Seminar Title: Customer Centered Service

Successful organizations know that customer satisfaction is just the entry point in today’s highly competitive business world. Beyond just satisfying both external and internal customers; it is imperative that customers are delighted and that their expectations are exceeded. Leading organizations find that delighted customers become ‘raving fans’ of the organization – the best sales force they could ask for!

This seminar is packed full of practical tools that can be implemented immediately in the workplace to help significantly and sustainably improve external and internal customer service.

The seminar presents in an engaging and highly participative manner, what we can learn and apply from businesses that excel in customer service and others that don’t.

There are replicable simple processes, systems and behavioral patterns when it comes to customer service that can be learned, practiced in the seminar and applied tomorrow morning to benefit the client organization.

By way of inspiring stories, innovative facilitation and purpose driven exercises, Participants are enthused and highly motivated to approach their role in customer service with a renewed energy, heartfelt emotion and spirit.

This seminar helps people see that everyone works in customer service!

#### Fees

Facilitation Fees	Participant Guides	Travel Expenses
\$3,000 per Half Day <sup>†</sup>	\$25 per person (or we can send you the electronic file to print)	Agreed in advance and charged additionally

<sup>†</sup>Discounts available for Educational and Non/Not for Profit Organizations

Add another seminar to make a Full Day and benefit from a 30% discount

#### Marketing

We are available to partner with you to create electronic materials (at no cost) to help you communicate and market this seminar inside your organization.

**Our Promise** **#1 Best Content** - We commit to always providing you access to the **BEST CONTENT** available.  
**#2 Best Person** - We promise you the **BEST PERSON** from our team to meet your exact needs and serve your organizational culture.  
**#3 Best Results** - We promise you **BEST RESULTS** within your organization as an end product of our training & development work with you.

#### Other Seminars available

Personal and Interpersonal Effectiveness • Team Excellence • Work/Life Balance and Goal Setting • Positively Reducing Conflict  
 Bridging the Generation Gap • Workplace Diversity – Valuing Differences • Time Management • Leading Others • Business Financial Intelligence

#### We also offer

Keynotes     Coaching