



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 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 their product and service – 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.

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 your team.

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 and a spirit to serve!

This helps *everyone* see they work in customer service!

Fees

[†]Discounts available for Educational and Non/Not for Profit Organizations
Add another seminar to make a Full Day and benefit from a 30% discount

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

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.

Optional Extra - Online Pre & Post Survey

We've all heard the phrase "what gets measured gets done" because it's true! We encourage you to consider investing in a pre and post seminar survey. There's a lot of talk about different types of surveys—we have found that a simple (10 question) survey that's online (less than 5mins to complete) which is voluntary and confidential provides the most accurate pulse check on the heart of the team/organization.

We offer these at \$300 in total regardless of the amount of Participants.

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 • Time Management • Leading Others • Business Financial Intelligence

We also offer

Keynotes Coaching