

Customer Service from the Inside Out

When a customer leaves your business upset and angry, you lose more than just a return visit. You lose future visits and revenue from the unhappy customer as well as potential customers who hear about the negative experience.

- What is the impact of unhappy customers on your bottom line?
- What does employee engagement have to do with improved customer service?
- What can you do to increase the odds that the people you hire will be right for the job?

Great customer service, delivered consistently, happens when a strong, **customer service strategy** is in place. Great customer service happens from the inside out. Join other business leaders looking to improve their customer's service experience for two jam-packed days of learning.



When:

Tuesday & Wednesday,
December 3 & 4, 2013

9:00 am – 4:00 pm

Location:

Hampton Inn by Hilton
730 Berry Street
Winnipeg, MB

Investment:

\$475/person (\$425 early bird discount if booked by November 1st), includes:

- Lunch
- Comprehensive workbook (value \$45.00)

Who Should Attend:

- Business owners
- Managers / supervisors
- Team leaders

Customer Service from the Inside Out

This two-day interactive workshop provides participants the opportunity to learn how to develop a customer service strategy for their business, with a focus on four key areas:

- 1 Creating clearly defined service / performance standards
- 2 Identifying and planning for service delivery cracks
- 3 Creating In-depth hiring and training plans
- 4 Identifying opportunities for improved employee engagement



Led by **Laurie Barkman**, Chief Engagement Officer at

Servicedge Training & Consulting

Go to goo.gl/WNGy4V to register

This workshop is part 2 of the 'New Era of Influence' series. Part 1 "Turn Selling into Buying" helps get customers in your doors. Part 2 helps you keep them! For more information, visit www.servicedge.ca/coming_to_winnipeg

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