

# The Complete Customer Service Experience

*How May I Help You?*

*Join us*

**Friday, June 26, 2009**

**9:00 a.m.—4:00 p.m.**

and give your business the competitive edge it needs  
to keep your customers coming back.



## **Satisfied customers are returning customers.**

As today's business environment grows more competitive, fewer more savvy patrons make frugal choices. Great customer service is no longer a luxury, but a matter of survival. Learn how to go the extra mile to retain current customers and create new ones.

This program will cover the Complete Customer Service Experience.

Participants will learn to:

- Identify their own behavioral styles, the styles of their clients, and how to adjust to both resulting in better communication and a happier customer.
- Define and service your perfect customer.
- Make a great first impression.
- Maximize rapport building skills and earn customer trust.
- Understand how your services best meet the needs of your customer.
- See how body language, mannerisms, and appearance can enhance [or destroy] your credibility.
- Develop a personal action plan to improve customer service skills.

Cost: \$79.00/ \$69.00 for two or more. Continental Breakfast and Lunch Included.

Location: Saint Vincent College, Latrobe PA

6 CPE Other Credits

**Presented by BUSINESS BUILDERS, known for their innovative approach to today's business challenges. Classes are interactive, fun, and provide immediate solutions to improve performance. Walk in with specific problems. Walk out with specific solutions.**

**See Reverse to Register**