

Taking Care of Your Business!

CUSTOMER SERVICE STRATEGIES

We want to help.

We understand the demands on your time. You have a business to run. No matter what type of industry you're in, you can't grow if there's limited repeat business from happy customers.

Your people work hard, but is your CSR team consistently meeting company expectations?

Do they possess the best communication skills that can effectively satisfy any customer issues relating to your products and services?

The One Day CSR Workshop

We will give your CSR team valuable communication tools designed to take the potential "stress" out of customer interaction.

Who should attend ?

ANYONE who believes they need a fresh, new approach to communicating with others!



You need **your best people connecting with your customers !**

The CSR Workshop.

Learn some of the most powerful and effective Customer Service techniques available today

That you can put to use right away!

The STRESS-FREE Approach ~

- ▶ Customer Communication - The *Do's* and *Don'ts*.
- ▶ How to motivate your customer to *Create Solutions*.
- ▶ Understanding the *Laws of Human Nature*
 - and how they can *Make* or *Break* customer interaction
- ▶ How to develop acute *Listening Skills*.
- ▶ How to master the *Art of Questioning*.
- ▶ How to establish a much *Higher VALUE*
 - for your products and services.
- ▶ How to build *Trust*.
- ▶ How to retain *Happy Customers*.

It's this easy to Register.

The One Day CSR Workshop

The session runs the full day from 9am to 4pm.
All workshop materials, handbook and certificate are included in the tuition per participant
of only **\$159.00**

To reserve your session date, please complete the registration form located below



Ray Edwardson
President & CEO
SpotShop Media

For over three decades, Ray has been inspiring professionals in various non-related industries to develop and improve their communication skills

Combined with over 30 years of customer / sales experience, he has also held senior and management positions with such major corporations as ~

Moffat Broadcasting
Nor-Net Communications
Okanagan-Skeena TV/Radio
The Brick Warehouse Group

He draws upon his own real-life experiences and humorous situations to present you with a bona fide view of today's business world.

The One Day CSR Workshop is designed to be an interactive, fast-paced and fun learning event!

SpotShopmedia



Please print off, scan and email to register@spotshopmedia.com

YES, I would like to register _____ person(s) @ \$159.00 ea.

Event Date: _____ **City:** _____

COMPANY NAME _____

Address _____ **Contact** _____

City _____

Province _____ **Postal Code** _____

Phone _____ **Email** _____

Names of Attendees _____

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Calgary, Alberta T2Y 2Z7

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