

Exceptional Customer Service Seminar



With

STEVE BECK

Steve has been a frequent trainer for Baxter, CDW, Motorola Dealerships, Cardinal Health, Advocate Health Care, the U.S. Department of Education, and several community colleges and banks.

Sponsored by



Also sponsored by: Chinook Wireless-General Distributing-Best Western Heritage Inn

Monday, March 13, 2006 **OR** **Friday, March 24, 2006**
12:30PM - 4:30PM 8:30AM - 12:30 PM

Choose your seminar - Register online at www.greatfallschamber.org

Best Western Heritage Inn

General Admission **\$79.**

(\$69. each in groups of 5 or more)

Chamber Members **\$69.**

(\$59. each in groups of 2 or more)

The purpose of this seminar is to:

- Learn how to have a "Great Day" everyday
- Increase customer loyalty by first creating customer satisfaction
- Understand how much Attitude affects customers (Internal & External)
- Recognize the importance of getting along with co-workers
- Learn questioning techniques that clarify customer needs
- Demonstrate professional telephone procedures in a consistent manner
- Learn the SUCCESS method to providing Exceptional Customer Service

TO REGISTER FOR
THIS SEMINAR CALL

the great falls area
chamber **406-761-4434**
of commerce

Extension 106

or send your check to: Great Falls Chamber of Commerce, 100 First Ave North, Great Falls, MT 59401