

Strategic Customer Care Workshop

Monday, August 17, 9am-11am
Sandler Training Center, Broomfield, CO

For Business Owners and Leaders Focused on Arming Their Team With Exceptional Customer Service and Selling Skills



Presenter:
Bob Bolak, President
Sandler Training

**Workshop is held at our
Sandler Training Center:**

1990 10th Avenue
Suite A
Broomfield, CO 80020
(Inside the Vectra Bank Building)

Monday, August 17,
9am-11am

To register, contact:
Alison Schneider,
303-376-6165 or
Alison.Schneider
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Workshop Investment:
\$49 per person

Training Program Details

People judge your company by the experience they or someone they know have had with your team. This interactive workshop will cover the biggest customer service pitfalls and share best practices from Sandler Training. With over 250 offices in 30 different countries, Sandler Training is a leader in customer and client-centered communication and business development training. Sample issues to be covered:

- We have Customer Service Representatives with strong admin skills but we sometimes cringe when we hear their phone calls and see emails sent out to customers.
- I wish our team was as good communicating and serving one another as they are with our customers. We're wasting way too much time as leaders and managers on internal communication breakdowns.
- We have positive feedback in social media on our company but are concerned that negative reviews would cost us a lot of money in reputation repair so we want to develop our frontline people to ensure we maintain that.
- Our CSR team does a good job on the service side of things, but since they have more customer contact than anyone else, we wish they did a better job with cross-selling and upselling when appropriate.

Seating is limited; attendees must pre-register.