

RETAIL SALES TRAINING

Ted Topping Talks:

Selling is Service and Service is Selling

TUESDAY, NOVEMBER 3 *from* 6:30PM *to* 8:30PM *at* PINE CENTRE MALL

Don't miss this interactive evening designed for retail owners, supervisors, managers and frontline staff. Understand the three dominant trends that currently affect service businesses everywhere: efficiency, rising expectations and mediocrity.

Then, learn how your business can use these trends to deliver the Prince George AEIOU Advantage.

View the coming Holiday Season from a big-picture perspective and understand crucial details that make your business attractive to customers.

PINE CENTRE MALL

$10 per person.
Group rate for five or more.
Call Karen Cameron at
250-563-3681 ext. 24 for details.
Paid registration must be
received by Friday, October 23.
Cash or cheque only.

pinecentre.com

PINE CENTRE MALL

Selling is Service & Service is Selling!

Tuesday, November 3 - 6:30pm – 8:30pm
Pine Centre Food Court

WORKSHOP REGISTRATION FORM

Just in time for the busy holiday season! Is your staff ready to serve thousands of customers from throughout northern BC during the busiest shopping season of the year?

Pine Centre invites you to join retail expert Ted Topping as he shares the three dominant trends that currently affect service businesses everywhere: **efficiency, rising expectations and mediocrity.** Then, learn how your business can use these trends to deliver the *Prince George AEIOU Advantage.*

Ted is an expert in helping consumer-facing companies to improve the customer experience they deliver. His live presentations are motivational, inspirational and entertaining. He will help you view the coming Holiday Season from a big-picture perspective and then deliver the crucial details that make your business attractive to customers.

RETURN by October 23

Date: _____, 2015
Please print neatly.

Business: _____

How many staff will attend? _____

Contact Person: _____

Email: _____ Phone: _____

Cost: $10 per staff person – call for group rate if more than five staff.

❑ Cash ❑ Cheque Receipt? ❑ Yes ❑ No

Office Use Only		Receipt ❑ Yes ❑ No
Received by: _____	Date: _____	Processed: _____

September 2015