world class customer service



HOW TO "WOW" CUSTOMERS TO GROW YOUR COMPANY

Customers love "concierge" service.
They love it when you proactively take care of their needs and all the important details.
To provide high level service, you are often required to achieve the "seemingly impossible" taking on just about any request a customer might have, no matter how strange.
Yet concierge service techniques do not come naturally. It takes an exceptional organizational plan to achieve a WOW culture.

A must for every business leader, this forum focuses on management strategies that will result in exceptional customer service.

This workshop explores how to...

- Wow customers and create raving fans
- Master "people, place and process"
- Communicate for positive results
- Be Front-Stage ready
- Make every customer feel important
- Overcome stereotypes about your business
- Tap into the emotions (and the magic) of quality service

When: ***THURSDAY, MARCH 19, 2015***
8:00 - 8:30: Sign-In and Continental Breakfast
8:30 - 10:30 Workshop

Where: ***VANTREO's Learning Resource Center***
100 Stony Point Road, Suite 160
Santa Rosa, California

RSVP to:
707.546.2300 ext 0, or executiveservices@vantreo.com

Fee: **$50** *per person (complimentary to VANTREO clients)*

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