



**Exceptional Customer Service
is Simple & Powerful**

**February 26, 2015
12:00 pm to 1:15 pm**



245 Market Street, Suite 200
Johnstown, PA 15901
814.535.8675 / www.jari.com

Connect with us



Cost:

\$5.00/person for lunch

Location:

JARI Center for Business Development
160 Jari Drive (Richland Township)

The Presenter:

Debi Balog, JARI Workforce
Development Director

**“Exceptional Customer Service is
Simple & Powerful”**

will cover the following:

- Making a great first impression
- How customer service creates revenue
- Why customer satisfaction is based on perceptions and personality styles
- Understanding & managing customer expectations
- Dealing with difficult customers

Exceptional Customer Service is Simple & Powerful

February 26, 2015 12pm – 1:15pm

JARI Center for Business Development

REGISTRANT INFORMATION

Company _____

Address _____

City _____ Zip _____

Contact Name _____

Telephone _____

Fax _____

Email _____

Would you like to receive a registration confirmation (sent by email)
_____ Yes _____ No

PARTICIPANTS *(Please use a new form for additional participants)*

- 1) _____
- 2) _____
- 3) _____
- 4) _____

PAYMENT INFORMATION

of Participants _____ x \$5.00 = \$ _____

TOTAL AMOUNT ENCLOSED \$ _____

This form is considered your invoice. Payment should be made prior to the day of the event to reserve your seat.

Checks are to be made payable and mailed to:

Johnstown Area Regional Industries, Attn: Katie Franklin, 245 Market Street * Suite 200, Johnstown, PA 15901.

Note: No shows and cancellations after February 23, will be billed for any seats that you had reserved that we were unable to fill.

Please RSVP by February 23, 2015 to **Katie Franklin**

Fax - 814.535.8677 / Email at kfranklin@jari.com.

Funded in part through a Cooperative Agreement with the U.S. Small Business Administration. Reasonable accommodations for persons with disabilities will be made if requested at least 2 weeks in advance by contacting Katie Franklin at 814.262.8367.