

How To Win Customers and Reduce Lost Sales

Becoming Customer Service Eagles

presented by

Joe Constance, Constant Training



You will learn:

- ⇒ The TOP TEN mistakes and the TEN things customers want you to do!
- ⇒ TEAMWORK—why its EVERYONE'S job to help the customer!
- ⇒ Learn the MAGIC WORDS customers love as well as those they despise!
- ⇒ Discover the secrets of the WORLD'S PREMIER COMPANIES.
- ⇒ SEVEN CRITICAL ELEMENTS to achieving excellence.
- ⇒ Handle problems and complaints—how to be a FANTASTIC fixer!
- ⇒ TELEPHONE SKILLS—what to do and what NOT to do!
- ⇒ How to identify, meet then EXCEED customer service expectations.
- ⇒ Learn the 4 keys from the world famous FISH video!

Tuesday, March 25, 2008
1—4:30 pm



JJC Main Campus
Houbolt Road, Joliet
Room T-1000

Includes Joe Constance's recently released book - Customer Service Eagles!

It is written for managers, supervisors, business owners and organizational leaders as well as the front-line workers who take care of customers daily. A practical, easy to read book with proven techniques to help you be more effective with customers.

Sponsored by:



Cost: \$69 per person (member price) or \$60 (4 or more from the same company)

Complete the bottom portion and return it along with your payment no later than Thursday, March 20. Sorry, no refunds.

 Company Name

 Address

 Phone

 Name of Attendee (s)

Reservation Form	Price	# of people	Total
CVB or Chamber Member	\$69 ea	_____	_____
CVB or Chamber Member with 4 or more attendees	\$60 ea	_____	_____
Non-Member	\$89 ea	_____	_____
Total		_____	_____

Make Checks Payable to Heritage Corridor CVB
Mail/Fax back to: Heritage Corridor
81 N. Chicago Street; Joliet, IL 60432
FAX: 815-727-2324
Need more info?

Call 1-800-926-2262 CVB or 815-942-0113 Chamber

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