

GREAT CUSTOMER SERVICE:

HOW TO DAZZLE YOUR CLIENTS AND GET THEM TO SAY 'WOW'

presented by Keith Woods, NCBE Chief Executive Officer

Keith has been conducting customer service training workshops for over two decades for businesses of all kinds: construction firms, suppliers, banks, retailers, professionals, hospitals, and even non-profit organizations.

His workshops help owners, managers, clerical staff and other employees understand what motivates customers, why they choose one business over another, and what it takes to get them to say "WOW" about the service they receive.

This informative and entertaining 90-minute presentation will cover:

- Why people buy.
- How first impressions will make or break your image.
- Why your internal customers (*fellow employees*) are as important as external customers.
- The "10 Golden Rules of Great Customer Service".
- Practical tips that can be put to use right away.

Attendees will also receive a personal workbook for good customer service ideas.

THURSDAY, MARCH 5TH ▸ 8 A.M. – 9:30 A.M.

CONSTRUCTION TRAINING CENTER – 1030 APOLLO WAY, SANTA ROSA

PRESENTED BY



KEITH WOODS,
CHIEF EXECUTIVE OFFICER



NORTH COAST
BUILDERS EXCHANGE

NCBE MEMBERS \$35
NON-MEMBER \$70
(PRICE IS PER PERSON)

INCLUDES CONTINENTAL BREAKFAST & COFFEE

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REGISTRATION FORM – GREAT CUSTOMER SERVICE • THURSDAY, MARCH 5, 2020

Register for this seminar by completing and faxing this registration form to 542-2027 or email to: kassandra@ncbeonline.com

Company Name _____ Phone _____ Fax _____

Contact Person _____ Please list all attendees:

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Billing Address _____ City _____ Zip _____

Payment: Bill my NCBE account Check enclosed Charge: VISA MC AmEx _____

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Signature _____ Date _____

Price is per person. Billing address, zip code and 3 digit security code (last 3 digits on back of card) required for processing.
Cancellations must be received 24 hours prior to the seminar to avoid being billed the full price.