

# CHAMBERS



Trent Hills Training Session  
**Wednesday, June 6**

**9:00 am to 3:30 pm**

Island Park Retirement Suites  
18 Trent Drive, Campbellford

## NORTHUMBERLAND

### Sign Up Today!

Registrant Name: \_\_\_\_\_

Position: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Town \_\_\_\_\_ Postal Code: \_\_\_\_\_

E-mail: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Dietary Restrictions: \_\_\_\_\_

Registration Fees:	Member Discount:	Fees Include:
Course fee: 150.00	Course fee: 50.00	• Resource Manual
Lunch: 5.00	Lunch: 5.00	• Certificate
GST: <u>9.30</u>	GST: <u>3.30</u>	• Lapel Pin
\$164.30	\$ 58.30	• Refreshment breaks

This program provides the basics of excellent and consistent customer service and focuses on the important role of the individual in building client loyalty and creating a positive impression of the operation. Recognition includes a lapel pin.

#### **BENEFITS TO BUSINESS**

- Helps create a consistent service standard within the company
- Provides employees with tools and techniques to build customer loyalty

#### **TOPICS COVERED**

- Customer Loyalty
- Service Commitments
- Teamwork
- Communication
- Connections
- Challenges
- WOW Them

#### **SERVICE EXCELLENCE DESIGNATION**

Businesses or organizations that train 100% of management and 60% of employees will be recognized with a plaque, Service Excellence window decals, use of the logo, and an opportunity to be recognized at an awards ceremony.

*For further details contact:*

Nancy Allanson, Executive Director

Trent Hills & District Chamber of Commerce,  
(705) 653-1551 info@trenthillschamber.ca

### **PRE-REGISTRATION IS REQUIRED.**

#### **Please submit payment to:**

Trent Hills & District Chamber of Commerce  
PO Box 376, 51 Grand Road, Campbellford, K0L 1L0

#### **OR register by Fax: (705) 653-1629**

Credit Card Information:  VISA  MC Amount \_\_\_\_\_

Number \_\_\_\_\_ Expiry Date \_\_\_\_\_

Name on Card: \_\_\_\_\_ Signature \_\_\_\_\_

