

TURNING CUSTOMER SERVICE INTO SALES

Presented by: NW Indiana Chamber Executives
Wednesday, November 7th



International Speaker, Trainer, & Author David K. Aaker, IOM

This lively and interactive two-hour workshop is designed to inspire employers with tested methods to improve customer service and help your employees to make positive changes that will stimulate company growth.

What would the value of your business be if you could "add one customer for life, each day?"

Clear, specific examples of Customer Service, Communication Tools that work, the Ethics of Customer Service, and ideas that invite customers to return will be augmented by audience participation.

**Two Sessions
for your
convenience
8am-10am
-or-
1pm-3pm**

\$35 per person

**Avalon Manor
3550 E. US Hwy
30
Merrillville**

3 WAYS TO REGISTER:

ONLINE Fast & Secure

www.crossroadschamber.org

FAX Complete the form

and fax to: 219.736.6223

MAIL

Complete the form and mail with payment to:
Crossroads Regional Chamber of Commerce
440 W. 84th Drive, Merrillville, IN 46410

Reservation Request:

Attending Morning Session (8-10am)

Attending Afternoon Session (1-3pm)

Contact Name: _____

Company: _____

Mailing Address: _____

City, State & Zip _____

Phone: _____ Email: _____

Payment Options:

Check: _____ Cash: _____ Invoice: _____

Credit Card: Visa MC Discover Amex

CC#: _____

Exp Date: _____ Security Code: _____

Signature: _____

**For more information, please contact
Crossroads Regional Chamber of Commerce at 219.769.8180**