



Cedar Rapids, Ia

World Class Customer Service

Customer Service Superiority

—Seminar—

Instructor: Steve Coscia, CSP ...
 Steve Coscia's strategies cut through the clutter and focus on the key tactical behaviors which enable a company to become more profitable.

Copy These Results...

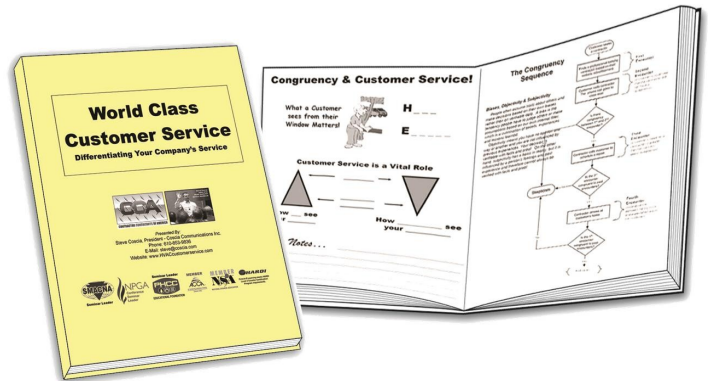
"One of my company's inside people gained so much confidence on the telephone that in one month, she sold an extra \$15,000 in maintenance contracts. Thanks Steve!"

Dave Peppelman,
 Owner Christian Heating & Air Conditioning



Attendees Learn To...

- Build customer relationships that last
- Convey communication that elevates your company image on every service call
- Put Teamwork first and be personally accountable to co-workers
- Reduce stress & increase productivity for your Customer Service team
- Transform angry callers into fans
- Double or triple referral rates... for free



Attendees Get a High-Value Workbook Loaded with Resources and Templates!

Time	Date	Street Address	City	State	Phone
2:30pm - 5:30pm	April 7, 2016	5101 J Street SW	Cedar Rapids	IA	(319) 365-0413

Contact **Chip Davis** to Register

p. (319) 365-0413

e. chip.davis@local125.com



Cedar Rapids, Ia