



Strategic Customer Care Workshop October 15, 2018

With Randy Hnatko, Trainwest Management & Consulting

THE WORKSHOP

Is there a greater challenge within any business than working on the frontlines of an organization and dealing one-on-one with customers daily? This one-day workshop breaks down these challenges, providing you with in-depth techniques to ensure an exception customer experience for your clients. Topics include: effective communication, understanding customers, questioning techniques, up-selling & cross-selling, telephone & email communication, dealing with difficult people, and client development through sales.

Trainwest Management & Consulting Inc. CEO & World-Renowned Sandler Trainer, Randy Hnatko, will teach proven strategies and tactics for today's competitive sales climate. Attendees will walk away with tools and skills for real-world success that they can apply for immediate results.

HOW MUCH?

RATE: \$110+GST PER PERSON
\$ 95+GST PER EACH ADDITIONAL PERSON FROM THE SAME COMPANY

THE DETAILS

DATE: MONDAY, OCTOBER 15TH, 2018, 8:30AM TO 4:30PM (LUNCH & COFFEE ARE INCLUDED)
LOCATION: KPMG BUILDING - 3RD FLOOR - 8506 - 200TH STREET, LANGLEY, BC

REGISTRATION INFORMATION

FIRST NAME (please print) LAST NAME

COMPANY

ADDRESS

CITY PROVINCE POSTAL CODE

EMAIL PHONE

PAYMENT INFORMATION

MASTERCARD VISA CHEQUE*

CARD NUMBER EXPIRY

*PLEASE MAKE ALL CHEQUES PAYABLE TO --

CARDHOLDER'S NAME

BC Wood Specialties Group
200 - 9292 200 St.
Langley, BC, V1M 3A6

CARDHOLDER'S SIGNATURE

To register fill out this form and fax it to 604-882-7300 or email to kcrowe@bcwood.com