



# 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 15<sup>TH</sup>, 2018, 8:30AM TO 4:30PM (LUNCH & COFFEE ARE INCLUDED)  
**LOCATION:** KPMG BUILDING - 3<sup>RD</sup> FLOOR - 8506 - 200<sup>TH</sup> 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](mailto:kcrowe@bcwood.com)