

# ABSDA TRAINING PROGRAMS

## Customer Service Excellence

### REMOTE ONLINE TRAINING



### WHO SHOULD ATTEND?

Created for all client facing staff from the retail floor to the lumber yard, this comprehensive and interactive Online program will train your team to provide a consistent and impactful customer experience.

Unlock the key to delivering exceptional customer experience in your store. Tailored specifically for our industry, this course provides actionable strategies for delivering top-tier service at every customer touchpoint. Through interactive sessions, real-world case studies, and expert-led discussions, participants will learn how to anticipate customer needs, handle challenges effectively, and build lasting client relationships. Equip your team with the skills to exceed expectations and drive customer loyalty in today's competitive market.

### TOPICS COVERED

- Greeting Customers
- Body Language
- Communication Styles
- Active Listening
- Demonstrating Solutions
- Upselling
- Working with Difficult Situations
- Handling Concerns

### PARTICIPANTS WILL NEED:

- A quiet room
- Reliable high-speed internet
- Computer/Laptop/Tablet equipped with a camera, microphone and an appropriate screen size
- We recommend min. 11 inch screen

### Seminar Fees

ABSDA Members  
**\$199** + HST per person

Non-Members  
**\$350** + HST per person

#### Cancellation/Substitution Policy:

Substitutions within the same company are possible without penalty. Cancellations 6 days or less, prior to the seminar, will be subject to a 33.33% cancellation charge.

**Start date:** Monday, November 18, 2024

**Time:** Delivered over 4 consecutive Mondays from 1:30pm to 3:30pm



## REGISTRATION FORM – CUSTOMER SERVICE EXCELLENCE

Company Name: \_\_\_\_\_

Street: \_\_\_\_\_ City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Company Contact: \_\_\_\_\_ Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

**Participant Names** (please print or type)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### Method of Payment:

- Bill our Company  
 Visa/MasterCard

Card # \_\_\_\_\_ CVV \_\_\_\_\_

Expiry \_\_\_\_\_

**Return Form To:** ABSDA, 70 Englehart Street, Dieppe, NB E1A 8H3  
Phone: 506-858-0700 Email: absda@nb.aibn.com

Seminar fees are subject to HST  
HST #R106736168