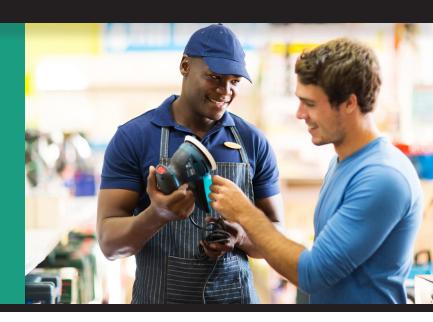
Customer Service Excellence

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 withou 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	