



## Customer Service

### February Supervisors' Connection

**Summary:** Many companies and individuals do not understand the true value of outstanding customer service. In this workshop, learn the value of moving from “good” to “great” customer service, as well as how to set the standard in your industry. You will learn to understand the ROI of customer service and how to create an outstanding customer service culture in your organization.

**Workshop Takeaways:**

At the conclusion of this workshop, participants will:

- Understand the fundamentals of delivering outstanding customer service
- Learn how to turn a disappointed customer into an advocate
- Understand the value of both internal and external customers
- Learn customer communication best practices

**Date:** **Wednesday, February 19, 2020**  
**Time:** 8:00am – 10:00am  
**Cost:** \$49.00  
**Place:** NSCC -- CTS, One Ferncroft Rd., DS106, Danvers, MA 01923

**Facilitator:** Ken Robichaud holds a Master’s in Business and Management with a Bachelor’s Degree in Education. He has been the Director of Client Services for a digital data management company; Marketing Director for a national online recruitment company; and has held management marketing positions for major regional retailers and media companies. Ken has over 15 years of experience instructing credit and certificate business classes at North Shore Community College.

**Please Register by February 13, 2020**

Call: **(978) 236-1240** or Fax: **(978) 236-1220**

Please complete all questions on this registration form and fax to: NSCC (978) 236-1220 or mail payment and form to: Ms. Susan Ryan, North Shore Community College, One Ferncroft Rd., Danvers, MA 01923.

**Date of Birth:** Month \_\_\_\_\_ Day \_\_\_\_\_ Year \_\_\_\_\_ (Must Include Birth Date to Register)      **Gender:** Male    Female  
**Last Name** \_\_\_\_\_ **First Name** \_\_\_\_\_ **Middle Initial** \_\_\_\_\_  
**Street Address** \_\_\_\_\_ **City** \_\_\_\_\_ **State** \_\_\_\_\_ **Zip** \_\_\_\_\_  
**Home Telephone** (    ) \_\_\_\_\_ **E-mail Address** \_\_\_\_\_  
**Business** \_\_\_\_\_ **Business Telephone** (    ) \_\_\_\_\_ **Ext.** \_\_\_\_\_

Course Code	Sec.	CRN#	Course Title	Date	Time	Cost
xxx	xxx	xxx	Customer Service	2/19/2020	8am – 10am	\$49.00

Payment *MUST* accompany registration form. Please make check payable to: North Shore Community College.  
*MasterCard, Discover or Visa accepted. (circle one)*

**Account #** \_\_\_\_\_ **Expiration Date** (mo) \_\_\_\_\_ (yr) \_\_\_\_\_

**Cardholder Signature** \_\_\_\_\_