

CUSTOMER SERVICE CERTIFICATION

Certified Customer Service Leader (CCSL) (3 days)

Leading Empowered Teams (2 days)

John Tschohl Service Strategy/ FEELINGS (1 day)

\$1098

Certified Customer Service Trainer (CCST) (4 days)

Leading Empowered Teams (2 days)

John Tschohl Service Strategy/FEELINGS (1 day)

Train the Trainer (1 day)

\$2,097

Includes: Leading Empowered Teams Leader Guide - \$500 value

Feelings Facilitator Kit with 3 DVD's or 1 Flash Drive - \$1,199 value

Reception at John Tschohl's home May 8 (Founder & President of SQI)

Licenses you to teach these two programs & purchase participant materials at Discounted Price

Leading Empowered Teams Participant Materials \$150 each (**Save** \$699 per person)

Feelings Participant Materials - \$21 each (**Save** \$228 per person)

<u>City/Date</u>	<u>Workshop</u>	<u>Fee</u>	<u>Registration:</u>
2019 Minneapolis, Minnesota USA			8:00 a.m. <u>Seminar:</u> 8:30 a.m. - 5:00 p.m. <u>Hotel:</u> Holiday Inn Express & Suites Bloomington West 7770 Johnson Ave South Bloomington, MN 55435 USA
May 6, 2019	John Tschohl Service Strategy Keynote & Feelings	\$249	Tel: 952-893-9999
May 7-8, 2019	Leading Empowered Teams	\$849	Fax: 952-893-0660
CCSL – 3 Days	Total	\$1,098	SQI Seminar Rate: \$95.00 per night (single or double)
May 9, 2019	Train the Trainer	\$999	<u>Location:</u> <u>Service Quality Institute</u>
CCST – 4 Days	Total	\$2,097	9201 E. Bloomington Freeway Minneapolis, MN 55420 USA www.customer-service.com quality@servicequality.com Tel: 952-884-3311