

QUEST SERIES

QNET presents:

Strategic Customer Care

Monday, March 14, 2011 – 11:30 a.m. to 1:30 p.m.

Strategic Customer Care will help you grow your business by retaining valued customers and attracting new ones. There are many benefits of using a strategic customer care system:

- Customers will be drawn to your company for a superior service experience
- Employees will enjoy serving customers by avoiding service “sins” and practicing service “virtues”
- Care levels will rise to “best in class” standards
- You will differentiate your company and attract new customers
- You will be able to continuously improve (kaizen) customer service faster than your competitors
- You will retain your valued employees longer

Presenters: Murray Grant and Bruce Bishop, Co-Owners, Winnipeg Sandler Professional Development Centre

Murray Grant has over 26 years of professional experience, having served clients across North America, Europe and Australia in a variety of industries. He has senior executive experience in leading and managing sales, customer service, operations, and engineering organizations. Murray has developed “LEAN” customer service frameworks - professional skills development, value stream mapping processes and customer service analysis. **Bruce Bishop** is a leader in our community in the areas of service development and professional sales. He has professionally trained over 1,000 students and has studied and practiced the Sandler training system for over 15 years. Bruce directed sales and operations organizations at an executive level for over 15 years before acquiring Sandler Training in Winnipeg 8 years ago. Sandler is a global leader in professional development, with over 250 offices in 5 continents.

QUEST is a series of information sessions that bridge the gap between business needs and local consulting expertise. Presentations feature a variety of concepts, tools and practices relevant for today’s workplace.

Presented in partnership with Industry Workforce Development, Manitoba Entrepreneurship Training and Trade

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Participants will receive location/final details approximately 3 days prior to the session; please contact QNET if you do not receive this. Cancellations must be received in writing no later than 6 business days prior to the event. After that time, the full registration fee will apply. Replacement participants are accepted at anytime. Invoices will be sent for non-attendance. G.S.T. Reg # 899755334RT



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