

CUSTOMER SERVICE CERTIFICATION

Certified Customer Service Leader (CCSL) (3 days)

Leading Empowered Teams (2 days)

John Tschohl Service Strategy/ FEELINGS (1 day)

\$1097

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>
2020 Minneapolis, Minnesota USA			8:00 a.m. <u>Seminar:</u> 8:30 a.m. - 5:00 p.m.
May 18 -19, 2020	John Tschohl Service Strategy Keynote & Leading Empowered Teams	\$849	<u>Hotel:</u> Holiday Inn Express & Suites Bloomington West 7770 Johnson Ave South Bloomington, MN 55435 USA
May 20 , 2020	Feelings	\$248	Tel: 952-893-9999
CCSL – 3 Days	Total	\$1,097	Fax: 952-893-0660
May 21, 2020	Train the Trainer	\$999	SQI Seminar Rate: \$95.00 per night (single or double)
CCST – 4 Days	Total	\$2,097	<u>Location:</u> Service Quality Institute 9201 E. Bloomington Freeway Minneapolis, MN 55420 USA www.customer-service.com quality@servicequality.com Tel: 952-884-3311