

If you're not taking care of your customers, someone else will!  
**Learn how to retain customers at this powerful workshop:**

# SHOP\* LOCAL

\*Service. Hospitality. Ownership. Pride.

## LEARN EFFECTIVE TOOLS TO UPGRADE YOUR CUSTOMER RETENTION STRATEGY:

- \* Provide outstanding customer service that will make you stand out from your competition.
- \* Identify what your customers want and expect.
- \* Build trust and rapport quickly—over the phone or in person.
- \* Handle complaints with ease.
- \* Personalize your customer experience.
- \* Turn customers from simply satisfied to loyal.
- \* Uncover additional revenue streams.
- \* Leverage “word of mouth” (FREE) advertising opportunities!

This amazing workshop will provide you and your employees with easy to implement steps to “WOW” your customers and keep them coming back.

**Date: TBD**

**Time: TBD**

**Place: TBD**

**Cost: TBD**

This workshop is presented by Randi Busse, President of Workforce Development Group, Inc., a coaching and training firm located in Amityville, NY. Randi brings out the full potential in people, which in turn drives profit for the business and wins “customers for life.”