

# CRS 210: REFERRAL COURSE

PRESENTED BY WHATCOM COUNTY ASSOCIATION OF REALTORS®  
AND WASHINGTON CERTIFIED RESIDENTIAL SPECIALISTS

Building an Exceptional Customer Service Referral Business (CRS 210) is a highly interactive course designed to deliver all the essentials for refocusing the student's business plan to a customer service centered, repeat and referral business. The information provided will help identify the expectations of the "new consumer", the "new behaviors" necessary to meet those expectations and specific systems to make the agent's business more productive, more profitable and more enjoyable.

- Learn to save time AND money working with past clients
- Meeting the expectations of the "new consumer"
- Dialogues and strategies for building a referral database
- Delivery systems to generate a successful referral business

## REGISTRATION:

Register Online: <http://tinyurl.com/2017CRS210>

Networking buffet luncheon included. Payment is required to hold your reservation.

Class Fee .....	\$295.00
CRS Members .....	\$250.00
Group of 4 or More (Use discount code: Group210) .....	\$250.00
Audit Rate (If previously taken class, use discount code: Audit210) .....	\$190.00

## EDUCATIONAL CREDIT

This course earns 16 CRS education credits towards the CRS Designation. Clock hour credit: 16 in Washington, 15 in Oregon, and is accepted for 15 hours in Idaho.



## INSTRUCTOR FRANK SERIO, CRS

Frank Serio, CRS, CRB served as the 2011 CRS National President. Frank has run the gauntlet from sales associate to top producer to sales manager/trainer. In his fast paced presentations, Frank shares his own experiences and the innovative ideas used by top producers across the country. His seminars are packed with knowledge and information, and enjoyed by all. Visit his website: <http://www.theserios.com>

## CANCELLATION POLICY

Two weeks prior to course, full refund. Within two weeks of course, 50% refund. After 5 pm day before course, no refund.

**September 27-28, 2017**

Registration 7:30 am  
8:30 am - 5:00 pm

**Skagit Resort & Casino**  
5984 Dark Ln, Bow, WA 98232  
p. (877) 275-2448

### Questions?

Contact Education Chair  
Darlene Stouder at (360) 901-0307

## COURSE SPONSORS



**Class Registration:** Register at <http://tinyurl.com/2017CRS210>

**Course:** CRS 210: Referral Based Business Course

Name: \_\_\_\_\_ Firm: \_\_\_\_\_

Office Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Payment Method:  Check  Credit Card *Prepayment Requested* Payment Amount: \$ \_\_\_\_\_

Account Number: \_\_\_\_\_ Exp: \_\_\_\_\_ CVC Security Code: \_\_\_\_\_

Billing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Billing Zip: \_\_\_\_\_



Council of Residential Specialists

**WASHINGTON CRS**

The Proven Path To Success

