

LIP SERVICE

First Class Telephone Skills

Thursday, May 25th ~ Hampton Inn

AM Session: 8:00 - 11:30 a.m. (check in at 7:45 sharp)

PM Session: 1:00 - 4:00 p.m. (check in at 12:45 sharp)



Margie Seyfer
Impact
Presentations

Early Bird Registration

(must register on or before May 12th)

\$35 / Chamber Members and \$40 / Non-Members

After May 12th

\$40 / Chamber Members and \$45 / Non-Members

RSVP's are required by May 19th ~ No refunds after May 19th

A popular training seminar on attitude enhancement and telephone customer service. Margie Seyfer inspires people to become more effective in communication, interpersonal skills and workplace harmony. Her snap, crackle and pop energy keeps the audience engages while sharing valuable information and tools.

Your People Will Learn How To:

- ♦ Use their voice to paint a positive image
- ♦ Improve vocabulary with "phrases that pay" rather than offend
- ♦ How to immediately improve your Business Image
- ♦ Replace rude responses like "hang on" - "nope" - "yep" - "who's next?"
- ♦ Identify words that improve customer rapport
- ♦ Improve everyday statements such as "Do you mind" and "No Problem"
- ♦ Stay positive to guarantee success with customers and co-workers
- ♦ Tons of tiny techniques that will WOW your customers
- ♦ Maintain energy after the 300th call
- ♦ Realize the words that affect people negatively

 **United Chamber of Commerce**
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Email: office@scottsbuffgering.net

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