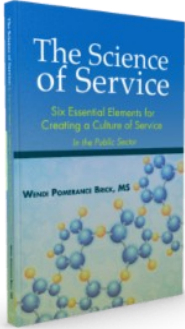


Join Your Public Sector Colleagues to Learn the Essential Elements of Great Customer Service in Government!

Open to all government employees who want to learn the keys to delivering great customer service... presented by Customer Service Advantage, Inc. and hosted by Ottawa County — **NOVEMBER 17, 2016**



Customer Service Skills Workshop for All Public Sector Agencies

If providing great customer service is at the top of your priority list, be sure to register for CSA, Inc.'s *Customer Service Skills Workshop* hosted by Ottawa County. This workshop delivers the skills that every staff member needs, from frontline personnel to supervisors to the head of the organization, in order to provide the best possible service to both external *and* internal customers.

WHEN

The Workshop will be held on Thursday, November 17, 2016, from 8:30 am to 12:00 noon. Registration & continental breakfast begin at 8:00 am.

WHERE

The Workshop will be hosted by Ottawa County and will take place at the [Ottawa County Administrative Office, Main Conference Room, 12220 Fillmore St., West Olive, MI 49460.](#)

Each attendee will receive a complimentary copy of Wendi Brick's book, *The Science of Service: Six Essential Elements for Creating a Culture of Service in the Public Sector*. This interactive, hands-on Workshop will focus on:

- What are the basic components of great customer service in government?
- Why is great service so critical to success, especially in public sector agencies?
- What are the three major ways we communicate with customers, and how do we optimize those interactions?
- What is a successful method for working with angry, difficult or upset people, or people who are in a difficult situation?

HOW TO REGISTER

Registration fee is payable by check, credit card or PayPal. Discounts are available for early-bird registrations and for two or more attendees from the same agency. Please return this form with payment to CSA, Inc. (address below) or to register by phone, please call Ray Esonis at 760-803-2004.



Customer Service Skills Workshop For All Public Sector Agencies

Includes a complimentary copy of *The Science of Service...* a \$15 value!

Early-Bird Registration (by 10/28):

\$265 per person
\$235 per person for two or more from the same agency

Regular Registration (after 10/28):

\$295 per person
\$265 per person for two or more from the same agency

Payment: Credit Card
 Check PayPal

Name _____

Title _____

Email Address _____

Organization _____

Address _____

City _____ State _____ ZIP _____

If registering two or more attendees from the same agency, please provide their contact information on separate registration forms.

If you have questions or wish to register attendees by phone with your credit card, please call Ray Esonis, CSA, Inc. Business Development Associate, at 760-803-2004. You can also email resonis@theCSAedge.com. Participation in this workshop is limited to government employees only... thank you!

If paying by check, please mail it to CSA, Inc. with this form. If using PayPal, make payment to info@theCSAedge.com. We will also email you an invoice. Thank you...

Please mail check to:

Customer Service Advantage, Inc.
555 W. Country Club Ln.
Suite #C-350
Escondido, CA 92026

Cancellation Policy:

Cancellations received on or before November 4, 2016 will receive a 50% refund. No refunds will be granted for cancellations made between Nov. 5 and Nov. 17. However, substitutions may be made in cases where registered individuals cannot attend the workshop.