

CCA Presents....
Trudy Adams of Blue Egg Consulting
&
Peter Blake, CCA Executive Director
Sponsored by Cleaners Supply



Achieving Customer Service Excellence

Saturday February 29, 2020
11:00 - 4:00 (includes lunch)
Burlingame Main Library
480 Primrose Rd
Burlingame, CA 94010

Sunday March 1, 2020
9:30 - 2:30 (includes lunch)
WLA Fire Training Center
2117 Butler Ave
Los Angeles, CA 90025

Join CCA for a full day, interactive workshop exploring the Customer Service Experience. Your business's success is largely dependent on your customer's experience and the effectiveness of your CSR's. This workshop will explore ways to enhance your customer experience. Attendees will not only learn the importance of caring for customers, but the power of selling as well.

Through interactive exercises and audience participation, you will learn how to answer difficult questions. Work with difficult and upset customers. You will also learn the value of professional customer sales reps.

Register Now!!!!!!!



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Members: \$75 for first person, \$30 for each additional from same plant

Non-Members: \$149 for first person, \$99 for each additional from same plant

Send registration form to: fran@calcleaners.org

Call: 916-239-4070

Sponsored by Cleaners Supply



Owners Name: _____

Name of Plant: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____

Fax: _____ E-mail: _____

Attendee: _____

2nd Attendee: _____

Additional Attendees: _____

Amount Enclosed _____

Check enclosed payable to CCA

Visa M/C Amx Discover

Card #: _____ Exp: _____

Signature: _____