



Workforce Education

Building Customer Satisfaction

ABOUT THIS CLASS

In this jam-packed 6-hour course, you will increase your knowledge, understanding, and use of accepted customer service practices and techniques in the construction service industry. The course uses real-life examples and planned activities to develop customer service skills.

THIS CLASS WILL COVER

- Identifying Customers
- An Attitude of Service
- Determining What Customers Want
- Helping the Angry Customer
- Understanding Why Customers Leave

3 OPTIONS TO REGISTER

1. Call ABC of Wisconsin at:

800-236-2224 or
608-244-5883

2. Register online:

www.abcw.org/events

3. Mail/fax a copy of this registration form with payment to ABC of Wis., 5330 Wall St., Madison, WI 53718 or fax to 608-244-2401

Name: _____ Phone Number: _____
Member Company: _____ Email: _____

___VISA ___MasterCard ___AMEX ___Discover Attendee Names(S):
Card # _____
Exp. _____ CSV Code: _____

DETAILS

Date: Tuesdays, May 14, and 21, 2019

Time: 5:00 pm to 8:00 pm

Location: ABC of Wisconsin Training Center
5330 Wall Street, Madison WI 53718

Presenter: Bob Riberich,

Cost: \$59 per ABC member or apprentice participant. \$89.00 for non-member invited guests

Note: This class counts towards apprentices' Unpaid Related Instruction hours

*Preregistration is required. CANCELLATION DEADLINE IS 72 HOURS PRIOR TO CLASS. **NO REFUND FOR NO SHOWS. ** Substitutions are allowed. Please contact our office at 800-236-2224 ASAP if you are not able to attend or if you have special access needs, require other accommodations which allow your full participation in this event or need directions.*

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