

News Flash! You Are The Customer Service Department

The customer is always right, but that doesn't mean you are wrong. There is no magic involved and you need not be a rocket scientist to master great customer service. You simply need to be empowered as an ambassador of your own organization. Get back to the basics and learn the five cardinal rules to acquiring new customers and developing long-term customer relationships.

with
Reneé Rongen
www.reneerongen.com

Reneé is best known for her authenticity and empowering audiences to become architects of their own lives. She is the "eternal optimist" and always manages to find extraordinary in the ordinary. She delivers hilarious, unforgettable keynote presentations to corporations, professional organizations and universities across the country. She is well known for her entertaining and dynamic delivery, often sprinkling her presentations with real life stories. Audience can be found laughing aloud and brushing away tears as she masterfully recounts story after story, each with an enduring message and special meaning for the soul.



**Managers, Supervisors, Sales Staff, & all Employees will
learn new insight on how to approach the basics-**

THURSDAY, MAY 13, 2010

TIME

Seminar/Lunch 11:30-1:30

LOCATION

Redlin Art Center Pavilion

SEMINAR COST

\$25 per person

Business Tables (8) Reserved for only for \$175

"When life's journey is over and it's time to leave mankind, remember it's not what you take with you, but what you leave behind"
- Reneé Rongen

"We needed someone to really connect us to our customers. Reneé did just that. Her marketing expertise coupled with her ability to teach us to listen to our customers was just what we needed."

Charles Larson- Case International

"She's motivating, funny, dynamic and very entertaining"

Amy Bonner-Atlanta, GA

"You reaffirmed all of us, making us feel so great about our jobs and the lives we are impacting every day."

Children's Home Staff Appreciation Attendee

MUST RSVP by May 11th to the Watertown Convention & Visitor Bureau, PO Box 225, Watertown, SD 57201, CALL 605-753-0282, FAX: 605-753-0394 or EMAIL: cvb@visitwatertownsd.com to pre-register. Limited seating so RSVP early!

Attendees

Names

Business/City

Enclosed

Bill Me

Pay @ the Door

Thanks to the following partners.

