The Key West Chamber of Commerce Presents a seminar on:

Exceptional Customer Service

Wednesday, December 6, 2017
Doubletree Grand Key Resort
8:30a.m. to 11:30a.m.

Elisa Levy is an internationally known speaker and author who specializes in conflict resolution, team building, leadership and customer service. For the last 16 years, she has been working with organizations and individuals to improve their businesses and working relationships. Her clients run the gamut, from the United Nations, to Fortune 500 companies, hotel chains, restaurants and non-profit organizations. Elisa travels the world teaching, and has authored two books and countless articles on conflict resolution.

Learn easy-to-use tools to:

- "Wow" every customer that walks through the door.
- Communicate effectively with people from other cultures.
- Understand what your customers want and need from you.
- Turn an unhappy customer around in seconds.
- Handle even the most difficult customers.
- Have a great attitude every day.

Customer service is imperative because a dissatisfied customer will tell between 9 – 15 people about their experience. Around 13% of dissatisfied customers tell more than 20 people.

***65% of business comes from repeat customers, and 72% of the reason people stay loyal to a business is due to customer service**

Enrollment forms and payment must be received in the Chamber's Office by Noon, Friday, December 1, 2017 to guarantee seating.

Email to: committees@keywestchamber.org
Both chamber members and non-members are urged to attend.
Complete and email your enrollment form today!
Cost: Members—$76.00 per person, Non-Members—$99.00 per person
(*Price includes continental breakfast)

Name: _____ **Company:** _____

Job Title:_____ **Email:** _____

Phone: _____

Please mail registration and payment into the Key West Chamber of Commerce. ***SPACE IS LIMITED***, no refunds will be offered after Noon on Friday, December 1, 2017. Include the names, job title & email of additional attendees on a separate piece of paper.

Key West Chamber of Commerce—510 Greene Street—Key West, FL 33040—305-294-2587