



“Difficult Customers = Loyal Customers”

Shall I fight or make it right? Why is this customer so difficult? Did you know that difficult customers are opportunities?

Are you struggling with difficult customers? Do you want to run and hide the moment you see or hear a tough customer coming your way? Turning the tough customers into loyal fans is easy once you know the tricks of the trade! If you put to work what you learn in this session, customer service will be easier. You will learn the DEFUSE(D) method, understand the motivations of difficult customers, and become more aware of the differences among difficult customers and other concepts. Participants will have the opportunity to network, exchange ideas, and walk away with a new point of view regarding difficult customers. New for 2010 - Two locations - Rhode Island & Massachusetts.

Tuesday, June 8th

Morning option: 8:30 – 11:30 a.m. LOCATION: 2400 Post Road, Warwick, RI (Independent Insurance Agents)

Afternoon Option: 1:00 - 4:00 p.m. LOCATION: 131 Copeland Drive, Mansfield, MA 02048 (HarborOne Credit Union)

Registrants will receive confirmation & directions one week before the workshop.

Investment is \$135.00 per person. Fee includes light breakfast/snack and materials, along with your choice of a follow-up call on your progress.

DEADLINE FOR REGISTRATION Tuesday, June 1st.

YES! I will attend “Difficult Customers = Loyal Customers!”

Please check one: (A.M.) R.I. Location (P.M.) MA location

Please print clearly

NAME _____ TITLE _____

COMPANY _____

PHONE _____ EMAIL _____

ADDITIONAL ATTENDEES _____

Check enclosed (*made payable to Peak Performers, Inc.*) MasterCard Visa

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Please print the credit card billing address below:

CORPORATE TRAINERS & CONSULTANTS
Customer Service & Leadership Experts

11 Robert Toner Boulevard, Suite 5-195

North Attleboro, MA 02763

(p) 508-699-4415 (f) 508-699-0030

Janet@PeakPerformers.info