



“P.O.W.E.R. UP for SERVICE!”

What is your *P.O.W.E.R.*? How often do you go the extra mile? Do you know how to take a *Moment of Truth* from Good to WOW?

Great customer service is about consistently exceeding customer expectations every moment! Do you understand customer lifetime value? Are you well-versed on core, expected and bonus benefits of your good or service? How *P.O.W.E.R.ful* are you? How do you impact “*The Moment of Truth*”? Sign up and learn about your P.O.W.E.R., network with other professionals, exchange ideas, and walk away with a whole new perspective about customer service and *P.O.W.E.R.ing* up!

Tuesday, November 9th

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)

Confirmation & directions will be sent one week before the workshop.

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

DEADLINE FOR REGISTRATION Monday, November 1st.

YES! I will attend “P.O.W.E.R. UP for SERVICE!”

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

CREDIT CARD _____

EXP. DATE ____/____/____ SIGNATURE _____

Please print the credit card billing address below:

CORPORATE TRAINERS & CONSULTANTS
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