



“Leading the Charge for Service-Focused teams!”

Is the customer service vision clear? How are you communicating the need for service focus? Is your team operating with the customer in mind? How about your entire organization?

Turbulent times create more challenges for serving customers effectively and efficiently. The pressure continues to “do more with less.” Is your team energized? How well are you keeping your team focused on the customer? Do you have a mission that has impact? Are you an “artful service leader”? These questions will be addressed, along with creating awareness for ‘fabled service leadership,’ missions that have impact, and what you can do to inspire others toward service. Register for this workshop and take advantage of the learning objectives, network with other professionals, exchange ideas, and walk away with a whole new perspective about your *purpose!*

Tuesday, October 5th

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, September 27th.

YES! I will attend “Leading the Charge for Service-Focused Teams”

Please print clearly. Please check one: (A.M.) RI Location (P.M.) MA Location

NAME _____ TITLE _____

COMPANY _____

PHONE _____ EMAIL _____

ADDITIONAL ATTENDEES _____

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

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EXP. DATE ____/____/____ SIGNATURE _____

Please print the credit card billing address below:

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