

Cost Information

One workshop \$5 per employee.

Call for information and pricing
for non-profit groups and
discounts for multiple workshops.



**The Gold
Standard in
Customer
Relations**
**Vision
Trust
Partnership
Generosity
Truth
Grace**

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The Fundamentals

Delivering service that makes a positive, lasting impression takes more than simple courtesy, much more.

It starts with understanding what good service is from your *customers'* point of view. It involves learning what each customer expects and proving that you can do it better than your competition, and that you can do it every time the customer comes to your store.

What is the Gold Standard in Customer Relations?

- ◆ **Doing ordinary things extraordinarily well.**
- ◆ **Going beyond what the customer expects.**
- ◆ **Adding value and integrity to every client interaction.**
- ◆ **Being at your best with every customer.**
- ◆ **Discovering new ways to delight those you serve.**

What to Expect:
The workshop demands a change in thinking about what quality service means.

After the workshop, your team will learn the value of quality service. They will learn how to engage clients so your customers tell others, “I wouldn’t shop anywhere else.”

What others say:

The training was informative, well organized, thought provoking and fun! It provided a great foundation from which we hope to expand in our commitment to continually improve customer service.”

Craig Hofmeister, East Bonner County Library

“The crew I have probably hasn’t gone through a lot of training before, but they have experience, initiative, and intuition. Sometimes it takes a program like this to put things in perspective.”

Ray Delay, Coop Country Store

“In a short amount of time, Sue gave a wealth of information. We will continue to interject these ideas on a regular basis, and get the “S” word out of our vocabulary.”

Tito Tiberi, Handyman Services, Inc.

“The techniques we learned make our employees more confident and that allows them to enjoy their jobs. I think the approach is not just watching the bottom line, but is more philosophical. It’s about making your customers happy.”

Gloria Ray, East Bonner County Library District.