

# CUSTOMER SERVICE CERTIFICATION

## Certified Customer Service Leader (CCSL) (3 days)

Leading Empowered Teams (2 days)

John Tschohl Service Strategy/ FEELINGS (1 day)

**\$1097**

**Includes:** Reception at John Tschohl's home May 27 (Founder & President of SQI)

<u>City/Date</u>	<u>Workshop</u>	<u>Fee</u>	<u>Registration:</u>
<b>2021</b> Minneapolis, Minnesota USA			8:00 a.m. <u>Seminar:</u> 8:30 a.m. - 5:00 p.m. <u>Hotel:</u> Crowne Plaza 3 Appletree Square Bloomington, MN 55425 USA
May 24 -25, 2021	John Tschohl Service Strategy Keynote & Leading Empowered Teams	\$849	One block from Mall of America  Tel: 952-876-8659
May 26 , 2021	Feelings	\$248	Code <a href="#">SQU</a> Link: <a href="#">Service Quality Institute</a>

**CCSL – 3 Days**

**Total**

**\$1,097**

SQI Seminar Rate: \$100.00 per night  
(single or double) Breakfast included.

**Location:**

Service Quality Institute

9201 E. Bloomington Freeway

Minneapolis, MN 55420 USA

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