

# CUSTOMER SERVICE CERTIFICATION

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

**Leading Empowered Teams (2 days)**

**John Tschohl Service Strategy/ FEELINGS (1 day)**

**\$1097**

## **Certified Customer Service Trainer (CCST) (4 days)**

**Leading Empowered Teams (2 days)**

**John Tschohl Service Strategy/FEELINGS (1 day)**

**Train the Trainer (1 day)**

**\$2,097**

**Includes:** Leading Empowered Teams Leader Guide - \$500 value

Feelings Facilitator Kit with 1 Flash Drive or 3 DVD's - \$1,199 value

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

**Licenses you to teach these two programs & purchase participant materials at Discounted Price**

Leading Empowered Teams Participant Materials \$150 each (**Save** \$699 per person)

Feelings Participant Materials - \$21 each (**Save** \$228 per person)

<u>City/Date</u>	<u>Workshop</u>	<u>Fee</u>	<u>Registration:</u>
<b>2021</b> Minneapolis, Minnesota USA			8:00 a.m. <b><u>Seminar:</u></b> 8:30 a.m. - 5:00 p.m. <b><u>Hotel:</u></b> 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>
<b>CCSL – 3 Days</b>	<b>Total</b>	<b>\$1,097</b>	SQI Seminar Rate: \$100.00 per night (single or double) Breakfast included.
May 27, 2021	Train the Trainer	\$999	<b><u>Location:</u></b> <u>Service Quality Institute</u>
<b>CCST – 4 Days</b>	<b>Total</b>	<b>\$2,097</b>	9201 E. Bloomington Freeway Minneapolis, MN 55420 USA www.customer-service.com <a href="mailto:quality@servicequality.com">quality@servicequality.com</a> Tel: 952-884-3311