

# 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 3 DVD's or 1 Flash Drive - \$1,199 value

Reception at John Tschohl's home May 8 (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. <u>Seminar:</u> 8:30 a.m. - 5:00 p.m.
September 27-28, 2021	<b>John Tschohl Service            Strategy Keynote &amp;            Leading Empowered            Teams</b>	\$849	<u>Hotel:</u> Crowne Plaza 3 Appletree Square Bloomington, MN 55425 USA
September 29, 2021	<b>Feelings</b>	\$248	One block from Mall of America Free Shuttle Service from airport  Tel: 952-876-8659
<b>CCSL – 3 Days</b>	<b>Total</b>	<b>\$1,097</b>	Link: <a href="#">Service Quality Institute</a>  SQI Seminar Rate: \$100.00 per night (single or double) Breakfast included.
September 30, 2021	<b>Train the Trainer</b>	\$999	<u>Location:</u> <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