

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>
2021 Minneapolis, Minnesota USA			8:00 a.m. <u>Seminar:</u> 8:30 a.m. - 5:00 p.m.
	John Tschohl Service Strategy Keynote & Leading Empowered Teams	\$849	<u>Hotel:</u> Crowne Plaza 3 Appletree Square Bloomington, MN 55425 USA
November 8-9, 2021			One block from Mall of America Free Shuttle Service from airport Tel: 952-876-8659
November 10, 2021	Feelings	\$248	Link: Service Quality Institute
CCSL – 3 Days	Total	\$1,097	SQI Seminar Rate: \$100.00 per night (single or double) Breakfast included.
November 11, 2021	Train the Trainer	\$999	<u>Location:</u> <u>Service Quality Institute</u>
CCST – 4 Days	Total	\$2,097	9201 E. Bloomington Freeway Minneapolis, MN 55420 USA www.customer-service.com quality@servicequality.com Tel: 952-884-3311