

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 and Dinner at John Tschohl's home May 25 (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>
2023 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 One block from Mall of America Free shuttle service from airport Tel: 1-952-876-8659
May 22, 2023	Feelings	\$248	
May 23-24, 2023	John Tschohl Service Strategy Keynote & Leading Empowered Teams	\$849	Link: Block code CSE Certification Service
CCSL – 3 Days	Total	\$1,097	SQI Seminar Rate: \$100.00 per night (single or double) Breakfast included.
May 25, 2023	Train the Trainer	\$999	<u>Location:</u> <u>Service Quality Institute</u>
CCST – 4 Days	Total	\$2,097	4656 Nine Oaks Circle Minneapolis, MN 55437 USA www.customer-service.com John@servicequality.com Whats App/Tel: 1-612-382-5636