

“If you don’t take care of your customers,
someone else will.”

Full Day Session Covers:

- Customer Loyalty
- Service Commitments
- Teamwork
- Communication
- Connections
- Challenges
- How to WOW

\$75
per
person

Half Day Session Covers:

- Service Commitments
- Communication
- Connections
- Challenges

\$50
per
person

Huron County Service Excellence

The Service Excellence program is designed to develop employee service skills to ensure consistent service delivery to customers. It helps create a consistent service standard within your organization and provides employees with tools and techniques to help build customer loyalty.

Training is offered in a 7 hour (full-day) format or 4 hour (half-day) format and can accommodate groups of 15-20 participants in an interactive learning format.

Each participant receives a participant manual and upon successful completion, a Certificate of Recognition and Lapel Pin.

**For more information or to book your training, contact
Kerri Herrfort at 519-524-8394 Ext 3 or kherrfort@huroncounty.ca.**

**Members of Huron County Chambers of Commerce, BIAs, Huron Tourism Association, Huron Manufacturing Association, Huron Harvest Trail and Heritage Culture Partnership are eligible for a special discount rate.

