



80% of companies claim to provide *SUPERIOR* customer services . . . BUT only 8% of their customers agree!

Schedule an Executive Briefing exclusively for CEOs, CFOs, & Department Managers.

Attendance limited to 10 senior executives per session, who are committed to improving performance.

Topic: *7 Habits of Highly Effective Customer Service Organizations, Sue Porretto, Consultant, Organizational Development*

When: **Whatever date works best for your team**
8:30 -10:30 AM...OR 11:30 AM- 1:30 PM
Light Breakfast / Lunch provided

Location: **The Scheduling Executive's Office**

Discover:

- Critical Challenges You Face today
- If you really do have well-known Customer Service Standards
- How to dramatically improve your Customer Services
- How to identify competent personnel who can deliver stellar customer/patient relations

Register: Email sue@providententerprises.net with your preferred time, organization/company and your title.
(No Later Than 10 days prior to your preferred date and time)

Sue Porretto, *President*

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Helping Executives Build Positive, Productive, Change-Ready Workforces

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