



Excellent Customer Service: It's Not a Goofy Idea!

\$69



What do Disney, Nordstrom and Lands' End have in common?

Great customer service!!

Discover their secrets to apply daily in your workplace with your external and internal customers.

- Build customer loyalty
- Improve employee morale
- Decrease turnover
- Decrease employee stress
- Have more fun!

Join **James L. Schneider**,
Blue Chip Training & Marketing,
in an effective, participatory
and fun-filled training session!

To register, contact the
River Falls Area Chamber
425-2533 or
info@rfchamber.com

Tuesday, October 16, 2007

Choose from 2 Sessions:
8:30—11:30 a.m. OR 1:00—4:00 p.m.
Seating is limited so register today!

RDI Building, Room 129
UWRF Campus
(parking available)



RIVER FALLS
AREA CHAMBER OF COMMERCE & TOURISM BUREAU