



Let's face it: customers are *complicated*, but relationships are *critical*.

How important is customer satisfaction to your company?

Is remarkable customer service your competitive **advantage**?

Is it at **every** touchpoint in your business?

If it impacts your effectiveness and your brand, then it's time to **up your game** with our one-day service training!

Face First: Service Skills for Customer-Facing Teams

WHY?

Customer service is not just a transaction; it's personable. It's about building **face-to-face** relationships. Customers who feel engaged by a company can spend up to 40% more money with that business. If you're like 77% of employers, you'd agree that communication skills are just as important as hard skills. Merchandise Concepts specializes in service skills and we want to customize an employee training day to empower your customer-facing team with strategies they can use immediately.

What:

1. We customize your one-day training event from start to finish.
2. You choose the topics and your teambuilding goals.
3. Our most requested topics are:
 - Astonishing Customer Experiences
 - Make Your Business **CONTAGIOUS**
 - What's Your Pink Pig...Nurturing Your Uniqueness
 - Bullfrogs Have it Easy...they EAT What Bugs Them



How?

Your employees will discover critical customer service insights in the morning session and then travel locally for a unique teambuilding event in the afternoon. We'll close by reviewing what **Face First** is all about: service skills for customer-facing teams, so they're better equipped to connect with customers.

Let's customize the perfect Face First training day for your employees!

Call or email us at 636-233-0228 or anne@merchandiseconcepts.com

Anne M. Obariski is a professional speaker and author who works closely with organizations that want to become **CONTAGIOUS**... on purpose! Whether it's working with top-level managers or frontline personnel, she teaches organizations to consistently deliver remarkable customer service experiences that become their defining advantage. Anne is a CPBA, Certified Professional Behavior Analyst and a professional member of the National Speakers Association.

