



# A Passion for Service

## How to Win Customers and Reduce Lost Sales

Date: 01/26/12



*"This seminar has received rave reviews from over 200 Chambers of Commerce and Associations. They have delivered over 2000 seminar presentations the last 20 years! Ninety nine percent of all attendees rate Bill Drury's programs as excellent in both content and presentation."*

The seminar will be presented by customer service expert Bill Drury.

*"According to the annual member survey Customer Service training was listed as number one of the top three areas of interest, that's why we brought the best customer service expert to Brownsville." - Angela R. Burton, President/CEO*

Great customer service is absolutely critical to every company's success. Effective leaders use customer service tools to ensure customer satisfaction and retention, and financial growth.

The Brownsville Chamber of Commerce has partnered with the Holiday Inn to present customer-service expert Bill Drury's "A Passion for Service", in two sessions on Thursday, January 26 at the Holiday Inn located at 3777 N. Expressway. The morning session will be from 8:30 AM to 11:30 AM, and the afternoon session will be from 1:00 PM to 4:00 PM



Early registration is \$89 per person (up until two weeks prior to the seminar) \$79 each five or more. Regular registration is \$109 for one; \$99 each, five or more. Price for Non-Members is \$149.

Bill Drury was a national training consultant for the Zig Zigar Corp. from 1985 to 1990. His seminar focuses on winning customers and reducing lost sales.

In 3 short hours, you'll discover secrets and acquire skills to improve your level of service. Topics to be covered in the seminar are motivation, making first impressions, creating a vision for service, communicating respect to customers, personalizing service, handling irate customers, and overcoming stress and burnout. Learn how to turn tough situations into future sales opportunities.

### Brownsville Chamber of Commerce

Make Checks Payable to:  
Brownsville Chamber of Commerce  
1600 University Blvd.  
Brownsville, TX 78520  
Call 956-542-4341 for info.  
e-register at: [www.brownsvillechamber.com](http://www.brownsvillechamber.com)



### Registration Form—Fax: 504-3348

Company \_\_\_\_\_

Phone \_\_\_\_\_

Method of Payment  Visa  MasterCard  
 Check

Credit Card # \_\_\_\_\_

Exp. Date \_\_\_\_\_

Signature \_\_\_\_\_

\_\_\_\_\_  AM  PM  
First Participant's Name  
 \_\_\_\_\_  AM  PM  
Second Participant's  
 \_\_\_\_\_  AM  PM  
Third Participant's Name

	Member	Non-Member
Early Admission Fee:	1 = \$89.00	1 = \$149.00
	5+ = \$79.00 each	