

FREE TO ATTEND! DON'T MISS OUT!

Presented by:

Lori Severson

Severson & Associates



Customer Service Training

for Campground Owners, Managers & Employees

June 21, 2016

Evergreen Campsites
& Resort

9am – 12pm

W5449 Archer Ln, Wild Rose, WI 54984 • (920) 622-3498

Learn How To:

- Deliver World Class Attitude with every guest you interact with.
- Learn how to keep a positive attitude even under fire.
- Learn the cost of losing just one customer.
- Learn what makes up a positive attitude and rate yourself on yours .
- Develop skills to use with attitude drainers.
- Understand how to manage gossipers, complainers, and negativist.
- Understand your moment of truth service perceptions from the guest .
- Gather information so your team can make good decisions .
- Understand what to say to customers, how to say it.... and what not to say!
- Learn ways you can have fun with the guest and create memories for every member of the family.
- Learn how to be proactive, accountable and flexible .

Pre-registration Required
Register with WACO Office

Pre-registration Required

Must have a **minimum of 12 participants**

Pre-registered by June 14th to hold the course

To Register: 1-608-525-2323

Fax: 608-525-2328

Email: lori@seversonandassociates.com

Campground/Vendor Name:

Phone for contact person: _____ - _____ - _____

People Attending:

Bring Family and Employees!.

Email: director@wisconsincampgrounds.com

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