



## Customer Relationship Best Practices: Employee Workshop

Feedback on a recent employee workshop:

“Kim’s well-prepared, thoughtful and attentive approach to teaching customer retention methods gave me and our staff the training we need to keep and expand both our customer base and outsider referral sources. Kim explained her methodology by engaging us in a meaningful discussion on how to keep our best customers. She showed us how to make each one of our customers into referral generators.”

-- M. Clerc, Clerc & Associates, PC.



### Workshop Includes

- Two-hour onsite workshop facilitation.
- Review of customer relationship best practices and principles on how to grow your share of each customer and fuel referrals.
- Discussion of relevant current customer relationship issues and how to overcome them.
- Take-away materials for each participant.
- Recap of the workshop highlights that can be a platform for post-meeting discussions.

### Pricing

- 1 workshop with up to 10 employees is \$2,500.
- 2-10 workshops 10% off.

### Who This Is Good For

- Companies in the service industry.
- Organizations who want to grow and save money at the same time.

### Benefits

- Grow your business with ideas on how to grow referrals and number of services sold to each client.
- Gain a competitive advantage by training employees in delivering positive customer experiences and building long-term healthy relationships.
- Cost and time efficient. Train 10 people for only \$250 each. This is cheaper than offsite workshops and without the travel time/cost.
- The workshop is a platform for continuing discussions and goal setting related to delivery of customer support and service.
- Research has proven that employees view training as a benefit. They want to learn and grow and when you provide them a forum to improve their skills it can deepen their loyalty.

### Find Out More

Contact Kim Proctor at 617-524-3761 or [Kim@CustomersThatClick.com](mailto:Kim@CustomersThatClick.com).