

How do your customers really feel about your organization? What are you doing to build a loyal customer base?



THE POWER OF CUSTOMER LOYALTY – POINTS OF CONNECTION

This two-hour workshop focuses on:

- Why should you look at each **POINT OF CONNECTION** a customer has with your organization?
- What is an effective **POINT OF CONNECTION DELIVERY SYSTEM**?
- Why should you listen to the **VOICE OF YOUR CUSTOMER**?
- Why should you develop a **POINT OF CONNECTION EVALUATION**?
- Why are **CUSTOMER COMPLAINTS** critical to your organization?

Date: To Be Announced
Place: Off-Site or On-Site
Time: 2 hrs + Registration
Price: By Seminar or By Series

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“We believe if we take care of our people, they in turn, will deliver the impeccable service demanded by our customers, who will reward us with the profitability to secure our future.”

- Frederick Smith -