



Positively Actionable BUSINESS EDUCATION

1st & 3rd Weds
9:30 - 11am

@ SPACES.

Improving Customer Satisfaction

Through Exceptional Staff Performance

Wed, Oct 18, 9:30 - 11

Speaker:
Courtney Berg of
Courtside Consulting




emcee Nate Ishe Lappegaard
coordinator Ashleigh Sims
media Anthony Prichard
social media Laura Pence Attencio
founder Dru Shockley

info:BoostBizEd.com

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Spaces Denver-Ballpark, 2301 Blake St., Denver, CO

Improve Customer Satisfaction Through Exceptional Staff Performance

Customers know what they want. They have many choices and you want them to enjoy your company so much that they will tell their friends! Your staff is the key. How customers are treated by your staff can make or break the customer experience. Sometimes it is the smallest staff interaction that will be the difference between a customer being delighted or never returning at all. How you hire, train, manage and terminate your staff is paramount to your success. This seminar will provide you with easy-to-use tools to improve your staff's performance and therefore your customers' experience.



Boost Biz Ed Denver meets on 1st & 3rd Wednesdays.

At Boost Biz Ed actionable business educators share practical insights with an action-ready audience of business owners and professionals. Actionable education is information and insight that is immediately applicable for business improvement.

Our workshops are also captured via **Facebook Live** and shared via **YouTube**.