



Provide your customers “The Magic Touch”[©]”

Staff & managers will learn:

- To add *The Magic Touch*[©] to every customer contact.
- To understand the *only two things* customers ever buy.
- To transform satisfied customers into great advertising.
- How giving great service directly benefits your employees.
- That customer service is an attitude, not a department.
- How complaints are a gift to improve sales and service.
- Socrates' *Magic Formula*[©] for gently persuading others.
- How to create an unforgettable positive first impression.
- *The Magic Ingredient*[©] that cements customer loyalty.
- How to turn your phone *and people* into a profit machine.
- How to disarm angry customers and regain their loyalty.
- To apply the *Magic Ratio*[©] to build your customer base.
- Why customers leave your business & how to prevent it.



Billy Riggs, MRE, MDiv, CSP
Motivator and Trainer*

Master motivator and trainer Billy Riggs makes learning fun. With more than 30 years speaking to audiences on 5 continents, he knows how to hold a crowd spellbound as he trains employees to provide stellar service. Since customer retention is the most important aspect of growing a business, you can't afford NOT to make this investment in your people.

Customer Service & Communications Skills Live Seminar

BOOK THIS PROGRAM AS AN ADD-ON to one of Billy Riggs' keynotes (usually at no extra charge) or as a stand-alone training event. You can also have Billy come to your company to present this to your employees. Improve profits by improving service and customer retention.

Call
512-301-6905
for more
information.