

Positive **A**ctions
"Team Productivity Training"
Training Seminars & Motivational Speeches



Customer Service for Healthcare Personnel

Research shows that 7 out of 10 customers will do business with you again if you resolve a complaint in their favor. Join Motivational Speaker and Productivity Improvement Expert Rosemarie I. Strawn, MBA, owner of **Positive Actions**, and Nancy Stober for this dynamic, educational and results-oriented seminar. *Co-sponsored by **Francis E Parker Memorial Home** in Piscataway, New Jersey.

In 1.5 short hours you will learn:

1. Five techniques to provide great service over the phone
2. Five common customer types
3. Four techniques to manage miscommunications
4. Ten observations to assess your "**SERVICE**" level

When: **Thursday, May 5, 2005**

Where: Francis E Parker Memorial Home. **1421 River Road, Piscataway, NJ 08854**

RSVP Deadline: **April 27, 2005**

Cost: **FREE! SPACE IS VERY LIMITED!**

Who should attend: **1 Director of Nursing/Manager from each company - there is only room for the first 35 attendees**

Agenda:

10:00 a.m. – 10:30 a.m. – Continental Breakfast, Networking, Registration

10:30 a.m. – 12:00 p.m. – **Customer Service for Healthcare Personnel** Seminar – for more details, visit www.positiveactions.com/services/abstractcustomerservicehealthcarewebsite.pdf

* If you would like to co-sponsor this or other seminars/events and receive sponsorship benefits (bring more staff, receive positive publicity and many more), please contact **Positive Actions** at www.positiveactions.com/Corporate_Buyers/index.htm or call 732.394.0406.

 Yes, please register me for the seminar on **5/5/2005** in Piscataway

Contact Name, company name, phone & fax numbers and email address:

Areas of interest:

Email or fax registration form to: **Positive Actions** at rstrawn@positiveactions.com
Fax: 732.463.5905. **There is only room for the first 35 attendees.**