

The **Minnesota Heating and Cooling Association** presents...



CSR Superheroes
Tuesday, April 9, 2019

Two Sessions Available
8:00 a.m. to 12:00 p.m.
1:00 p.m. to 5:00 p.m.

Dakota Supply Group (DSG)
845 Berkshire Lane N
Plymouth, MN 55441

Sponsored by: 

Take your Customer Service Reps from where they are now to amazing Superheroes in this half-day intensive program! This is about CSR Training on steroids! Participants will learn their role's importance, what their role really is (book calls and set the tech up for success), and how to become **superheroes** in their role. This session includes some role playing and hard work on the types of calls they generally handle (price over the phone, happy calls, escalating calls, reschedule call, confirmations, running behind). They will also learn the call cycle that needs to happen for success with *every* call.

Objectives

- **Identify barriers to communication and results**
- **Develop strategies to overcome communication barriers**
- **Create a process to handle every call**
- **Take your phone skills to the next level**

About the Instructor

Kathy Nielsen has been in the service industry for over 20 years and is passionate about business operations and the attention, or lack thereof, that goes to the office. Beginning as an office manager for an HVAC, she moved into a GM position for a larger heating and cooling company, growing and polishing that company into a leader in their area. Later, while running a plumbing company, she helped many of her industry peers through coaching, teaching software use and how to do what she did as a successful GM. She also brings the view of the other side of the picture married to a technician herself for over 21 years.



\$75.00 for MHCA Members; \$100.00 for Non-Members
(Includes Workshop, Box Lunch, and Workbook. Limit = 20 per session.)

JOIN MHCA FOR \$395.00 AND SAVE ON THIS PROGRAM!



CSR Superheroes

Tuesday, April 9, 2019

Morning Session

7:30 a.m. – 8:00 a.m. - Registration

8:00 a.m. to 12:00 p.m. – Program

12:00 p.m. to 1:00 p.m. – Box Lunch

Afternoon Session

12:00 p.m. – 1:00 p.m. – Box Lunch

12:30 p.m. – 1:00 p.m. - Registration

1:00 p.m. to 5:00 p.m. - Program

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Registration Form

ATTENDEE INFORMATION

(COPY FORM FOR ADDITIONAL ATTENDEES. BE CERTAIN TO SELECT SESSION.)

Class Choice (Circle One)

Name: (first) _____ (last) _____

AM PM

Name: (first) _____ (last) _____

AM PM

Company: _____

Address: _____

City: _____ State: _____ Zip _____

Phone: (_____) _____ Fax: (_____) _____

Email: _____

REGISTRATION FEE

| | <u>Member</u> | <u>Non-Member</u> |
|-------------|--------------------|---------------------|
| Attendee | \$75.00 per person | \$100.00 per person |
| # Attendees | _____ | _____ |
| Total | \$ _____ | \$ _____ |

**JOIN MHCA FOR \$395.00 AND START
SAVING WITH THIS PROGRAM!**

PAYMENT INFO

Credit Card: VISA MasterCard Discover AmEx

Name on credit card: _____

Billing Address: _____

CC Number: _____ Exp Date: _____ CVC Code: _____

Check: Payable to "MHCA"

Mail, fax, or email completed registration form to:

Minnesota Heating and Cooling Association
6066 Shingle Creek Parkway, Suite 167
Brooklyn Center, MN 55430

Ph: 888-782-6815

Fax: 888-287-4116

Email: jane@assocmgmtservices.com

For additional information about this program or MHCA membership, contact MHCA at (888) 782-6815.