



## CSR Superheroes

Thursday, February 27, 2020

8:00 a.m. to 12:30 p.m.

Best Western Plus  
1000 Gramsie Road  
Shoreview, MN

Take your Customer Service Reps from where they are now to amazing Superheroes in this half-day, intensive program! 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
- Develop strategies to overcome 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, Lunch, and Workbook. Limit = 25.)

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

Sponsored by:



SERVICETITAN



# CSR Superheroes

Thursday, February 27, 2020

Best Western Plus  
1000 Gramsie Road  
Shoreview, MN

7:30 a.m. – 8:00 a.m. - Registration  
8:00 a.m. to 12:00 p.m. – CSR Program  
12:00 p.m. to 1:00 p.m. – Lunch

## Registration Form

### ATTENDEE INFORMATION

(COPY FORM FOR ADDITIONAL ATTENDEES. BE CERTAIN TO SELECT ONE OR BOTH SESSIONS.)

Name: (first) \_\_\_\_\_ (last) \_\_\_\_\_

Name: (first) \_\_\_\_\_ (last) \_\_\_\_\_

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	_____	_____
<b>Total</b>	<b>\$ _____</b>	<b>\$ _____</b>

**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](mailto:jane@assocmgmtservices.com)

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

**My question for the instructor is:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_