



68% of customers do not return to a business because they experience an attitude of indifference or rudeness by the owner, manager, or an employee.

*(Source: Customer Service for the New Millennium)*

Let us help you make sure that business is not yours!

## Customer Service Seminar

Presented by Jeff Anderson, Regional Tourism Specialist,  
Wisconsin Department of Tourism

Thursday, May 2<sup>nd</sup>, 2019

10:00 – 11:30 a.m.

Community REC Center, 2501 Pierce Ave., Marinette

Spring is here and the tourist season is right around the corner. Kick it off by engaging your employees in the art of excellent customer service. The Chamber has partnered with Travel Wisconsin and the City of Marinette in bringing you a workshop that will cover the basics of customer service and so much more! Jeff Anderson, Regional Tourism Specialist, Wisconsin Department of Tourism, will be the guest presenter of this highly informative program.

Customer service is certainly not just for tourism, so please, feel free to join us regardless of the industry sector you're in!

There is no cost to attend but reservations are required. Please e-mail the following information to [holly.meyer@mandmchamber.com](mailto:holly.meyer@mandmchamber.com) or phone 715-735-6681, ext. 202 by Thursday April 25<sup>th</sup> to reserve your seat today!

Name \_\_\_\_\_  
Company \_\_\_\_\_  
Number attending \_\_\_\_\_  
Phone \_\_\_\_\_  
E-mail \_\_\_\_\_

