

## BEST TIPS FOR CUSTOMER SERVICE REPS



### Don't be just Customer Service Reps, also be a Sales Person!

Customer service is important to your business because it is often the only contact a customer has with you. When they have a question or product issue, they expect your customer service department to resolve their issues. AND LETS NOT FORGET, while your customers are on the phone, it is your customer service duty to up sell, but knowing the right time to do this is key.

### During this webinar with Sales Guru, Leslie Groene, she will discuss:

- Effective listening and phone etiquette
- Manage the Relationship Not Just the Project
- What do clients really want in a provider?
- Why clients stop buying from your company
- Statistics about what drives clients away...make sure you are aware of how your service and attitude affects your clients!
- Taking advantage of up selling and cross selling- when does it make sense?

Login and be a part of this informational webinar on Friday, September 22, 2017 at 11:00 am PDT.

## September 22<sup>nd</sup>

**Members: \$25**

Non-members: \$50

**Leslie Groene**, *President, Groene Consulting*, is one of the coaching superstars in the world of corporate sales as well as a business consultant and author. Her background is in the paper and printing industries as a sales rep and sales manager. She has been featured in many PIA affiliate markets and as a speaker and business development trainer including the recent 2017 Print Leadership Summit. She helps her clients focus on revenue generation and profit growth. She authored the business strategy book *Picture Yourself & the Life You Want* and is a nationally-renowned motivational speaker. To purchase her book or to contact her please go to [www.GroeneConsulting.com](http://www.GroeneConsulting.com).

To register, contact Emily Holguin at 323.728.9500, Ext. 262, [emily@piasc.org](mailto:emily@piasc.org) or visit [www.piasc.org/Customer-Service-Sales-Person](http://www.piasc.org/Customer-Service-Sales-Person)

\*Cancellation Policy: PIASC must receive cancellations 48 hours prior to the meeting to receive a full refund.

