

# MISERY to Magic

## INTERACTIVE CUSTOMER SERVICE WORKSHOP

Thursday, Nov. 7th 8:30am - 11:30am

@ Pioneer Technology Center  
Seminar Center

*With Author & Speaker Mark Macy*

Based on book by John R. DiJulius III, "What's the Secret to Providing a *WORLD CLASS* Customer Experience." A combination of lecture, article and fantastic videos are used to give a clear heading for participants. The 3 hours are interactive and move quickly. When participants leave they will have a workable plan to address specific customer service needs in their business to turn their *Misery* into *Magic*!

**Only \$59 Per Person**

**REGISTER TODAY: 718 - 4304**

*or*

**PIONEERTECH.EDU**

*(click on short term programs)*

