



Building Business Relationships

Lunch and Learn

## Customer Service – Your Competitive Edge

Presenter: Lorraine Lane, Lane Business Consulting



Friday, August 18, 2017

11:30 am - 1:00 pm

Chamber Office

15588 Aviation Loop Dr

In this workshop you will learn:

Service is easy to talk about, it's the *how* that produces that 'stand out' kind of service that is a competitive edge.

- How to retain your customers.
- What makes them happy.
- How to offer customer service.



Please RSVP at [www.hernandochamber.com](http://www.hernandochamber.com)

For more information, contact 352-796-0697

