

Southwest Louisiana
**CUSTOMER SERVICE
STRATEGIES**
Seminars

Rita Suiter, Owner/Coach of FiveStar Customer Service Strategies, LLC, is energetic, interactive and engaging. She provides practical applications and a memorable and stimulating seminar experience.

FIVE STAR
☆☆☆☆ Customer Service Strategies, LLC



**TUES
NOV 10**

Presented *free of charge* & hosted by the

LAKE CHARLES
SOUTHWEST LOUISIANA
CONVENTION & VISITORS BUREAU

Register Now
at VisitLakeCharles.org/Service or **337-436-9588**
by October 30.

1 10 A.M. – NOON
“PUTTING SERVICE BACK IN CUSTOMER SERVICE”

West Cal Arena Event Center, 2900 Ruth St., Sulphur, LA 70665

This session is designed for both frontline and management.

Key Learning Objectives:

- Expectations of today's customer
- Creating 'Concierge Service,' with your products and services
- A-B-Cs of Customer Service Basics
- Brand-building

2 2 – 4 P.M.
“DELIVERING SENSATIONAL SERVICE”

Treasures of Marilyn's, 3510 5th Ave., Lake Charles, LA 70607

This session is designed for both frontline and management.

Four dimensions will be explored to paint a complete picture of WHAT to “exceptionalize” and HOW to Exceptionalize it:

- Customer, You, Manager, Success

3 6 – 8 P.M.
“VOLUNTEERS...YOU MAKE US SHINE”

Treasures of Marilyn's, 3510 5th Ave., Lake Charles, LA 70607

Designed for area volunteers involved in sporting events, industry volunteerism, local fundraisers, festivals, arts community, and the hospitality industry to tweak and fine-tune your service skills.

**A light dinner will be included.*

Questions?

337-502-4345 or
mhartman@visitlakecharles.org