

Customer Service Course

June 21, 2017
8:30a to 4:30p

Instructor: Henry Thomas, MCSP, MIRM
When: June 21, 2017, 8:30a to 4:30p
Where: Mungo Homes Training Center
441 Western Ln., Irmo SC 29063

Registration Information

Name: _____

Company: _____

Phone: _____

E-mail: _____

NAHB Member (\$145)

Non-member (\$195)

The completed form with payment must be received by Friday, June 9, 2017 to constitute a registration.

Cancellations received more than two weeks prior to course date will receive a complete refund.

Cancellations received within two weeks prior to the course date will receive a half-refund. No-shows receive no refund. This course may be cancelled at any time by the BIA of Central SC. Full refunds will be granted if the course is cancelled.

Payment:

Check made to BIA of Central SC

Credit Card (Add 3% to course fee)

Visa, MC, AMEX, Discover accepted

CC Payment form will be sent to you.



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Make your business grow by keeping your clients happy during and after the sale. This course teaches you how to manage every phase of customer interaction from the initial contact through construction, the warranty period, and beyond.

Keep your customers satisfied with planning, execution and follow-up of your projects and they'll be spreading good news about you and your company for a long time to come.

As a graduate of this course, you will be able to:

- Understand customer expectations and behaviors
- Set appropriate service criteria
- Establish quality standards and communicate them
- Administer the customer service process
- Know your obligations for warranty service and fulfill them
- Enhance your repeat and referral sales

Continuing Education Hours: 6.0

Designations: CGA, CGB, CGR, Master CSP, SC Master Builder

Continuing Education Credits: CAPS, CGA, CGB, CGR, GMB, CSP, Master CSP, CMP, MIRM, SC Master Builder

Contact Bin Wilcenski at the BIA of Central SC with any questions.

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