

# Seven Deadly Sins to Client Care

presented by Lisa Austin of The Service Factor

**DATE:** Thursday, April 5, 2018

**PLACE:** Utah Career Center, 640 N. Billy Mitchell Road, Salt Lake City, UT 84116

**TIME:** 8:00am-3:30pm

**COST:** \$125.00

**REGISTRATION DEADLINE:** Monday, April 2, 2018

**EDUCATION CREDIT VALUE:** 7 Contractor & Plumber Professional Credit Hours

## About the Course

In a service oriented industry exceptional communication skills are a necessary tool that can often be overlooked. The ability to communicate effectively and have positive interactions with your clients has a rippling effect on your business. This workshop will focus on the everyday interactions with clients recognizing that each client interaction is a "moment of truth" where you can either strengthen or weaken the client relationship. Participants will learn and practice meaningful communication skills to build relationships, retain customers, and improve perceived value. Additionally, attendees will learn how to properly communicate with customers that are frustrated, annoyed, upset, or under satisfied.

## About Lisa Austin

Lisa Austin is the founder of The Service Factor, a Denver based Corporate Training Company. She has been developing and delivering custom workshops for over 20 years with a special emphasis on Customer Service, Employee Engagement, and Effective Communication. Prior to opening The Service Factor, Lisa was a senior trainer for a large mutual fund company where she was instrumental at dealing with the challenges and frustrations faced in the fast changing business world. For the past eleven years she has been the lead trainer for elite HVAC companies across the country. Lisa is certified by The Bob Pike Institute on Creative Training Techniques and is also a certified Telephone Doctor Customer Service Trainer. She is an active member of The Alliance of Professional Women, ASTD, and the local chapter of ICSA.

## REGISTRATION

**NAME:** \_\_\_\_\_ **ADDITIONAL ATTENDEES:** \_\_\_\_\_

**COMPANY:** \_\_\_\_\_ **PHONE NUMBER:** \_\_\_\_\_

**EMAIL ADDRESS:** \_\_\_\_\_

**BILLING ADDRESS:** \_\_\_\_\_

**TOTAL TO BE BILLED:** \_\_\_\_\_ **PAYMENT TYPE:** ☐ VISA ☐ MC ☐ AMEX ☐ CHECK ☐ Contractor Stipend

**CREDIT CARD NUMBER:** \_\_\_\_\_ **EXP:** \_\_\_\_\_

**VERIFICATION CODE:** \_\_\_\_\_ **SIGNATURE:** \_\_\_\_\_

Return forms to the UMCA office by Monday, April 2, 2018. Signature authorizes processing for \$125 per registration. Written notice of cancellation must be received by Monday, April 2nd for a full refund.



669 South 200 East  
Salt Lake City, UT 84111  
P | 801.364.7768  
F | 801.531.7725  
www.umca.com

Robert Bergman - robert@umca.com  
Sarah Hill - sarah@umca.com  
Leanna Davis- leanna@umca.com

REGISTRATION DEADLINE  
**MONDAY,**  
**APRIL 2, 2018**