

Fox Cities Chamber: Partners with Fox Valley Technical College to offer customer experience seminar

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Discounted rate available exclusively to Fox Cities Chamber members

APPLETON, Wis. (March 1, 2019) – The Fox Cities Chamber is partnering with the Venture Center of Fox Valley Technical College to offer a seminar that provides attendees with skills and tactics to deliver an exceptional customer experience.

This seminar, ‘Communication and the Customer Experience,’ emphasizes the value of key customer service principles by allowing attendees to dig deeper into building customer rapport and relationships; communicating effectively; handling difficult situations; resolving concerns; and ultimately, achieving customer loyalty.

The morning seminar will be offered on Friday, April 12, 2019 from 8:30 a.m. – 12:30 p.m. at Fox Valley Technical College’s D.J. Bordini Center. The seminar is open to the public; however, an exclusive discount is available to Fox Cities Chamber members.

Refreshments, materials, books and one-on-one coaching will be provided to attendees for \$159. Fox Cities Chamber members are being offered an exclusive rate of only \$139 total. For more information, please visit foxcitieschamber.com.

Seminar attendees will learn skills to:

go above and beyond what is minimally expected
create an amazing experience for customers
utilize critical communication components
handle difficult and challenging customers
work with difficult customers and what tools to use

'Communication and the Customer Experience' is being offered at Fox Valley Technical College in the D.J. Bordini Center at 5 N. Systems Drive in Appleton. For questions, please contact MiKayla Kunde, Member Programs Manager, by email mkunde@foxcitieschamber.com or phone (920) 734-7101.