

The Oil Heat Council of New Hampshire and Vermont Fuel Dealers Association
Are Pleased to Present

Customer Service Superiority

August 17, 2017

2 half-day sessions

8:30am – 12:00pm AND 1:00pm – 4:30pm

Fireside Inn & Suites, 25 Airport Road, West Lebanon, NH 03784

This half-day seminar is for drivers, technicians, office staff, dispatchers, managers and company owners. Successful heating oil and propane companies dominate their marketplace by NOT blending in. They differentiate their services and deliver exceptional customer experiences. In this seminar, attendees learn skills and tactics they can use immediately - including how to boost revenue, maximize relationship and sharpen their communication skills. The flowcharts, templates and diagrams in this seminar are worth the price of admission.



Steve Coscia, CSP

Steve Coscia helps companies to make more money and retain more customers by achieving world-class service status. Thousands of professionals have benefited from Steve's instruction and he is one of the most quoted authorities in the customer service industry. More than 170 colleges and trade schools use Steve's curriculum and textbooks on delivering world class service. To learn more about Coscia Communications go to www.coscia.com or contact Steve Coscia at 610-853-9836 or steve@coscia.com.

**ONLY
\$25 PER PERSON**



5-Day cancellation policy

Customer Service - Please return this portion along with payment to: PO Box 3898, Concord NH 03302

I'm a member of: OHCNH Non-member (Make checks payable to OHCNH)

Company: _____
Address: _____

Phone Number: _____
Email: _____

AM SESSION 8:30 – 12:00

PM SESSION 1:00 – 4:30

Attendee(s) 1. _____
2. _____
3. _____
4. _____

1. _____
2. _____
3. _____
4. _____

Number of Attendees: _____ x Fee of \$ _____ each = Total Amount Enclosed: _____

Payment Type: Credit Card _____ Exp _____ / _____ CVV2 _____

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Invoice (Members ONLY)

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