



# *the* **Service Factor**

## Walk A Mile In Their Shoes

### (Half-Day Workshop)

In an exciting world of technological advancement, unfortunately our attention to service has taken a back seat and it is time to bring it back to the forefront in our businesses.

No matter how good your product is, unless it is connected to great service and walking in the shoes of your clients, it will never reach its potential.

Great service is everyone's responsibility.

**This workshop will help to get everyone on the same great service page.**



**ONLY**  
**\$299** pp  
+GST

## PROGRAM OVERVIEW - Half-Day Seminar 9.00 am - 1:00 pm

In an exciting world of technological advancement, unfortunately our attention to service has taken a back seat and it is time to bring it back to the forefront in our businesses. However, there is no point just having one or two people who understand this, everyone within your business must be on the same page. There must be a clear understanding of the importance of great service and the ramifications of not providing it. It must become a part of our DNA.

So if you are serious about bringing service back and gaining that competitive edge, then this half-day seminar is a great way to get the ball rolling. Book a corporate table or two and bring the whole team along.

### TOPICS INCLUDE:

- Making service a part of your DNA
- Building your reputation through service
- Creating a 'complaint is a gift' culture
- Great service will come back to you
- Rising above the daily turmoil
- Dealing with those difficult customers
- Service is everyone's responsibility
- Setting service standards and behaviours upfront
- Forget the rest - be the best!

### FACILITATOR



**Richard Dore**  
Co-CEO  
Proteus Leadership

Richard is the Co-CEO of Proteus Leadership, joining Des Penny – Co-CEO and founder in 1998 to grow and run the business.

Richard is known for his exceptional presentation abilities, delivering world class workshops, keynotes and programs across Australia and New Zealand.

His passion for genuine sales, authentic client relationships and bold business development allows him to drive a highly functional sales culture across Proteus, one where he breaks into new markets, creates business opportunities and secures major partnerships, while fostering and teaching his sales and leadership teams to do the same.

Richard will inspire all participants to embrace the sales role, no matter what position they hold.

## 2019 PROGRAM DATES

**Brisbane** Monday 15<sup>th</sup> July

**Melbourne** Thursday 18<sup>th</sup> July

## VENUE

To be held in the CBD of each city

## PROGRAM TIMES

**9.00 am - 1:00 pm**

Registration from 8.30 am

## INVESTMENT

**\$299.00 per person + GST**

Includes - workbook, tea and coffee, morning tea

**\$2,200.00 per corporate table of 8 + GST**

Limited number available

## CANCELLATION POLICY

All cancellations/transfers must be received in writing. Refunds will not be given unless at least 30 working days notice prior to the event is provided. No refunds will be given after this date. A 10% (of total cost) administration fee will be deducted for all cancellations. If you are unable to participate, a substitute participant (transfer) is welcome if written notice is given prior to the event. Proteus Leadership reserves the right to change the facilitators/speakers, the advertised price or the venue and will provide notice to participants before the event.

**proteus**  
LEADERSHIP

*creating great leaders*

[www.proteusleadership.com](http://www.proteusleadership.com)

**This program can also be conducted in-house. Please contact Proteus Leadership for a proposal.**

## HOW TO REGISTER

### REGISTER ONLINE



Visit [proteusleadership.com/leadership\\_events/the-service-factor/](http://proteusleadership.com/leadership_events/the-service-factor/)

### PAYMENT METHODS



Credit card



Request an invoice

OR

### BY TELEPHONE



Call us on 1300 219 903

### PAYMENT METHODS



Credit card



Request an invoice



Direct Debit

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