

Create a customer experience that generates referrals

Are your Coordinators creating a memorable, positive experience for every customer?

BDR is pleased to announce the release of our newest training workshop to help your team build a unique customer experience that generates results: **Customer Experience Coordinator University!**

This 3-day workshop is built for the Sales and Installation Coordinators who serve as the central point of each customer's experience with your company. BDR will provide customer service and communication training to help them deliver 360° of Trust™ with both internal and external customers.

By attending this class, Coordinators will:

- Improve their customer service and communications skills
- Understand how to position Salespeople and Installers for success
- Learn how to build 360° of Trust™ with customers and co-workers
- Understand how to enhance customer satisfaction and set the stage for referrals



Catherine Bares has over two decades of HVAC experience largely focused on Service Operations & Sales. She has held numerous positions over the years.

While Service is her passion, Catherine has proven total-company operations knowledge and she has demonstrated her ability to manage, coach and inspire.



Space is limited – sign up today!
Call Angie Swartz @ 206-870-1880 ext. 1120

Class Outline

1. Class Mission
2. Customer Experience Coordinator's Role
3. Every Sale Begins with the Lead
4. Providing Excellent Client Care
5. Capturing & Positioning the Sales Appointment
6. Post Proposal Actions
7. Installation Steps
8. Post Installation Actions
9. HSA Return Trip
10. Implementation



Driving Profit & Growth

Customer Experience Coordinator University

When & Where:

- August 14-16, 2019 in Seattle, WA

Who Should Attend:

- Install, Service & Sales Coordinators
- Managers
- Dispatchers
- Owners



Accommodations:

- Hotel recommendations will be sent in your Welcome Packet

What's Included:

- Continental Breakfast
- Buffet Lunch
- Break Snacks
- Course Book & Materials



Register Online at www.bdrco.com or fill out and return this form

Company Name:					
Card #:			Card Type:		
Name on Card:		Exp. /	CID#		
Billing Address:					
City:	State:	Zip:	Company Phone #:		
Contact Person:		Email:			
<input type="checkbox"/> I hereby authorize payment to be processed using the credit card provided above and agree to the cancellation terms.					
<input type="checkbox"/> I hereby authorize payment to be processed using my payment method on file with BDR for my coaching program					
Authorized Signature:			Date:		
Important Notes	Class Fee			Payment Plan (Check Below)	
Fee does not include travel, lodging, or dinner. Fee is noted in US Dollars.	Sign up	By: 7/14/19	After 7/14/19	1 Payment	
	First Attendee	\$ 1,200.00	\$ 1,300.00	3 Payments (If registered minimum 3 months prior to class.)	
	Each Additional	\$ 1,000.00	\$ 1,100.00		
<i>For cancellations 30 days prior to event, there is a \$200 per person cancellation and/or transfer fee to move to another session. Note: New sessions may take place in a different location from the session you originally registered for. Cancellations received within 10 days of the class are non-refundable.</i>					
Attendee Name	Job Title	Email Address		Fee	
1					
2					
3					
4					
Referred by:				Total:	

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