

Pre-Conference Workshop

Becoming as Service Icon in

90 Minutes a Month

November 12th 6 pm to 9 pm

Cost: \$69.00 + gst Saskatoon Travelodge

In this session, bestselling business author Jeff Mowatt shares low-cost high-return methods to not only retain employees, but also motivate them to provide exceptional service. The result is increased staff retention, strengthened customer loyalty, and enhanced team spirit.

As a manager, supervisor or business owner attending this session, you will learn how to:

- Boost staff retention and morale by tapping into the #1 employee motivator (hint: it isn't money or recognition).
- Adjust your organization's culture to build greater customer and employee loyalty.
- Help your team to adapt easily to shifting customer needs and expectations.
- Empower employees to make better decisions – without you.

- Establish service standards that are actually welcomed by frontline staff.
- Eliminate the biggest people problems that cause employees to quit.
- When it comes to retaining staff and enhancing service, forget about wasting time and money on raises and perks.
- Treat yourself to these entertaining sessions with customer service strategist and award winning speaker, Jeff Mowatt. For more information check out www.jeffmowatt.com.