



Presents

The Road to Remarkable Customer Service

When: April 8, 2010
Time: 8:30 a.m.-Noon; or 1-4:30 p.m. (sessions are identical)
Where: GNAR, 4540 Trousdale Drive, Nashville, TN 37204
Cost: No Charge. Registration is required.
Registration: GNAR Members register online. All others call 615-254-7516



A culture of customer service is a critical key to success. Remarkable REALTOR firms, associations and businesses find it second nature to deliver stellar customer service — which creates repeat and referral customers. The National Association of REALTORS reports that 73 percent of buyers would rehire their agent...but only 43 percent do so. Imagine what exceptional customer service would do to those statistics!

The Road to Remarkable Customer Service seminar provides a roadmap for agents, firms and associations to create a systematic way to deliver exceptional customer service, as well as a course of action for handling complaints and concerns that will pave the way to improved lasting relationships with customers.



John Krukoff



Jer Dunlap

Speakers: John Krukoff, director of the National Association of REALTORS Information Central and Jer Dunlap, Baker Communications instructor.

There is no continuing education credit for this seminar.

A \$200 Southwest Airlines Travel Voucher will be given away at each session. You must be present to win.