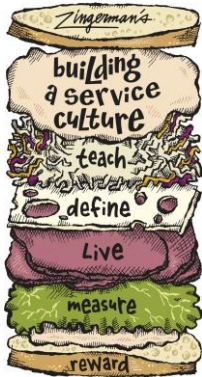


ZingTRAIN

SHARING ZINGERMAN'S UNIQUE
APPROACH TO BUSINESS!

The Art of Giving Great Service



4-Hour Workshop

Thursday, November 17, 2016

Warren Civic Center Library
1 City Square, Warren MI 48093

2 choices of sessions
8AM-12PM and 1PM-5PM



Zingerman's has set the standard for great customer service in the specialty foods industry. This success has come from combining an innovative service philosophy with practical working systems, all of which ZingTrain will share in this Workshop. Zingerman's approach has been successfully applied in a wide variety of businesses and non-profits that are committed to improving the quality of their customer service, including specialty food and other retailers, universities, banks, insurance agencies, health care providers, IT professionals, museums, schools, and libraries.

By the end of the session, participants will be able to:

- Explain Zingerman's approach to customer service and how it can be customized to work in their library.
- Use new tools and techniques, including role-plays, to supplement and reinforce In-house customer service improvement initiatives.
- Call upon a network of peers to help get past roadblocks.

SLC Member- \$50 per person

Non-SLC Member \$65 per person

Light refreshments will be provided

Call or email Suburban Library Cooperative to register: 586-685-5750 or office@libcoop.net. The deadline for registration is November 14, 2016. Libraries will be invoiced after registration.