



# The Twisted Image of Customer Service

30 Minute Keynote with Dale Obrochta

## PARK DISTRICT SUMMER CAMP STAFF TRAINING

This practical thirty-minute presentation has a simple objective: to raise customer service and image branding standards by instructing, equipping and inspiring participants to enhance the Park District brand.

Participants will acquire essential tools, skills and methods; discuss specific communications issues; and identify areas for improvements.

### **Learning objectives:**

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

- Understand how their image is created
- How their image can affect the company brand
- How effective listening skills can improve customer service
- How attitude effects the work place and customers

### **Who should attend?**

All Summer Camp Site Leaders, Camp Counselors, and Aides who support or work with either internal or external customers.

### **Special features**

The course intertwines balloon twisting entertainment to highlight key educational points. This presentation can be tailored according to the organizations needs or the skill level of participants.

### **Price**

In the Chicago metropolitan area, the price is \$300. The price varies, depending on location: please call us for details.

*Any hidden cost?* The only additional cost are the trainer's travel and incidental cost, and (if really unavoidable) accommodations cost - and we'll give you an estimated of these cost before you commit.