

**ABEF in collaboration with  
iRise Management Services Limited  
PRESENTS**

**“I’ve Got The Power”**

**AN INTERACTIVE AND DYNAMIC WORKSHOP  
CELEBRATING CUSTOMER SERVICE WEEK 2021**

This interactive session will highlight key areas such as:

- Differentiating your customer service brand
- Equipping customer facing employees with the power to deliver excellent customer service
- Creating solutions driven customer service product
- Implementing companywide customer service standards
- Embracing the power of building customer loyalty
- Converting difficult customers to legacy customers
- Broadening the horizon of industry standards

*If you are desirous of improving your customer service skills or would like to learn how you can transition from the ordinary to the extraordinary then this session is definitely for you.*

**Facilitator: Mrs. Orena David-Charles – Certified Customer Service Trainer**

**Date: Thursday October 7<sup>th</sup>, 2021**

**Time: 1:00pm – 4:00pm**

**Venue: Zoom Online Platform**

**Cost: \$250 Members – \$300 Non-Members**

**To register: <https://forms.gle/TVHdrU2CLHeYfSHP9>**

All payments to be made to the office of the Antigua & Barbuda Employers' Federation, Unit #2 Brysons Business Complex Friars Hill Road on or before Tuesday 5th October 2021.

Cancellation will only be refunded or carried forward upon notification or cancellation within forty-eight (48) hours in writing prior to the start of the Workshop. Absolutely no refund for “no shows”. **All payments to be made prior to the workshop date.**

Email: [secretariat@abef-anu.org](mailto:secretariat@abef-anu.org) or call: 268-462-0247/0449