



CUSTOMER SERVICE: TURNING YOUR CUSTOMERS INTO RAVING FANS



MARY ANN HAUSER

Certified Business & Executive Coach

Learn how to identify who your best customers are, what they mean to your business and how to implement principles of great service. As an ActionCOACH, May Ann is dedicated to helping business owners and their managers dramatically increase the value of their organizations.

As the owner of many businesses, May Ann clearly understand the pressures, challenges and pleasures associated with being your own boss. She specializes in helping business owners and entrepreneurs navigate through some of the challenges to get amazing results...

She is a Certified ActionCOACH working with teams in market research, sales, marketing, strategic planning and business development in a diverse group of industries including injection molding, consumer research, importing, specialty chemicals, prescription pharmaceuticals and consumer health products.



August 23, 2012
 11:30am - 1:00pm
Wilmington
Convention Center
 515 Nutt Street
\$40 *Includes Lunch

Title Sponsor

JB's

DIVING INSTRUCTION

Company: _____

Name: _____

Address: _____

City/State/Zip: _____

Phone: _____

Email: _____

Signature: _____

****Tickets must be purchased in ADVANCE****

Paid Online: www.wilmingtontickets.com

Paid by Check

Mail this form along with payment to:

McColl & Associates

PO Box 3415

Wilmington, NC 28406 OR Fax: 910.350.0818