



REMOTE LEARNING

SERVICE MANAGEMENT SEMINAR

SKILLS, TECHNIQUES AND METHODS FOR
SUCCESSFUL SERVICE MANAGERS

It was good to come together and not feel like we're on an island alone. We are all dealing with the same scenarios and situations.

- Steve Bare, Service Specialist, Kimmel Corporation

SEPTEMBER 21 & 22, 2020

LIVE VIA ZOOM

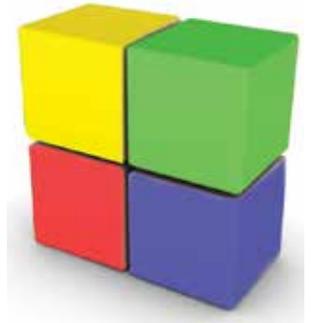
SKILL BUILDING SESSIONS DESIGNED TO HELP YOU MANAGE STRESS AND **SERVE YOUR CUSTOMERS** BETTER

How will attending the Service Management Seminar make a difference for you?

It's not just one thing. Rather, it's a perfect storm of updated skills, techniques and methods that the most dramatically successful Service Managers all share. None of these are difficult to accomplish or require extraordinary skills; but they may take years to develop and refine on your own—and cost you customers as you learn. Instead, this training will allow Managers to compress time frames without skipping steps.

That's what makes this training course so valuable. It's a one-of-a-kind way to get your Service Managers and Supervisors up to speed on the best ways to handle difficult customers, deal with stress, motivate others, find new RSR's, renew accounts, obtain referrals, add new business and retain customers during the pandemic.

This powerful, interactive two day training consists of a variety of skill-building, information-packed sessions—each one explores a critical aspect of serving customers better. And at no additional cost, attendees will also receive three monthly 6:37 club meetings to continue to expand their knowledge and leadership skills. There's so much to learn and experience—this training will literally pay for itself many times over!



Service Management Seminar participants will learn...

- The secrets to staying cool when customers get hot
- How to meet the unique challenges of customer service management
- Hidden gold: How to turn credits into renewals
- What RSRs really need to stay motivated and productive
- Keeping the chains out with coverage
- Hiring Millennials and recharged veterans
- Motivating people in a technology driven world
- Fresh concepts, tools and exercises to produce results
- Expanding your bandwidth with different personality styles and situations

Takeaways include...

- A series of 6:37 club audio training files
- Customizable route training flash cards
- Train the trainer sheets so you can share what you learned with your team

John's training was really insightful as a brand new District Manager. Learned a lot, and can't wait to use it as I step into my new role.
- Yariel Cabanzon, District Service Manager, The Roscoe Company

The training was very informative. Made me think about changes we can implement to hopefully make it a better place to work and be more profitable in the future.
- Scot Marsh, District Manager, Max I Walker Uniform Rental

FACILITATED BY:

John Condry

John Condry is a creator, innovator and designer of Management concepts for today's technology driven world.

He has been customizing programs for Independent Laundries for 14 years. His concepts instantly elevate and return management to a position of relevance. As one attendee put it; "you caught me up 20 years, in 20 minutes". This creates a chain reaction of accountability and momentum. John has invested extensive time in the textile rental industry with service and sales. In addition, he has spent considerable time in the plants and knows how to connect the dots to produce profits.



Register Online at www.networkcsc.com/events

Registration Deadline September 11, 2020

AGENDA

All meeting times CST

Monday, September 21

- 10:00 am – 11:00 am Relationships - Being a leader to the 4 personality styles
11:10 am – 12:10 pm Routine - Organize your routes with the Connect 5 weekly schedule
12:40 pm – 1:40 pm Results - Hold your routes Accountable
1:50 pm – 2:55 pm Rules - Training and preventative maintenance on the route
2:55 pm – 3:00 pm Wrap Up



Tuesday, September 22

- 10:00 am – 11:00 am Hiring
11:10 am – 12:10 pm Customer interaction - DISARRM unhappy customers / Problem solving / Collections / Loss & damage
12:40 pm – 1:40 pm Customer interaction - Coverage in the account: upselling, renewals, add new accounts
1:50 pm – 2:55 pm Customer interaction - Empathy vs. Sympathy during the pandemic to retain customers
2:55 pm – 3:00 pm Wrap Up



BONUS - Monthly 6:37 Club Follow-Up Meetings

Each meeting will be from 10:00 - 11:00 am CST, live via Zoom

- 10/19/20 Independents vs. Chains messaging
11/16/20 Keeping your team motivated during volatile times
12/14/20 Leadership is caught not taught



I learned a lot about the industry and how to improve my Route Service Representatives. - Max Levee, Route Supervisor, Lord Baltimore Uniforms

COST

\$500 per company
Includes up to five separate Zoom links
Zoom links may not be shared
Your company will be invoiced for the seminar two weeks prior to the event

Cancellations not received by September 11, 2020 will be charged a \$100 fee.

CSCNetwork may cancel or reschedule any course that does not have the minimum number of attendees. If this occurs, your company will not be assessed a cancellation fee.

Register Online at www.networkcsc.com/events

Registration Deadline September 11, 2020