

Service Management Seminar

September 20-22, 2021 ~ Chicago, IL

Register Online: networkcsc.com/events

Skills, Techniques, and Methods for Successful Service Managers

Let's face it: training over these past months has been a struggle. People are tired of virtual training and itching to get back to a face-to-face training environment. CSC's Service Management Seminar brings back live, interactive training with a trainer and facilitator who has spent years working with independent textile rental companies, listening to their challenges, and developing easy-to-use concepts that will re-energize your pandemic-weary service team

Intended for service managers and supervisors, but also relevant to general managers and owners, the CSC Service Management Seminar with John Condry will positively impact every participant's world view, help them to break out of the mold as leaders, and introduce them to lively and exciting concepts that will resonate with and motivate your most valuable service asset: your RSRs.

The CSC Service Management Seminar teaches the updated skills, techniques, and methods that are shared by our industry's most successful service managers. This seminar offers a unique and exclusive opportunity to bring your service management team up-to-speed on such important topics as handling difficult customers, dealing with stress, motivating others, finding new RSRs, renewing accounts, obtaining referrals, adding new business, and retaining customers.

None of these techniques are difficult to master, but without proper training, guidance, and mentorship, such skills might take years to develop and refine, costing you customers as your team struggles to learn. Thanks to John's experience and training techniques, CSC's Service Management Seminar will compress the typical training timelines without skipping steps or sacrificing knowledge, bringing an immediate and measurable impact to your team's service skills.

This powerful 2½ day training consists of a variety of skill-building, information-packed sessions—each one explores a critical aspect of serving customers better. There's so much to learn and experience that this training will literally pay for itself many times over!

Making this year's CSC Service Management Seminar even more valuable is the addition of providing participants with an Extended DISC profile, one of the most accurate and usable personality profiles on the market today. DISC is a self-assessment tool that measures how an individual prefers to interact with others, helping them learn how to create a common language and the self-awareness to better understand ourselves and others. John Condry will customize these reports for the textile rental industry and, more specifically, to service management professionals. Reports will be sent to participants and to their manager prior to the start of training.

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 20 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.

Agenda

Monday, September 20th Being a High Performance Route Manager/Supervisor

8:00 AM - 10:00 AM

Service Management and DISC (hiring, coaching, accountability)

10:15 AM - 2:00 PM

Managing RSR's in the Zone (Liability-Leadership-Investment-Preventative Maintenance)

2:15 PM - 4:00 PM

Organize and Manage routes performance with ConnectFive™

- Motivational lift off
- Hitting all the stops
- Credits-Concerns-Commitment
- Do the job & a little extra
- Levels of trust and accountability
- Accountability
- Prevention-Planning-Precision

Tuesday, September 21st Retaining Customers & Growing Routes

8:00 AM - 12:00 PM

5 Ways to Grow the Route Post-Pandemic

- Renew Existing
- Cover the account with additional products
- Recognize New Business Opportunities
- _Samples a week = _ weekly average
- Early response on Collections-Crises-Customer Service issues
- RSR's weekly Report Card

2:15 PM - 4:00 PM

Team Building Exercise with Lessons

- Goal setting/Achievement
- On-Boarding
- On-going Training
- Tracking
- Incentives
- Teamwork
- Meetings
- Delegation
- Communication
- Negotiation

Wednesday, September 22nd Having the Best Trained RSR's in the Marketplace

8:00 AM - 12:00 PM

Functional Responses – (How to respond to every sales/service scenario)

ADDITIONAL TAKEAWAYS

- A series of 6:37 club audio training files
- Customizable route training flash cards
- Reinforcement training via Zoom
- And more!

Event Information

COST

\$795 for the first attendee; \$745 each additional attendee

BILLING INFORMATION

Your company will be invoiced for the seminar.

Materials, continental breakfast and refreshments are included.

You are responsible for additional meals, travel costs and hotel arrangements.

Cancellations not received by September 10, 2021 will be charged a \$100.00 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.

Hotel Information

The Allegro Royal Sonesta Hotel Chicago Loop

171 West Randolph St.
Chicago, IL 60601
312.236.0123

Check-in 3:00
Check-out 12:00

CSC room rate: \$189 per night

Book online at: tinyurl.com/CSCSMS2021

Reservation Deadline: August 18, 2021



Any reservation cancelled within 72 hours of arrival date, 6:00 PM CST will incur a penalty charge equal to one night's room and tax charges, to be applied to the individuals guaranteeing credit card.

Health & Safety

Please know that hosting a safe event is our top priority. All CSC staff have been certified in Pandemic On-Site Protocol. This training enables us to plan and conduct events at which attendees can feel comfortable and safe.

The Allegro Royal Sonesta has protocols in place to ensure a safe meeting experience is had by all attendees. Per the guidance provided by the city of Chicago as of June 1, 2021, masks are required in all public spaces and hand sanitizing stations are provided throughout the hotel. Sanitizing procedures in public spaces have been enhanced.

Safety guidance continues to change as Covid conditions improve. Please visit networkcsc.com/events to learn more about our safety plan and current guidelines in place for this meeting. Final safety guidelines will be sent to participants 30 days prior to the meeting.

Register at: networkcsc.com/events

Deadline: August 18, 2021

Contact: Lisa Wacker - lisa@networkcsc.com