

Customer Service Mastery & Profits Workshop

Miami / South Florida: February 24th, 2016 with Oscar Arias



Customer Service Mastery & Profits | Miami - Feb. 24th

In this interactive workshop you will learn how to maximize the lifetime value of your customers and secure revenue. The fact is loyal customers are essentially the lifeblood of your business.

The reality is that it will cost a business 5 to 12 times more than keeping a customer satisfied and happy. Generating customer service excellence is an inside-out effect. Once mastered, your business will continue to grow and expand.



Oscar Arias - Founder and CEO
Arias Research International LLC

Consultant and Corporate Trainer for Fortune 500 Companies
<http://www.linkedin.com/in/oscar-arias-m-s-5aa26022>

Schedule:

8:30 am - 9:00 am: Registration and Networking
9:00 am - 12:30 pm: Workshop

Location:

UAC School of Global Management
7955 NW 12th Street Suite 119 Doral, FL 33126

Fee: **FREE** for DCC Members & UAC Students & Staff
\$99.00 for Non-DCC Members & Guests



Join Us March 3rd, 2016

**A FULLY STOCKED EXPO & CONFERENCE
FILLED WITH POWER NETWORKING, EDUCATION,
BUSINESS/COMMUNITY LEADERS, RAFFLES & MORE!**

**JOIN US FOR A ONE-DAY
BUSINESS-2-BUSINESS MATCHMAKING EVENT
AND TAKE YOUR COMPANY TO THE NEXT LEVEL**

**1901 Convention Center Drive
Miami Beach, FL 33139**

Network With The Best In Miami Small Business



General Admission: Free