



Spring Road Shows 2019

June 4 - Mississauga • June 6 - Ottawa
June 11 - London • June 13 - Vaughan

Mark your calendars!
Join us on the road this spring.

Featuring:

- **The Ritz-Carlton Leadership Center's
Memorable Customer Service Enrichment Course**
(see reverse)

Also presenting:

- 2019 Update from our CEO, Cathy Hecimovich
- Retirement Homes Regulatory Authority Update
- Legal & Regulatory Session: Latest Requirements
- Regional Networking & More!



Program and registration details to follow!

Learn How to Create a Culture for Staff to Elevate the Customer Experience

With the Ritz-Carlton Leadership Center



Led by an Advisor from the Ritz-Carlton Leadership Center, this 3-hour, **Memorable Customer Service Enrichment Course** is anticipated to sell out. You'll learn about:

- Emotional Connection
- The Ritz-Carlton Key Service Principles
- Becoming a Service Sensation: Five components that customers need and want
- Written Service Strategy: Three Steps of Service
- The Power of Anticipatory Service: Anticipating customer need and staying in the moment

Sign up your managers, supervisors, marketing team, customer service professionals and human resources staff today!

Price: \$195 per person

** Please note this course is different from the session presented at Together We Care*

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