

Superior Customer Service Seminar

VFDA, OHCNH and NORA have teamed up with Coscia Communications to deliver a dynamic half-day seminar for drivers, technicians, office staff, dispatchers, managers and company owners. Successful heating oil and propane companies succeed by NOT blending in. Find out how heating fuel companies can differentiate services and deliver exceptional customer experiences.

In this 3-hour seminar, attendees learn skills and tactics on how to boost revenue, maximize customer relationships, and sharpen communication skills. *Cost: \$25 per person*

There are three half-day sessions available. Please check date, time and location you wish to attend.

Thursday, August 17

8:30am to Noon

Fireside Inn & Suites

25 Airport Road, West Lebanon, NH

Thursday, August 17

1:00pm to 4:30 pm

Fireside Inn & Suites

25 Airport Road, West Lebanon, NH

Friday, August 18

8:30am to Noon

Middlebury Inn

14 Court Square, Middlebury, Vermont

Name: _____ Name: _____

Name: _____ Name: _____

Company _____

Address _____

City _____ State _____ Zip _____

Phone _____ Email _____



Steve Coscia helps companies to make more money and retain more customers by achieving world-class service status. Thousands of professionals have benefited from Steve's instruction and he is one of the most quoted authorities in the customer service industry. More than 170 colleges and trade schools use Steve's curriculum and textbooks on delivering world class service.



Cost: \$25 per person

Check Enclosed

Bill Us (*members only*)

Credit Card

Payment by Credit Card:

Name on Card _____

Card # _____

Exp. Date _____ CW _____