

# CUSTOMER SERVICE

## EXCEEDING EXPECTATIONS TO WIN & KEEP CUSTOMERS

*Indian Capital Technology Center  
2403 N. 41st St. North  
Muskogee, OK 74403*

**Tuesday, September 22  
11:00 AM to 1:30 PM**



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Every customer expects a level of customer service – smile, be greeted, questions answered, parting Thank You. But to win and keep customers, you need to exceed those basic service expectations. In this session, we present the 10 principals of exceeding customer expectations.

Presenter: Stephen Koranda, CDME, CTE  
For more information, contact REI WBC, at 800.658.2823.



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