



# THE HIGH PERFORMANCE CSR Lunch & Learn

Would you like to be a top performer? How about less stress, fewer fire drills, increased efficiency, strengthened relationships and normal work day hours? This class will help you get there!

### Professional Problem Solving

- The three most critical skills
- Four things you must find out before you start
- How to save yourself work and expedite the process

### Handling Angry Customers

- The one and only strategy
- Four simple steps to always follow
- What NOT to do!

### Customer Complaints

- Effective responses and phrases
- What everyone forgets to do
- Why and how to create documentation

### Time Management

- The #1 error everyone makes
- Time management techniques
- What to do if you have too much to do

Date: **Thursday, March 22**

Time: 11:30am - 1pm

Place: PIASD Offices  
10650 Trenea Street, Ste. 103  
San Diego, CA 92131

Cost: \$39 PIASD Member  
\$59 Non Member  
\$35 Sales Club Member

*72-hour cancellation policy; Lunch will be provided.*

Register online at [piasd.org](http://piasd.org) or complete and fax this form.

COMPANY \_\_\_\_\_

NAME \_\_\_\_\_ PHONE \_\_\_\_\_

EMAIL \_\_\_\_\_

- Check enclosed or being mailed (*payable to PIA San Diego*)
- Please invoice me
- Please charge my credit card       VISA       MC       AMEX

Card Holder \_\_\_\_\_

Card # \_\_\_\_\_ Exp \_\_\_\_\_ CVC \_\_\_\_\_

Signature \_\_\_\_\_

**FAX TO: 858-800-6903**