



CUSTOMER SERVICE MOBILE ACADEMY — OF THE CARIBBEAN —



ST. MAARTEN CUSTOMER SERVICE WEEK 2017

"RAISING THE BAR FOR CARIBBEAN CUSTOMER SERVICE"

RESCHEDULED

NOVEMBER 27TH - DECEMBER 1ST



GO TO ACADEMYCSMA.COM TO DOWNLOAD REGISTRATION PACKET



HONORARY SPONSOR & HOST:
HOLLAND HOUSE



ALL COURSES
ARE ACCREDITED



SPONSORED BY:
**TRAINING PROFESSIONALS
INTERNATIONAL FIRM**



CUSTOMER SERVICE MOBILE ACADEMY — OF THE CARIBBEAN —

**STAY AT THE HOLLAND HOUSE
FOR THE 1ST ANNUAL ST. MAARTEN
CUSTOMER SERVICE WEEK**



holland house
beach hotel

**SPECIAL
CUSTOMER
SERVICE WEEK
RATE**

\$156.00 + 20% tax



Includes One Complimentary Breakfast Per Night

**For Reservations Contact:
Jandery (Jesse) Powell
jandery@hollandhousehotel.com
721.542.2572
www.hhbh.com**



CUSTOMER SERVICE MOBILE ACADEMY — OF THE CARIBBEAN —

CUSTOMER SERVICE WEEK 2017 GRAND OPENING SCHEDULE OF EVENTS

MONDAY, NOVEMBER 27TH

8:00AM - 10:00AM <i>(Course filled)</i>	HOLLAND HOUSE SERVICE EXCELLENCE TRAINING	\$299 PP
10:30AM - 12:30PM <i>(Course filled)</i>	HOLLAND HOUSE SERVICE EXCELLENCE TRAINING	\$299 PP
1:00PM - 4:00PM	FUTURE SUCCESSION LEADERSHIP TRAINING	\$299 PP

This course is for employees who want to be promoted to leadership positions.





CUSTOMER SERVICE MOBILE ACADEMY — OF THE CARIBBEAN —

SCHEDULE OF EVENTS

TUESDAY, NOVEMBER 28TH

8:00AM - 10:00AM	ATTITUDES FOR SERVICE	\$299 PP
<i>Attend this session and adopt new skills to ensure you always have a positive, engaging attitude.</i>		
10:30AM - 12:30PM	MANAGE CUSTOMER EXPECTATIONS	\$299 PP
<i>Learn how to communicate with customers to understand and exceed their expectations.</i>		
2:00PM - 5:00PM	JOB READINESS TRAINING COURSE	\$299 \$50 PP
<i>Learn professional skills to find employment.</i>		

WEDNESDAY, NOVEMBER 29TH

9:00AM - NOON	JOB READINESS TRAINING COURSE	\$299 \$50 PP
<i>Learn professional skills to find employment.</i>		
1:00PM - 3:00PM	HOW TO SAY "NO"	\$299 PP
<i>Attend this course and learn how to say "no" nicely to customers.</i>		
4:00PM - 6:00PM	GO ABOVE AND BEYOND	\$299 PP
<i>Gain knowledge of how to leave a lasting expression on diverse customers.</i>		



CSMA "Bringing Accredited Customer Service Courses to You!"



CUSTOMER SERVICE MOBILE ACADEMY — OF THE CARIBBEAN —

SCHEDULE OF EVENTS

THURSDAY, NOVEMBER 30TH

8:00AM - 10:00AM **PROBLEM PREVENTION** **\$299 PP**

Learn proactive complaint resolution techniques.

10:30AM - 12:30PM **MANAGING EMOTIONS UNDER PRESSURE** **\$299 PP**

Learn how to be prepared to handle any situation in a customer service environment.

FRIDAY, DECEMBER 1ST

9:00AM - NOON **SUPERVISORY ACCREDITED REFRESHER COURSE** **\$299 PP**

Must have taken a supervisor course in the last year to attend.

1:00PM - 3:00PM **CUSTOMER SERVICE IS NOT A DEPARTMENT. IT'S A PHILOSOPHY.** **\$299 PP**

Learn skills to build strong working relationships among all staff to ensure quality guests experiences.

4:00PM - 6:00PM **OVERCOMING OBSTACLES TO CUSTOMER SERVICE** **\$299 PP**

Learn techniques that will allow you to remove obstacles that prevent you from meeting customer expectations.



CSMA "Bringing Accredited Customer Service Courses to You!"



CUSTOMER SERVICE MOBILE ACADEMY — OF THE CARIBBEAN —

REGISTRATION FORM

Please fill out the following form to sign up for Conference courses. Please email the form to: AcademyCSMA@gmail.com.

Name: _____

Title: _____ Organization: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone (day): _____ CellPhone: _____

Email: _____

CUSTOMER SERVICE WEEK 2017 SELECTION OF COURSES

Check the boxes below for your course selections.

MONDAY, NOVEMBER 27TH

- 8:00AM - 10:00AM HOLLAND HOUSE SERVICE EXCELLENCE TRAINING (BOOKED) \$299 PP
- 10:30AM - 12:30PM HOLLAND HOUSE SERVICE EXCELLENCE TRAINING (BOOKED) \$299 PP
- 1:00PM - 4:00PM FUTURE SUCCESSION LEADERSHIP TRAINING \$299 PP



To REGISTER email AcademyCSMA@gmail.com



CUSTOMER SERVICE MOBILE ACADEMY — OF THE CARIBBEAN —

REGISTRATION FORM

TUESDAY, NOVEMBER 28TH

- | | | | |
|--------------------------|-------------------|-------------------------------|--------------------------|
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| <input type="checkbox"/> | 2:00PM - 5:00PM | JOB READINESS TRAINING COURSE | \$299 \$50 PP |

WEDNESDAY, NOVEMBER 29TH

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|--------------------------|-----------------|-------------------------------|--------------------------|
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WIRE TRANSFER INSTRUCTIONS FOR CSMA CUSTOMER SERVICE WEEK 2017

- Put “CSMA CONFERENCE” in the MEMO SECTION
- PRINT YOUR RECEIPT - This will grant you admission to the conference.

Dear Valued TPI Client,

Please find Banking Transfer information for easy direct payments for TPI Services.

Windward Islands Bank N.V.

- TRAINING PROFESSIONALS INTERNATIONAL FIRM
ACCOUNT # 81279201 US\$
- CRIB number : 435.165.483
- KVK #: 22775.0
-
- SWISS CODE: WISBSXSM

Thank you,

TPI's Consumer Financial Department