

HVAC Professional Development



December 7, 2017
9:00 am - 4:00 pm

Seminar Leader: Steve Coscia, CSP

Registration Begins at 8 am






Boxboro Regency Hotel & Conference Center, Boxborough, MA

Customer Service Superiority ***9:00 am - 12:00 pm***

This half-day seminar is for technicians, office staff, dispatchers, managers and company owners. Successful service companies dominate their marketplace by NOT blending in. They differentiate their services and deliver exceptional customer experiences. In this seminar, attendees learn skills and tactics they can use immediately - including how to boost revenue, maximize relationships and sharpen their communication skills. The flowcharts, templates and diagrams in this seminar are worth the price of admission.

Today's Convenience Oriented Customer ***1:00 pm - 4:00 pm***

The internet is driving exponential change in heightened customer expectations - and this trend will accelerate. The companies who win in this environment must invest in management training, a customer-centric employee culture and user friendly infrastructure that makes it easy for customers to buy. This seminar will feature trends, metrics and strategies for winning future customers and transforming current customers into promoters. 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.

 <p>Members: One Seminar: \$150.00 Two Seminars: \$200.00</p> <p>Non-Members: \$200.00 per seminar</p> <p>Member Sponsors: \$100.00 Non Member Sponsors: \$300.00</p>	 <p>Online Registration Form</p> <p>ACA/NE website</p>	 <p>ACA/NE is proud to support the Marine Toys for Tots Foundation.</p>  <p>We will be collecting unwrapped toys to help families in need this holiday season!</p>	 <p>ACA/NE 11 Robert Toner Blvd., # 234 North Attleboro, MA 02763 Phone: 508-839-3407</p> <p>Cathy Flaherty</p> <p>Laura Preston</p>
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Registration Form | Professional Development Seminars

December 7, 2017

Boxboro Regency Hotel & Conference Center

Boxborough | MA 9:00 am - 4:00 pm



[Click here](#) to register online

Company _____

Street _____ Phone _____

City _____ State _____ Zip _____

Please choose seminar and lunch option.

Name _____

Customer Service Superiority - 9 am - 12 pm

Email _____

Will attend lunch Will not attend lunch

Cell Phone _____

Today's Convenience Oriented Customer - 1 pm - 4 pm

Name _____

Customer Service Superiority - 9 am - 12 pm

Email _____

Will attend lunch Will not attend lunch

Cell Phone _____

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Email _____

Will attend lunch Will not attend lunch

Cell Phone _____

Today's Convenience Oriented Customer - 1 pm - 4 pm

Lunch/Seminar Fees: **Members:** One Seminar: \$150.00 | Two Seminars: \$200.00 | **Non-Members:** \$200.00 per seminar

Sponsors: Members = \$100; Non Members = \$300.00 (Sponsorship includes lunch and a tabletop.)

Fees Charged or Enclosed: \$ _____

Payment Method:



Account Number _____

Billing Postal Code _____ Expiration _____ Security Code _____

Cardholders' Name _____ Email _____

Return to: ACA/NE | 11 Robert Toner Blvd., # 234 | North Attleboro, MA 02763

Phone: 508-839-3407 | Fax: 508-232-6005 | julia@acane.org