

SERVICE SPEED | EXPERTISE | RELATIONSHIPS

EARN 4 STATE CEU & 4 NATE HOURS WITH YOUR ATTENDANCE!

CUSTOMER SERVICE SEMINAR

with Instructor **STEVE COSCIA, CSP**

COST: \$210 per person if registered by February 1st
(If registered after February 1st, cost will be \$230 per person)

YOUR EMPLOYEES WILL LEARN TO:

- Boost revenue opportunities using proven techniques that customers can't ignore
- Develop powerful phone scripts that shift customer focus from "price" to "value"
- Reduce stress & increase productivity for your customer service team
- Maximize the first impression during every interaction
- Convey their technical knowledge with greater finesse
- Transform angry callers into fans
- **Plus - ALL PARTICIPANTS will receive a video link of the class to use as a reference tool!**



Steve Coscia, CSP is one of the most widely published and quoted authorities in trade publications on the topics of customer service and soft skills. Both commercial and residential contractors gain valuable insight from Steve's soft skills seminars. Steve has earned the Certified Speaking Professional® (CSP) designation from the National Speakers Association.

RSC - VALLEY VIEW

9450 Allen Drive, Suite A | Valley View, OH 44125

WEDNESDAY | February 11th

8:30 AM - 12:30 PM

[Click here to register or scan the QR code](#)



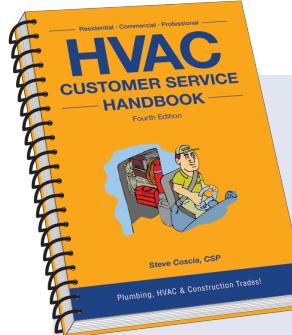
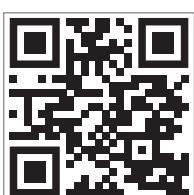
RSC - COLUMBUS

2571 Silver Drive | Columbus, OH 43211

THURSDAY | February 12th

8:30 AM - 12:30 PM

[Click here to register or scan the QR code](#)



INCLUDED IN YOUR CLASS FEE!

Taught at more than **200 colleges** in the USA and Canada! Thousands sold worldwide! This Customer Service Handbook is an industry **BEST-SELLER!**

YOU GET

- Relevant scripts for handling every service situation imaginable
- The secrets and inside tips to retain and grow your customer base
- Anecdotes based on case-studies and field work

ADDITIONAL FEATURES

- Extensive flowcharts designed to simplify your service operation
- Interactive crossword to insure information retention

THIS BOOK INCLUDES INSIGHTFUL INFORMATION

• The First Impression	• Neatness & Cleanliness
• Personal Accountability	• Being on Time
• Teamwork & Cooperation	• Honesty & Integrity
• Listening Skills	• Handling Difficult Customers



REFRIGERATION SALES CORP. CUSTOMER SERVICE SEMINAR FEBRUARY 2026

Relentlessly Improving Lives, In Every Degree.