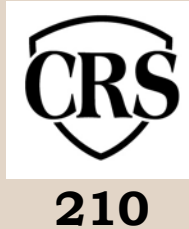


CRS 210

Building an Exceptional Customer Service Referral Business

Building an Exceptional Customer Service Referral Business is a highly interactive course designed to deliver all the essentials for refocusing the student's business plan to a customer service centered, repeat and referral business. The information provided will help identify the expectations of the "new consumer", the "new behaviors" necessary to meet those expectations and specific systems to make the agent's business more productive, more profitable and more enjoyable.

- Attracting a higher caliber client
- Meeting the expectations of the "new consumer"
- Dialogues and strategies for building a referral database
- Delivery systems to generate a successful referral business



To Register

- Call: Amber at (925) 730-4065
- Visit Web site: www.bayeast.org , see Members/Educational Seminars
- Mail, fax or e-mail the completed form to:
Bay East Association of REALTORS
Fax: (925) 730-0237
7901 Stoneridge Dr., #150
Pleasanton, CA 94588

Lunch Included

Any cancellation up to 30 days prior is subject to a \$50 fee.

Half of the tuition paid will be returned to those canceling between 30 days and 2 weeks.

Those who cancel less than 2 weeks prior, will not receive a refund.

CRS Registration Form

CRS 210 Building an Exceptional Customer Service Referral Business

Location: Radisson Hotel
6680 Regional Street
Dublin, CA 94568

Dates: **May 2nd & 3rd, 2007**
8:30-5:00

Name _____

Company _____

Address _____

City _____

State/Zip _____

Phone _____

Member # _____

E-mail _____

Member # (NRDS)I _____

Registration Fee (Check One):

- \$350 for REALTORS®
- \$325 for BEAR Education Advantage
- \$700 for Non-Members

Please indicate preferred method of payment:

- Credit Card (Visa or MasterCard)
- Check enclosed
Make check payable to:BEAR

Account Number _____

Exp. Date _____

Verification Code _____ Billing Zipcode _____