

Dynamics of Service

Denise Semrow CIC, CISR, AIS
SECURA Insurance



Great customer service is something we all recognize and is one of the key factors that distinguish the truly outstanding insurance organization. At Dynamics of Service you will discover what makes superior customer service reps so effective — and what keeps their customers so loyal.

- Improve your people skills dramatically.
- Tune up your professional competence.
- Acquire a wealth of tools and techniques for dealing with customers effectively.

Participants consistently rate Dynamics of Service and Denise Semrow as excellent — classes fill up quickly!



The Dynamics of Service Program satisfies the update requirement for dues paying CISRs; no test; however, you do not need to hold the CISR designation to attend.

May 21 • 2008

Holiday Inn – Fond du Lac, WI

May 22 • 2008

Radisson – Madison, WI

8:00 am – 4:00 pm

\$140 includes:

materials • breaks • lunch

8 Hours of Wisconsin CE Credit – new course #59660

Approved by Utica National for E&O premium discount – for details call PIA.

Please make a copy of this form for each additional registration.

DYNAMICS OF SERVICE • REGISTRATION FORM

May 21 – Fond du Lac May 22 – Madison

Full Name _____ Nick Name _____

Agency/Co. _____

Address _____

City _____ State _____ Zip _____

Phone (____) _____ After Hours (____) _____

Fax (____) _____ Email _____

Return form and payment to:
PIA of WI • 6401 Odana Rd. • Madison • WI 53719
800-261-7429 • Fax (608) 274-8195
Register online: www.piaaw.org

MC _____ Visa _____



Card No. _____

Exp. Date _____

Confirmation and directions emailed upon receipt.