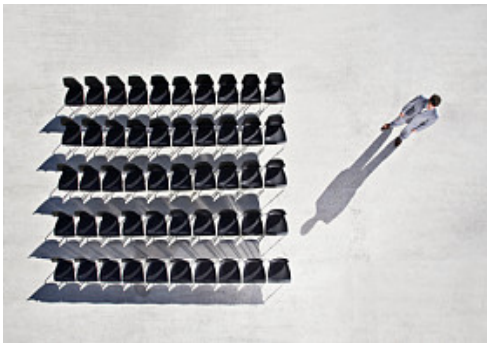




Workshops, Seminars, & Speaking

*Inspiring, motivating, & empowering
a better customer experience.*



Whether in the training room, at a conference breakout session, as part of a panel, or up on the main stage, CCMC principals have a 30-year heritage of offering an authoritative and visionary perspective on how to create a better customer experience.

Framed around client-specific objectives, CCMC custom workshops, seminars, and speeches engage participants in rethinking conventional wisdom about the customer experience.

Blending cross-industry expertise, colorful anecdotes, best practices, and robust voice of the customer data, CCMC experts challenge participants to apply what they see and hear to their day-to-day responsibilities for delivering a better customer experience.

CCMC experts are available for:

- Keynote addresses
- Executive seminars
- Conference breakout sessions
- Company-specific workshops
- Tailored front-line customer care seminars and training sessions

Customer Care Measurement & Consulting LLC
20 S. Quaker Lane, Suite 230
Alexandria, VA 22314

Phone **703.823.9530**
Fax **703.823.9538**
info@customercaremc.com
www.customercaremc.com