

# Affordable, Practical Training Series

Join us for “Munch” ...

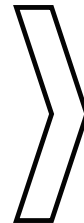
## MUNCH 'N' LEARN SERIES



- ✓ On their time (during lunch)
- ✓ We bring the lunch!
- ✓ Only an hour

Just

**\$79**



### Sample Topics

- Transition from Service-2-Sales (cost-2-profit center)
- Everything to do to ensure your program FLOPs
- Inbound call centre management essentials (8 topics)
- Designing an omni-channel quality program
- Call guides - Do's & Don'ts (inbound & outbound) **New!**
- Foundations of Inside Sales - (6 topics)

CONTACT CENTRE – MANAGEMENT ESSENTIALS

(416) 498-9440

[www.ericyoungassociates.com](http://www.ericyoungassociates.com)