



**Mid-Hudson Valley
Society for Human Resource Management**

November 13, 2014 Chapter Meeting

WOW Your Customers or Somebody Else Will

SPEAKER: Regina M. Clark, CSP

LOCATION: Harness Racing Museum, 240 Main Street, Goshen, NY 12549

DATE & TIME: Thursday, November 13, 2014
8:15 - 8:45 am: Registration, Breakfast
8:45 - 9:15: Announcements & Introductions
9:15- 10:30AM: Program

COST: \$15 Chapter Member; \$25 Non-Chapter Member; \$7 Student

Please reserve your spot by contacting Beth Schick at info@mhvshrm.org or register online at www.mhvshrm.org

PROGRAM DESCRIPTION:

Today's customers are informed, demanding and want their expectations met immediately. They do their homework on the internet and expect knowledgeable professional staff to provide innovative products and services to meet their needs. Today's customers can also launch social media attacks on any business and destroy reputations with the click of a mouse.

In *WOW Your Customers or Somebody Else Will*, you will learn:

- How to stay ahead of your competition and exceed your customer's expectations by creating exceptional WOW experiences.
- How to create engaged employees who will thrill your customers.
- How to overcome obstacles and broken processes to delight your customers.
- What top notch service looks like.
- The secrets of leading a WOW work environment.

ABOUT THE SPEAKER: Regina M. Clark, CSP is an international keynote speaker, trainer, business coach and author. Before launching her own business in 1994, she was a retail executive. She has delivered programs for hundreds of global organizations and associations including Allied Beverage Group, Bell Helicopter, Cummins, Giorgio Armani, Johnson & Johnson, Medtronic, P&G, Westchester Medical Center and many others.