

Iowa Lakes Community College Continuing Education

Make 'em Say 'WOW!' Customer Service

Rob Bell Seminar

His presentations will inspire your organization to reach a new level of customer service, increase positive leadership while polishing important internal and external communication skills. His style is fun, engaging, thought-provoking, and unforgettable.

Rob's warmth and humor shine through in each presentation, allowing participants to gain insight into numerous aspects of personal and professional communication while giving them the tools to bring that insight into action.

Rob Bell's message to corporations and organizations across the nation is:

Make 'Em Say 'WOW!'



About Rob: Rob Bell began teaching his customer service and communication techniques early in his tenure as Personnel Development and Education & Training Director for Dick's Supermarkets, Inc. Drawing on 25+ years of experience in leadership roles, customer service, and training, Rob makes it simple, clear and FUN to improve customer service and gain leadership skills.

Before becoming Dick's Supermarkets' go-to-guy for training, as a recovering CPA, Rob worked as the accounting manager for a large trucking company, an auditor, and an adjunct instructor at the University of Wisconsin - Platteville. Rob now tours the country teaching the principles that have helped hundreds of companies and organizations improve their communication strategies.

Rob's presentations are high-energy and feature real-life anecdotes that are as fun as they are meaningful.

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Course #: 19082 **Date:** 9/9/08 **Site:** Knights of Columbus Hall, Algona
Time: 8:30am - 11:30am (Tues.) **Price:** \$99

TO REGISTER CALL 1-800-252-5664

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