

# Internationally Acclaimed Customer Service Expert Coming to Trinity County!



## Doug Lipp

Former Head of Training at Walt Disney University



An internationally acclaimed expert on customer service, leadership and global competitiveness, Doug motivates and challenges audiences around the world. Formerly with the Walt Disney Company's Disney University and NEC Electronics, he has spent over 25 years working from the front lines to the boardrooms of corporations around the world. Doug will teach audience members how the secrets of Walt Disney's success can take them to the next level.

## The Magic of Exceptional Customer Service

Doug's Walt Disney University training experience provides fascinating stories, unique insights, and invaluable lessons. Learn how certain skills, attitudes and behavior contribute to exceptional performance to build, win, and keep market share. Service and attitude affect your bottom line!

**When:** Thursday, February 18, 2010 from 8:30 to 11:30 a.m.  
Check in at 8:00 a.m., refreshments served, general seating only

**Where:** Trinity Alps Performing Arts Center 101 Arbuckle Court, Weaverville

**Who:** This seminar is for small business owners and their employees, public sector representatives and individuals seeking employment in the tourism/hospitality sector.

**Cost:** \$25 value, but Smart is offering this seminar for only **\$5.00!**

**Seating is limited and pre-registration is required!**

To reserve your seat and pay by credit card, visit [www.thesmartcenter.biz/douglipp](http://www.thesmartcenter.biz/douglipp)  
To reserve your seat and pay by check or cash, use the form below.

Questions? Call (530) 623-5538

### The Magic of Exceptional Customer Service

Name \_\_\_\_\_ Title \_\_\_\_\_

Company \_\_\_\_\_ E-mail address \_\_\_\_\_

Address \_\_\_\_\_ City, State, Zip \_\_\_\_\_ Phone \_\_\_\_\_

Complete this form for every attendee and send it with a \$5.00 payment for each to  
Smart Center, P.O. Drawer 1430, Weaverville, CA 96093  
Make checks out to the Smart Center

Thursday, February 18, 2010 o Trinity Alps Performing Arts Center o 101 Arbuckle Court o Weaverville, Ca 96024