



## THE SECRETS OF CUSTOMER LOYALTY: A BOOK CLUB FOR LEADERS WHO WANT LOADS OF REPEAT BUSINESS

**Monday, May 8, 15 & 22**

**7:30-9am**

**Novi Public Library**

**Registration Required**

Wish your staff cared about service as much as you do? Would you like to train your team to handle the most difficult customers with ease? Then this series is for you! Network with other community leaders who strive for service excellence, ideate solutions to some of your stickiest service challenges, and learn works-in-real-life methods to exponentially increase your repeat and referral business.

Who should attend? Managers and leaders who want to teach and inspire their teams to deliver the best possible customer service, internally and externally.

**Sessions led by:** Marilyn Suttle, coauthor of “Who’s Your Gladys? How to Turn Even the Most Difficult Customer into Your Biggest Fan” and “Taming Gladys! The Busy Leader’s Guide to Creating Fierce Customer Loyalty”

**Included:** You will receive a copy of the bestselling book, “Who’s Your Gladys? How to Turn Even the Most Difficult Customer Into Your Biggest Fan”

### Session 1:

Who’s Gladys? She’s Your Team’s Best Customer Service Teacher!

### Session 2:

Taking a Long Term Approach to Exceptional Service

### Session 3:

Up Close and Personal: The Important Part YOU Play in Creating Stellar Service

Novi Public Library  
45255 W. Ten Mile Rd.  
Novi, 48375

To Register call:  
248-349-0720

[Novilibrary.org](http://Novilibrary.org)



