

# Customer Service



Joint Venture Education: NAHB LIVE WEBCAST  
Designation Courses offered through the HBA of Greater Springfield

## CUSTOMER SERVICE

**December 10, 2009**

**9 am to 5 pm**

**HBA of Greater Springfield**

**636 W. Republic Rd. D108**

**Springfield, MO**

**Member Price: \$175      Non-Member: \$225**

**Includes Lunch**

Make your business grow by keeping your clients happy during and after the sale. This course teaches you how to manage every phase of customer interaction from the initial contact through construction and beyond.

**Instructor: Beverly Koehn**  
CGA, CGB, GMB, CAPS, CSP, MIRM

*Pursuing Your Certified Graduate Builder and Certified Graduate Remodelor™ designations?*

*You may need this course to complete your designation. Check your individualized assessment report from NAHB.*

Call Carrie at the HBA if you have questions: (417) 881-3711.

Yes, I want to REGISTER:

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax \_\_\_\_\_

Email: \_\_\_\_\_

Customer Service

\_\_\_ Member\*: \$175    \_\_\_ Non-Member: \$225

\*Companies that are members of NAHB recognized local associations, other than Springfield, MO, will also be offered the member price.

TOTAL REGISTRATION FEE: \$ \_\_\_\_\_

\_\_\_ I have enclosed the course fee(s).

\_\_\_ Please invoice me at the address above.

\_\_\_ I will call or come by the office to pay by credit card.

Registration deadline: November 18, 2009. Payment must be received prior to class date. Cancellations must be received by December 3, 2009, for a full refund. There will be a charge for cancellations received after that date.

You can fax this form to Carrie at (417) 881-7334, or detach and return via the mail to HBA office, 636 W. Republic Rd., D108, Springfield, MO 65807. You can also email the information above to [carrie@springfieldhba.com](mailto:carrie@springfieldhba.com).