



CLASSES HELD IN BALLANTYNE
CHARLOTTE, NC

15720 Brixham Hill Ave., Suite 300
Ballantyne, Charlotte, NC 28277

SERVING WITH EXCELLENCE™

Elevate your impact.
Exceed expectations.

Exceptional service is more than meeting expectations—it's about creating positive experiences that build trust, loyalty, and lasting relationships.

This interactive, full-day workshop equips you with practical tools and proven techniques to consistently deliver outstanding service, communicate effectively, handle challenges with confidence, and contribute to a culture of service excellence.



**EARLY BIRD & CHAMBER MEMBER
DISCOUNTS AVAILABLE!**

IN THIS WORKSHOP, YOU WILL:



Understand the principles and importance of service excellence



Recognize how your attitude, behaviors, and communication impact the customer experience



Build positive relationships through effective communication and active listening



Identify opportunities to exceed customer expectations and create memorable experiences



Respond professionally and confidently to difficult situations and customer concerns



**A COMMITMENT
TO EXCELLENCE.**

**A CULTURE
THAT CARES.**

**RESULTS
THAT LAST.**



**FULL-DAY
(IN-PERSON) WORKSHOP**



**9:00 A.M. – 5:00 P.M.
LUNCH INCLUDED**



**17 AUGUST 2026
22 SEPTEMBER 2026**



25% off Standard Rate



**BETTER SERVICE.
STRONGER RELATIONSHIPS.
GREATER RESULTS.**

YOU WILL LEAVE WITH:



A customer-first mindset you can apply every day



Practical tools and techniques for immediate use



Increased confidence in your service interactions



Stronger relationships and greater trust



A reputation for reliability, respect, and excellence



Action steps to continuously improve your impact



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info@odysseyadvisor.com

