



**Metro West Chapter**

# THE ART OF GIVING GREAT SERVICE

## How Zingerman's Treat Customers Like Royalty

May 24<sup>th</sup>, 2017

6:00 – 9:00 PM

\$55 per person

Zingerman's has set the standard for great customer service in the specialty foods industry. This success has come from combining an innovative service philosophy with practical working systems, all of which ZingTrain will share in this Workshop.

Zingerman's approach has been successfully applied in a wide variety of businesses and non-profits that are committed to improving the quality of their customer service, including specialty food and other retailers, universities, banks, insurance agencies, health care providers, IT professionals, museums, schools, and libraries.

---

**Dinner will be served to each attendee.**

Westland City Hall  
36300 Warren Road  
Westland, Michigan  
48185

**RSVP Deadline: May 15<sup>th</sup>, 2017**



**Metro West Chapter**

**THE ART OF GIVING  
GREAT SERVICE**

To attend this event, please submit your RSVP to:

**Heathor Balazy**  
**Parkside Credit Union**  
36525 Plymouth Road  
Livonia, Michigan 48150

**Phone:** 734-525-0700 Ext. 228

**Fax:** 734-525-7027

**Email:** hbalazy@parksidecu.org

Number of Attendees: \_\_\_\_\_

Credit Union Name:  
\_\_\_\_\_

Contact Person: \_\_\_\_\_

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