ABSDA TRAINING PROGRAMS

Customer Service Excellence

Start date: Wednesday, December 2, 2026
Delivered over 4 consecutive Wednesdays from 1:30pm to 3:30pm

REMOTE ONLINE TRAINING



WHO SHOULD ATTEND?

Created for all client facing staff from the retail floor to the lumber yard, this comprehensive and interactive Online program will train your team to provide a consistent and impactful customer experience.

Unlock the key to delivering exceptional customer experience in your store. Tailored specifically for our industry, this course provides actionable strategies for delivering top-tier service at every customer touchpoint. Through interactive sessions, real-world case studies, and expert-led discussions, participants will learn how to anticipate customer needs, handle challenges effectively, and build lasting client relationships. Equip your team with the skills to exceed expectations and drive customer loyalty in today's competitive market.

TOPICS COVERED

- Greeting Customers
- Body Language
- Communication Styles
- Active Listening
- Demonstrating Solutions
- Upselling
- Working with Difficult Situations
- Handling Concerns

PARTICIPANTS WILL NEED:

- A quiet room
- Reliable high-speed internet
- Computer/Laptop/Tablet equipped with a camera, microphone and an appropriate screen size
- We recommend min. 11 inch screen

Pricing based on total registrations

(including course materials and lunch)

Less than 15 participants
$299 + HST per person

15 participants or more
$249 + HST per person

Non-member
$449 + HST per person

Cancellation/Substitution Policy:
Substitutions within the same company are possible without penalty. Cancellations 6 days or less, prior to the seminar, will be subject to a 33.33% cancellation charge.

absda
Atlantic Building Supply Dealers Association

REGISTRATION FORM – CUSTOMER SERVICE EXCELLENCE

Company Name: _____

Street: _____ City: _____ Province: _____ Postal Code: _____

Company Contact: _____ Telephone: _____ Email: _____

Number of Participants _____

Method of Payment: ☐ Bill our Company ☐ Visa/MasterCard Card # _____ CVV _____ Expiry _____

Return Form To: ABSDA, 70 Englehart Street,Dieppe, NB E1A 8H3
Phone: 506-858-0700 Email: goguen@absda.ca

Seminar fees are subject to HST
HST #R106736168

PARTICIPANTS FORM – FOLLOWING PAGE

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PARTICIPANTS FORM – CUSTOMER SERVICE EXCELLENCE

Participant Name: _____

Home Address: _____ City: _____ Province: _____ Postal Code: _____

Telephone: _____ Email: _____ Date of Birth: _____

Previously attended NSCC (Y/N) _____

Participant Name: _____

Home Address: _____ City: _____ Province: _____ Postal Code: _____

Telephone: _____ Email: _____ Date of Birth: _____

Previously attended NSCC (Y/N) _____

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