

BRAD DOMITROVICH

The PR Zealot

Customer Service Workshops for K-12 School Districts



MASTERING THE ART OF CUSTOMER CARE: FRONT-LINE STRATEGIES

It's time to elevate your office excellence with Customer Care Mastery for School District Support Staff:

- ✓ Take your customer service skills to the next level with this specialized workshop for K-12 School District secretaries, administrative assistants, receptionists, and office clerks.
- ✓ Dive into advanced techniques that showcase positive communication and helpfulness as essential tools for success.
- ✓ Commit to exceeding expectations and redefine your organization's approach to customer care.

Target Audience: Secretaries, Administrative assistants, Receptionists, and Office Clerks for K-12 School Districts.

Excellent customer service requires training that reinforces the message that customers always come first.



BUILDING ORGANIZATIONAL BRILLIANCE: A MASTERCLASS IN CUSTOMER SERVICE LEADERSHIP

Embark on a transformative journey with Customer Service Leadership knowledge for School Administrators:

- ✓ Unleash the potential of your organization with this immersive workshop for Executives and Administrative Management in K-12 School Districts.
- ✓ This 3-hour session unravels the core elements of reputation management.
- ✓ Delve into the essentials of Image and Rapport Building, Customer Service Strategies, and practical Implementation Techniques that will redefine your organizational excellence.

Target Audience: School Board Members, Administrative Management, and Organizational Leaders for K-12 School Districts.

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About Brad Domitrovich:

Brad Domitrovich is a renowned PR Strategist, Professional Speaker, and Education Advocate who boasts an impressive track record of accomplishments and accolades. With a wealth of experience spanning **academic**, **entrepreneurial**, and **corporate** realms, he has consistently excelled in various capacities. Brad's expertise encompasses a broad spectrum, with a focus on **customer service**, **media relations**, **crisis communications**, and fostering **community partnerships**.

Throughout his career, he has been a sought-after figure, delivering impactful **workshops** and **keynotes** at major **conferences** and **conventions** across the Southwest. His audience has included administrators, board members, teachers, and business executives - whom he has guided in mastering the art of **skillful public relations**.

An unwavering activist for **exceptional public relations**, Brad firmly believes in the foundational importance of cultivating strong **People Relationships**. Drawing from his past role as the director and interim director of communications and public relations for several esteemed school districts, he has successfully established communication offices from the ground up. Brad possesses a keen understanding of **media management** and excels in **crafting cohesive messages** that resonate with diverse constituents.

Investment for 3-Hour Customer Service Workshops: *(Pricing valid through 12/14/2024)*

- \$3,500 for 1 workshop session.
- \$5,000 for 2 workshop sessions scheduled on the same day.
- \$7,500 for 3 workshop sessions scheduled over two consecutive days.
- \$9,000 for 4 workshop sessions scheduled over two consecutive days.
- Per Diem travel expenses and lodging reimbursements are based on the Standard GSA rate for Client location.
- Travel by automobile reimbursement is based on the current year standard mileage rate.
- Travel by airplane reimbursement is based on actual costs.

Customer Service Workshop Essentials

- Workshops are limited to a maximum of 40 participants per session due to the interactive nature with the presenter.
- The School District will provide an appropriate meeting room with projector (or LCD panels), screen, and wireless microphone.
- The School District will receive a digital copy of the handouts which will be their responsibility for duplication for each participant.

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