



## SUSSEX COUNTY CHAMBER OF COMMERCE

WELCOMES *DISNEY INSTITUTE* TO Newton, New Jersey

Sussex County Community College • September 28, 2018 • 8:30 am - 4:30 pm • 973-579-1811

# D'think

Attention to detail can be the difference between mediocre customer service and world-class, memorable experiences that drive repeat business. In this course, you will examine time-tested Disney strategies that help create world-class service. Spend one day with Disney Institute and you'll benefit from our insights on quality service and learn to think differently. Are you ready to D'Think your customer experience?

- Determine how you can drive service differentiation
  - Develop quality service standards
  - Utilize tools to deliver exceptional service
- Learn how to recover from a service failure



Register Today! Space is Limited.

[www.sussexcountycommerce.org](http://www.sussexcountycommerce.org)

Sussex County Chamber of Commerce  
is proud to be a selected sponsor of  
Disney's Approach to Quality Service