

Customer Service =
Customer Experience
Steps in Attracting and Retaining Families

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Parent as Customer



Learn, Practice and Realize Potential



This content of this training is based on managing and improving the operations of hundreds of early childhood education centers and schools and concepts from these books.

Ken Blanchard author of **Customer Mania! It's Never Too Late to Build a Customer-Focused Company**

Ken Blanchard & Sheldon Bowles in **Raving Fans A Revolutionary Approach to Customer Service**