



**NOW OFFERING**  
**Brilliance is**  
**the C.U.R.E.**

The GVI's Official Customer Service Training Program

**Attend two 2 hour sessions over two days:**

**10AM - 12PM (BOTH DAYS)**

**OR**

**3PM - 5PM (BOTH DAYS)**



**Develop a set of phrases/actions to  
increase customer satisfaction**

**Diffuse escalating situations  
through word choice and actions**

**Use the CURE standard  
for customer interactions**

**Ask your manager to sign up!**