

FISH!™ Delight Your Customers

Have you ever walked into a business and found the employees bursting with energy and enthusiasm? Do your employees give off positive “vibes” when they interact with your customers? Expose your employees to the FISH!™ Philosophy and start the transformation!

During this interactive training, learn how a smelly Seattle fish market changed into a world-class organization where customers are delighted, staff members have fun and business is booming. And the whole process revolves around four simple to use - easy to remember - principles.

What You Will Learn

We'll facilitate a guided conversation that will lead participants to the essential elements and actions that will help stimulate a wholehearted commitment to serving your customers! Working through activities and discussion participants will learn and apply the FISH!™ Philosophy and start to transform your organization!

- Choose Your Attitude
- Have Fun
- Be Present
- Make Their Day

Who should attend

This training has been designed for staff at all levels who work with external and internal customers.