

# **Building an Exceptional Customer Service Referral Business / CRS 210 (Portland)**

The Council of Residential Specialists (CRS) invites you attend Building an Exceptional Customer Service Referral Business (CRS 210), an interactive course designed to help attendees design their business plan to focus on a customer service oriented, repeat, and referral business. The information provided will help identify the expectations of the new consumer; the behaviors necessary to meet those expectations; and specific systems to make the agent's business more productive, more profitable, and more enjoyable.

This course, worth up to 16 CE credits, is being presented by the Oregon and Washington chapters of the Council of Residential Specialists.

Learn more or register for the Council of Residential Specialists Referral Course.