



CFDD DAY PRESENTS

Forrest Cottrell, President of DVelop Inc

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V.A.L.U.E.S. Communication[®] is a part of a series of training programs that uses the word “values” as a communication process:

You will find this training unique and stimulating. It is unique because it is based on honoring and valuing people. You will not be learning strategies and processes to “trick” or manipulate people, but rather, a communication process that will help you uncover and meet your Customers’ needs.

Help you be more effective.
Teach a simple six-step communication process
Improve the quality of Customer contact, identify and meet Customer needs, create value, and build a trust relationship with their Customers.
And More much, much more..

Tuesday,
October 14th, 2008,
11:30 A.M. TO 1:00 P.M.

Hilton Phoenix Airport
2435 South 47th Street
Phoenix, AZ

RSVP TO ERIC VOLLAND,
HOSPITALITY CHAIR
@ 480-894-6311 OR
evolland@mobilemini.com

Cost: CFDD Members \$30.00 Non-Members \$45.00 (48 Hour Cancellation Notification to avoid billing) additional is \$40.00 per person

CFDD Phoenix Chapter members have the option of bringing payment when attending CFDD Day or if billing is required an invoice is provided that same day. If you're billing information has changed please update.

Phoenix Chapter Officers and Board 2007 – 2009

President - Sheila Roames, CCE
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Treasurer - Shannon Bagshaw, CBA
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Hospitality Chair - Eric Volland
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Membership – Ellen Wodiuk (480) 862-6347
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