

the art of giving great service



Sponsored by Chowgirls Killer Catering

Zingerman's has set the standard for great customer service in the specialty foods industry. This success has come from combining an innovative service philosophy with practical working systems, all of which ZingTrain will share in this workshop. Zingerman's approach has been successfully applied in a wide variety of businesses and non-profits that are committed to improving the quality of their customer service, including banks, insurance agencies, health care providers, museums, schools, libraries, and non-food retailers.

Join us at Chowgirls, 1222 Second Street NE, Minneapolis
Thursday, March 25, 2010 from 8:00am - 12:00pm
Registration: Before February 22: \$225 per person
After February 22: \$300 per person
Contact Heidi at 612.481.1030 or heidi@chowgirls.net

Sign up for both workshops
and Save \$100!

Before 2/22/10: \$350
After 2/22/10: \$500

ZingTRAIN
Zingerman's Training Incorporated

Leading with zing!



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Strong leadership and innovative management practices have been key to Zingerman's success. In an era of increased competition and a very tight labor market, a positive company culture and identity, together with an inspiring vision for the future, can have an enormous impact on customer and staff loyalty. In this workshop, we will present Zingerman's unique management philosophy, based on the concepts of Servant Leadership, Stewardship and Zingerman's Entrepreneurial Approach.

Join us at Chowgirls, 1222 Second Street NE, Minneapolis
Thursday, March 25, 2010 from 1:00pm - 5:00pm
Registration: Before February 22: \$225 per person
After February 22: \$300 per person
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