



Are you having a hard time building connections with new and existing customers during this period of physical and social distancing?

The Philippine Multimodal Transport and Logistics Association and PortCalls can help overcome such difficulty through a webinar on **“BRIDGING PHYSICAL DISTANCING BOUNDARIES WITH CUSTOMERS”** on August 5, 2020, 9:30am-12 noon.

COVID-19 has ushered in a new normal that severely limits our interaction with customers. Gone are the days when meetings are conducted face to face; even social gatherings have turned virtual. As we all struggle under the present environment, let us not forget the goal of customer service: making sure a customer is delighted. This webinar is designed to help company frontliners:

- Understand the evolution of customers in today’s new normal
- Build trust and confidence and adapt to different customer behaviors
- Provide exceptional service to ensure long-term partnership with customers

Program is as follows:

9:30 – 10:30 Revisiting Your Customers and Their Needs and Expectations
 10:30 – 11:30 Rebuilding Your Customer Service Foundations to Adapt to the New Normal
 11:30 – 12nn Q&A

Speaker: Business and training consultant Ms Rodella Perez

REGISTRATION

Investment Cost Per Person: P1,000 (net)

Deadline for payment: July 30, 2020 / Webinar link will be emailed after payment

If you wish to participate in the webinar **“Bridging Physical Distancing Boundaries With Customers”**, please fill up this form and email to events02.pmtlai@gmail.com or secretariat@pmtlai.com or fax to (02) 8853-0549.

Name _____ Position _____ Email _____
 Name _____ Position _____ Email _____
 Name _____ Position _____ Email _____
 Company: _____
 Address: _____
 Tel: _____ Fax: _____

*Note: This webinar is a **workshop** so your active participation is ideal. Check below which activity you are comfortable with:*

Willing to actively participate, including in role playing. Happy to just listen in.

PAYMENT: Cash or check payment to ProQuest Publishing, Inc at BPI Island current account 0301-0276-13

Please email scanned deposit slip with company name to events@portcalls.com to ensure your participation.

For inquiries, call Jessa Mae Laguerta of PMTLAI at 8853-724.