

Spring Workshop & Awards Dinner

March 8, 2017

Workshop: Hilton Garden Inn, 711 4 St SE
 Awards Night: Telus SPARK Centre, 220 St Georges Dr NE
 Calgary, AB

8:30 - 9:00 am

Registration and Hot Breakfast

9:00 am - 12:00 pm (with break)

Building a Better Business Workshop: Creating a Client Centric Company via Customer Service Sales Process and Hiring the Best Team Members *with Jason Cupp*

In every business, sales and customer service are paramount to having a “raving fan” reputation and a successful bottom line. In this interactive and engaging session, Jason Cupp will walk you through how to create a client centric company that focuses every part of the business on the client. This “Over the Top” view of your organization begins and ends with your people, so Jason will share with you his tips and tricks to hire the best staff, train the best staff, and retain the best staff.

In this must-attend session, attendees will leave the session with:

- An understanding of the impact that amazing customer service will have on their company, delivering repeat business and profits to the bottom line
- How a defined sales process will deliver a higher closing ratio, and put clients first
- The focus on leadership, management and communication as the foundation for your team and clients
- The generational differences between the available workforce, and tips to hire within each
- A hiring process that has been proven over and over again to attract and retain the best employees at every level

1:15 - 4:30 pm (with break)

Creating Brand Loyalty - With Both Your Team and Your Customers: *with Jackie Hart*

This thought provoking, 'reality-check' style workshop will take you for a tour through your own company image. Who is your brand reaching, when and how? What should you start, stop and continue doing to manage both your internal brand (Employee Company 'Citizenship') and your external brand - your customers' experience of everything that your company does, says and promises. Join in and take the Brand Touch-Point Test to create your customized roadmap of potential improvements.

Workshop Schedule

Hilton Garden Inn, 711 4 St SE, Calgary

8:30 am	Registration and Hot Breakfast
9:00 am	Building a Better Business <i>with Jason Cupp</i>
10:30 am	Break
10:45 am	Building a Better Business <i>con't</i>
12:00 pm	Lunch & AGM <i>(meal included)</i>
1:15 pm	Creating Brand Loyalty <i>with Jackie Hart</i>
2:45 pm	Break
3:00 pm	Creating Brand Loyalty <i>con't</i>
4:30 pm	End of Day

Thank you to our Workshop Sponsors



Landscape Awards Night

Telus SPARK Centre, 220 St Georges Dr NE, Calgary

6:00 pm	Walk the Red Carpet Cocktails, Food Stations and tour the exhibits
7:30 pm	Awards Presentation

Dress Code: Black Tie/Formal

Walk the red carpet in style and your photos taken by our photographer.

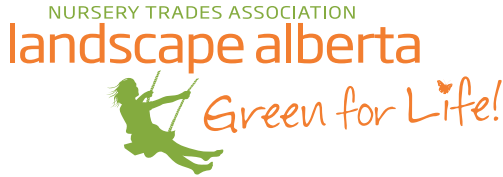
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Register before February 22, 2017 and save!
www.laspringworkshop2017.eventbrite.ca



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Register online at <https://laspringworkshop2017.eventbrite.ca>

or fill out the form below and send to

Fax: 780-444-2152 Email: admin@landscape-alberta.com

Mail: 200, 10331 - 178 Street NW, Edmonton, AB T5S 1R5

Name(s): _____

Company Name: _____

Address: _____

City: _____ Prov: _____ Postal Code: _____

Phone: _____ Email: _____

Please select the events you want to attend:

	<u>Advance</u>	<u>After Feb. 22</u>
Workshop, Member Price*	___ \$195.00	___ \$225.00
Workshop, Non Member Price*	___ \$245.00	___ \$265.00
Workshop, Student Price <i>(must show student ID onsite)</i>	___ \$99.00	___ \$99.00
Landscape Awards Dinner	___ \$85.00	___ \$95.00
<i>*Workshop ticket does not include admission to the awards night</i>		
Subtotal		= \$ _____
GST 5% (107595530 RT0001)		= \$ _____
TOTAL		= \$ _____

Payment Method: Credit Card Cheque *(Payable to Landscape Alberta)*

Card # _____ Expiry: _____ / _____

Name on Card: _____ Signature: _____

Registration must include payment. Advance rates are applicable only to registrations received prior to 4:00 pm on Friday, February 22, 2017. After this date, standard pricing applies. Pre-registration will be accepted until Friday, March 3, 2017; registrations after this date will be on-site only. Cancellations will be accepted until February 22, 2017 and registration fees, less a 25% administration fee, will be refunded. Sorry, but all registrations cancelled after February 22, 2017 will not be refunded. If the event is cancelled by the association, a full refund will be granted. NSF cheques will be charged a \$50.00 fee.

About our Speakers

Jason Cupp is a former CEO turned Kolbe Certified growth consultant, team builder and motivational speaker. He travels almost constantly, talking about everything from sales and marketing to crisis management... to clients in almost any industry, including where his career started – the landscape design/build industry. His knowledge, experience and approachability has put him in front of thousands of people and businesses across North America and Western Europe. You can visit his website at <http://jasoncupp.com> and follow him on Twitter at @jasoncupp.

Jackie Hart Jackie Hart is President of Consulting By Hart, an innovative business coaching and consulting company. She has an impressive track record for shifting entrepreneurs into next level thinking, while guiding transformative strategies and critical business skills improvement with business owners and their core management teams. She is a polished facilitator, delivering hundreds of business improvement workshops to rave reviews across the country, and manages Peer Groups of business professionals. She continues to write a monthly column for Trade magazines with 120+ published articles to date.

Hotel Information

Hilton Garden Inn
 711 4 St SE A
 Calgary, AB T2G 1N3
 Room Rate: \$159.00 + GST/night

Call (587) 352-2020 and quote "LAN" to receive group discount code or [click here to reserve your room online](#).