

It's Not About the Fish!

Join us for a fun-filled seminar that explores the customer service philosophy of fishmongers at the World Famous Pike Place Fish market in Seattle. This interactive training includes an entertaining video highlighting four philosophies that can be used in any business, and not just in a fish market!

Be There

Be emotionally present for people. It's a powerful message of respect that improves communication and strengthens relationships.

Play

Tap into your natural way of being creative, enthusiastic and having fun. Play is the spirit that drives the curious mind, as in "Let's play with that idea!" You can bring this mindset to everything you do.

Make Their Day

Find simple ways to serve or delight people in a meaningful, memorable way. It's about contributing to someone else's life—not because you want something, but because that's the person you want to be.

Choose Your Attitude

Take responsibility for how you respond to what life throws at you. Your choice affects others. Ask yourself: "Is my attitude helping my team or my customers? Is it helping me to be the person I want to be?"

Our time together will be filled with fun and laughter. We'll learn together through interactive discussions, videos and activities. The information shared can be applied in your personal and professional life and you'll receive tools and ideas that you can take with you to reinforce and apply what you've learned.

Here's what you can expect

About the presenter:

Mark Alger's first job was counting worms for his family's wholesale fishing supply business in Enterprise, Utah. He has used the lessons he learned while counting worms throughout his career and shares those lessons in his trainings and with businesses throughout Central Utah. Today Mark's customers count on his business, Ensign Staffing, to help them connect with the right employees at the right time to be productive and profitable.

Mark is passionate about helping rural businesses succeed. He served as the President of the Richfield Area Chamber and currently serves on the Sevier County Economic Development Council. He's developed and delivered customer service programs for managers and continues to stay focused on wowing customers as a business owner.